



JANUARY 2009

ATTENTION PROPERTY OWNERS/MANAGERS
CLEAN-UPS AVAILABLE AT **NO CHARGE FOR MULTI-FAMILY COMPLEXES IN THE CITY OF PLEASANT HILL**

As part of your enhanced solid waste and recycling service package, Allied Waste Services offers multi-family complexes a maximum of **three** on-call solid waste clean-ups and **two** on-call recycling clean-ups in the City of Pleasant Hill:

ON-CALL CLEAN-UPS

We will provide you with three (3) 20-yard debris boxes per year for designated clean-up material. You can choose to have three clean-ups with one debris box each, two clean-ups with two debris boxes for one and one box for the other, or one clean-up with all three boxes. Here are the easy steps for using this free service:

- Step 1** Call our customer service department at least **ONE WEEK** in advance at (925) 685-4711 (select option 3) to schedule the box(es). This call can **ONLY** be placed by the property manager/designee/owner. We will go over all the guidelines with you.
- Step 2** We will send you a terms and conditions contract form to fill out, sign and fax or mail back to us. A sample is attached.
- Step 3** You will send or fax us a map (it can be hand drawn) and mark with an "X" the locations where you would like the boxes dropped. **Please make sure that this is a safe location for people to access and that our truck can safely and easily drop and pick up the boxes.**
- Step 4** We will send you an informational flyer to distribute to your residents/tenants/homeowners outlining acceptable and unacceptable materials. Included is a list of items that we will pick up separately for a fee if payment is made in advance. A sample is attached. Please let us know how many copies you will need.

Important: You will be responsible for making sure all material ends up inside the boxes. We will not pick up extra material outside the boxes. Individuals may not request individual clean-ups. Any material that is not within the clean-up guidelines (and which has not been prepaid and arranged for pickup) will be charged to your account. Example: If we find a mattress in your debris box your account will be charged \$40.

ON-CALL COMMINGLED RECYCLING CLEAN-UPS

You may schedule two (2) on-call recycle boxes each year. You can choose to have one recycle clean-up with 2 boxes or two clean-ups with one box each. Here are the easy steps for using this free service:

- Step 1** Call our customer service department at least **ONE WEEK** in advance at (925) 685-4711 (select option 3) to schedule the box(es). This call can **ONLY** be placed by the property manager/designee/owner. We will go over all the guidelines with you.
- Step 2** We will send you a terms and conditions contract form to fill out, sign and fax or mail back to us. A sample is attached.
- Step 3** You will send or fax us a map (it can be hand drawn) and mark with an "X" the locations where you would like your recycling collected. **Please make sure that this is a safe location for people to access and that our truck can safely and easily pick up the material.**
- Step 4** We will send you an informational flyer to distribute to your residents/tenants/homeowners outlining the collection guidelines. A sample is attached. Please let us know how many copies you will need.