



Important Information

Dear Creekstone Estates Homeowners:

Thank you for continuing to choose Red Oak Sanitation as your community service provider. We are grateful for the opportunity to service you and your family as part of our service community. Please like us on Facebook to follow our community information posts.

Please read the accompanying community letter for detailed information about your services. You will find that it will assist you with the general questions you may have regarding your service.

Your regular service day is Monday, please have your carts out the night before your day of service.

Those interested in recycling that have not yet registered for the service must contact the Red Oak office to let us know you are interested in recycling. See all details in letter.

If you have any questions, please do not hesitate to contact our office directly. When calling in, let us know if you would like to take part in our free text messaging program, or if email correspondence is your preferred form of communication. If texting or emailing, include your name and home address. We share our holiday schedule and other reminders through these programs. How to contact our Clients Services Team.

Email Red Oak at: info@redoaksanitation.com Website Contact: <http://www.sanitation-services.com/contactus.php>
Call or Text: 678-455-7819

We truly appreciate your business and encourage you to contact our office and let us know how we can assist you.

Please do not forget to read this community letter to discover your service details and our holiday schedule.



RED OAK **SANITATION**



Dear Creekstone Estates Homeowners:

Thank you for your business and for continuing to trust Red Oak Sanitation as your community service provider. Our mission is to understand your needs and provide high service standards surpassing your expectations. Whether it's through our Neighbors Helping Neighbors program, or other programs within our community, the growth and understanding of the affect a local company has on its neighbors and local economy is fulfilling, yet humbling. We are extremely grateful for our clients and the relationships we have developed over the years that make our mission of service possible.

As the local hauling company, competing with the publicly traded international companies for your business, we strive to provide you with the very best service experience, offering a complete range of waste removal service benefits. With safety, service, and savings as a top priority for your community, we encourage you to consider reducing truck traffic while increasing aesthetics. Thus, we invest in quality people and an equipment rotation program that ensures everyone's safety, service and success. Our new equipment is state of the art, and each member of our service team must pass our screening process. We employ expertly skilled, family oriented, professionals in their field, and each are members of the same community we all call home.

Red Oak Sanitation is grateful for this opportunity to serve you and we thank you for allowing us to be guests in your community. We are here to assist you and ask that you please call, text or email our office directly if you ever need assistance. Remember, we are here to serve and it is our privilege to do so.





Voted Best Of Forsyth & Hall County 2019, 2020 & 2021 In Our Industry

According to the Insurance Institute for Highway Safety: larger trucks, empty, can weigh 20 to 30 times more than a passenger car. The Institute found that loaded trucks take 20% to 40% farther to stop than cars. Further, 29% of all accidents involving large trucks are a direct result of aged and poorly maintained trucks experiencing mechanical or brake failure. Given this information as a hauler and asking the right questions as husbands and fathers, we looked at the overall picture and made decisions that best serves you, our families, as well as, our community.

As the local hauler, safety, service and community are the top priority. Safety is the reason we operate new trucks, all purchased new, under our 5 year rotating fleet program with comprehensive warranties. Our preventative maintenance program for our equipment is second to none, as we invest in safety and reliability. Our trucks are equipped with the electromagnetic braking system, Telma, which reduces stopping distances and instantaneously provides full braking power at any moment. Our trucks are also equipped with GPS and video monitoring that reports location, speed and live feed images captured by a multi camera system with 360 degree viewable coverage outside the truck and inside the cab. As a member of our community, we spare no expense when it comes to the right equipment for safety and for service. It's the safety of you and your loved ones that is our responsibility.

Red Oak Sanitation's business model is investing in your service, your safety and our community. We strive to keep every aspect of our business local. This is important because what's spent local, stays local. Locally-owned businesses return roughly 80% of each dollar to their community. Each dollar spent at a local business will return up to 5 times the amount within our community through local taxes, employees' wages and purchases of materials, supplies and services at other local businesses. In contrast, using a non-local business sends roughly 60% of each dollar out of our local economy; this number could be greater for publically traded companies, who's first priority is their shareholder.

Recognized for Dependable Service and Guaranteed Rates

Your Weekly Service Day is Monday

- ◆ **Your carts must be out curbside the night before** the service day. Curbside: each cart is placed within 3 feet of the curb, 3 feet from a mailbox or other object, with handles facing the house with 1 foot plus separating each cart. Having your trash out the night before will help cut down on service issues.
- ◆ **Clients receive** a 95 gallon cart with a brown lid for trash. Trash taken per week: one 95 gallon cart. Extra trash that does not fit in the cart requires an additional cart, which is billed via monthly draft to the individual homeowner. All waste must be bagged and in the proper Carts. Yard waste will also be placed in this cart.
- ◆ **Those interested in recycling must signup to receive a recycling Cart.** Recycling clients receive one 95 gallon cart for recycling. Recycling must fit in the cart and meet the recycling guidelines. Due to changes in the recycling industry, we are unable to accept glass. **SEE RECYCLING GUIDELINES ON THE LAST PAGE.**
- ◆ **Cardboard boxes:** All boxes must be broken down, cut up and placed inside the cart to be removed. Boxes outside the carts will not be removed.
- ◆ **Moving Box Program:** This service must be preordered and prepaid; call the office or see our website for details.
- ◆ **Please Opt in to our text notification & communication program.** For text notification of holiday schedule or inclement weather, please text your name, email and home address to 678-455-7819. This one number can be used to contact customer service with either texting or calling if you need assistance.
- ◆ **Email customer service for assistance:** info@redoaksanitation.com and one of our customer service reps will assist you, or follow this link to choose from a list of options: <http://www.sanitation-services.com/contactus.php> Please email your name, phone number and home address so we may properly assist you.
- ◆ **Please like and follow Red Oak on Facebook:** <https://www.facebook.com/RedOakSanitation/>





Bulk Item Removal Available:

- ◆ **Before you throw away an item, consider if someone in need can use it.** We have neighbors in need that are struggling through circumstances outside of their control. You might be surprised what they need, particularly the Women's Shelters. **Please** see the link ***Neighbors Helping Neighbors*** at the bottom of our website. Consider taking 10 minutes out of your day to help a family in need, with items you no longer use.
- ◆ **Bulk item** removal is available. Please call the office for rates and to schedule the removal.
- ◆ Some bulk items may need to be broken down or maybe even recycled. Please consider this before contacting Red Oak.
- ◆ Red Oak Sanitation does not remove construction debris, or items from remodels.
- ◆ **Christmas tree removal** service is offered the two weeks following New Years. Tree must be cut in sections shorter than 3 feet for disposal purposes, multiple cuts may be necessary. Please call to prepay and schedule.

Weekly Yard Waste Removal:

- ◆ All yard waste must be inside the Red Oak trash cart provided.
- ◆ Any additional needs requires an extra trash cart from Red Oak.
- ◆ Any yard waste placed in the recycling cart will be left until the resident removes the yard waste and cleans the cart.
- ◆ Larger branches cannot exceed three (3) inches in diameter and two (2) feet in length and must fit in the cart.
- ◆ **Important notice:** The equipment is not able to take construction debris, rock, dirt, trees, stumps, logs, sod, mulch, rail road ties, pallets, concrete, paint or oil. Red Oak does not offer tree or brush service removal.

Trash Service at Amenities:

- ◆ Trash service is offered at a discounted rate for our HOA communities at their amenity center.
- ◆ Due to safety concerns our crews are not permitted inside the fenced in areas. All carts must be accessible curbside.
- ◆ **We ask that you have these trash carts out the night before** your scheduled pickup day. Having your trash out the night before will help cut down on service issues.
- ◆ To avoid suspensions please be sure residents do not use the common area for their overflow trash.



Holiday Schedule:

- ◆ We observe six holidays per year starting with New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. With a Monday service day, if the holiday falls on a Monday, your service day will be on Tuesday.

Other Helpful Hints:

- ◆ **All waste must be bagged** and in the proper Red Oak Carts. Do your part; bagged trash helps reduce litter.
- ◆ **Packing Peanuts/Loose Trash:** must be bagged and tied off to prevent your litter from blowing all over the community. Red Oak is to dump the trash carts, not provide community janitorial services.
- ◆ **Scout Truck:** If our client's forget to put their trash out, and cannot wait until the following week: call the office requesting assistance, we will send our scout truck out to service them before their next service day when available.
- ◆ Don't hesitate to check our website, text, email or call the office if you ever need our assistance, as we are here to serve.

Service Commitment: We are committed to providing our clients with the very best service. The Red Oak team is available for our clients so that we may provide prompt solutions to our client's needs. We truly appreciate your business and always look forward to serving Creekstone Estates.





RED OAK SANITATION

ACCEPTED Residential or Commercial Single Stream Recycling

Aluminum & Steel Food & Beverage Containers	Aluminum Baking Tins	Cardboard Boxes	Pizza Boxes
Soda, Beer & Other Drink Box Cartons	Shoe, Cereal, Tissue & Other Packaging Boxes	All Junk Mail	Kraft Paper (Grocery & Lunch Bags)
Mixed Paper (Calendars, School Papers & Other Forms)	All Other Paper (Computer Paper, Phone Books, Books)	Catalogs	Newspapers & Inserts
#1 Plastic Soda and Water Bottles	#2 Plastic Milk Jugs, Juice Bottles & Other Rigid Containers	#3 Through #7 Plastic Bottles & Containers	Magazines

NOT ACCEPTED Residential or Commercial Single Stream Recycling

Hazardous Waste/Containers	Aerosol Cans Not Emptied	Glass Bottles & Panes
Bio Medical Waste & Containers	Construction/Demo Waste Materials	Compressed Gas Cylinders
Paint Buckets/Containers	Tires	Ammunition or Firearms
Chemicals or Containers	Batteries	Electronics
Garden Hoses	Cables	Food Waste
Metal Furniture	Yard Waste	Electronic Cases
Wood	Construction Debris	Liquids
Plastic Grocery Bags	Styrofoam	Auto Parts

Please refer to the Website for holiday schedule and additional helpful information.

(678) 455-7819 & 4250 Keith Bridge Rd. Cumming, GA 30040 & www.redoaksanitation.com

