



Welcome to Red Oak Sanitation

We are happy to add you to our growing list of valued customers and want to assure you that providing you with superior customer service is our #1 priority.

You will retain your Waste Management containers until further notice. Please continue to contact the Property Manager for any replacements that may be necessary due to broken wheels, lids, etc.

Below are the service guidelines so that you are aware of the parameters:

Household Waste Guidelines

- Trash must be at the curb before 6:00AM on collection day
- All trash must be bagged
- In addition to the Red Oak provided cart, a maximum of 8 bags or bundles of household trash, yard waste, or a combination of the 2 without exceeding 8 is acceptable
- NOT ACCEPTABLE: tires, batteries, paint, oils, construction debris, chemicals of any kind, Freon, rocks, sand, gravel, dirt, logs, carpet, hazardous or medical waste.

Recycling Guidelines "Recycle for the Cure"

100% of the proceeds from the sale of our recycling material are donated to the American Cancer Society

Special Instructions: Please be sure to thoroughly rinse all food and beverage containers

- Recyclables must be at the curb before 6:00AM on collection day in the recognized recycling container.
- Accepted: aluminum cans, tin and steel cans (examples: soup & vegetable cans), newspapers and all inserts, corrugated cardboard (moving – pizza boxes), paper grocery bags, paper shopping bags, junk mail, writing & printing paper, and other paper products (anything that tears). Phonebooks and paperback books (no hardcover books), magazines, frozen food packages (please remove all contents), carton board (examples: cereal/food boxes, shoe boxes & beverage boxes), plastic containers and recycle codes 1 through 7 (typically located on bottom of container), glass (all colors of food and beverage containers).
- Special Instructions: Please be sure to thoroughly rinse all food and beverage containers prior to recycling. Please remove all contents & flatten all boxes prior to recycling.
- Not Accepted: food container paper, tissue paper, hand towels, toilet paper, plastic bags, Styrofoam, window glass or mirrors, ceramics (plates, bowls and cups), light bulbs, aluminum foil and trays.
- If you have an open, 18 gallon recycling bin, please hold newspapers until the following week if rain in the forecast for your recycling day.

Yard Waste Guidelines

- Yard waste must be at the curb before 6:00am on collection day.
- Grass clippings and leaves must be in paper yard debris bags or placed loose in a separate container labeled “Yard Waste”
- Limbs must be bundled and tied with rope or string. Bundles may not exceed 40 lbs. & cannot be greater than 4 ft in length and 4 inches in diameter.
- A weekly limit of (8) eight brown yard waste bags and (4) bundles is acceptable.
- NOT ACCEPTABLE: tree trunks, limbs greater than 4 inches in Diameter, whole trees, logs, dirt

INCLEMENT WEATHER

We will do everything possible to insure that you receive dependable service. In case of severe inclement weather or a natural disaster, we may be forced to re-route services to an alternate day. Please leave your cart curbside as we will make every effort to pick you up as close to your original service day as possible; do not remove the cart unless it has been serviced. Additionally, if there is a delay please call customer service at 770-536-7868 to find out what is going on.

Holiday Schedule

Red Oak Sanitation DOES NOT service customers on the following holidays:

New Year's Day / Memorial Day / Independence Day / Labor Day / Thanksgiving Day / Christmas Day

If your regularly scheduled service day falls on or after an observed holiday, your service will be delayed by one day to ensure everyone is serviced. We will run on Saturdays those weeks to accommodate this schedule. ***For example: only Thursday and Friday customers will be affected for Thanksgiving. Thursday customers will be picked up on Friday that week and Friday customers will be picked up on Saturday that week.***

For additional holiday information, see www.redoaksanitation.com for your service area's specific details.

Please contact us at any time if there is anything we can ever do to make your experience even better!

**Red Oak Sanitation Office - OPEN 8:00am to 5:00pm Monday thru Friday,
8:00am thru 12:00pm on Saturday**

Phone – 770-536-7868

We look forward to providing you with consistent, high quality waste and environmental services!

Red Oak Sanitation