



# RED OAK SANITATION



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Gainesville, Georgia 30503  
(678) 455-7819

March 19, 2008

## **Red Oak Sanitation Service Proposal for Chattahoochee Run / Chattahoochee Point**

Thank you for your interest in and consideration of Red Oak Sanitation's Homeowners Association Program. The purpose of this proposal is to explain why Red Oak Sanitation's garbage service is special in addition to what we can offer your community with our H.O.A. Program.

**Red Oak Sanitation has been chosen as the Preferred Vendor for  
Chattahoochee Run/ Chattahoochee Point.**

## **The Red Oak Service Difference**

Our customers expect nothing less from us than the most reliable garbage service around. We ensure quality with our service, and we want you to rely on us. With Red Oak Sanitation as your waste removal service, you will rest easy with the knowledge that every week, your garbage will be picked up and disposed of properly. You will find that we make a consistent effort to go above and beyond the call to make sure your service is handled with care.

We take care of our customers. Our garbage men will always put waste carts back in their proper positions at the top of your driveway after disposal. Your recycling bin will be placed upside down and your waste cart's lid will be closed in order to keep rain and other debris out, and also so you know we have come by and collected your garbage.

## **Communication**

We want you to be well informed about what is going on with your garbage service. We also want you to have a variety of options to contact us. Following are the ways in which we communicate back and forth with our customers.

- **Customer service** – we have an experienced, dedicated customer service

team (available M – F, 8 a.m. – 5 p.m. and Saturday, 8 a.m. – 12 p.m.) to help our customers with any and all problems that may arise

- **Email communication** – emphasis has been placed on communication through email as the quickest means to inform our customers of important developments.
- **Quarterly Newsletter** – we include our company newsletter with our quarterly billing – containing news, service policies and advertising space for our customers and other local businesses.
- **www.sanitation-services.com** – our website enables our customers to pay bills and find quick answers to questions 24 hours a day and 7 days a week.

## Community Involvement

We feel, as an organization, it is important to give back to the communities that give us their support. In 2007, we began an initiative to have community events where our resources could be used to provide our customers with opportunities to help their communities in a simple, yet significant way – by leaving donations next to their curbs for us to pick up with moving trucks on special routes.

November 2007 saw the first of these events. During the week of November 5-11, we collected canned food from our customers to donate to local food assistance programs in each county we serve. We are very proud to say that thanks to the generosity of our customers, 80,000 cans of food were donated to those who needed help.

2008 is set to be an even greater year for our community events. We will again be collecting food for local food banks, but we will also pick up toys and clothes at different times throughout the year – all consistently at our customers curbs.

## Our Homeowners Association Program

By signing up with Red Oak Sanitation's H.O.A. Program, you will experience the peace of mind from having only one garbage company serve your community. The subdivision's beauty, property value, and safety will all see improvement due to less wear and tear on the streets and fewer garbage trucks driving back and forth.

Below you will find the service plan we can offer **Chattahoochee Run/ Chattahoochee Point** through our H.O.A. Program:

**\$15/month** – a special, **all-inclusive** rate for **garbage, yard waste, recycling, and bulk item** service (We guarantee this rate for 2 years).

- Includes weekly garbage pick-up with a 98-gallon rolling cart.
- **Recycling service with free recycling bin. Glass is acceptable**
- **Yard waste service – up to 8 bags per week**
- **Free waste removal at all common areas** – we will provide your community with as many waste carts as needed for the common areas. (swimming pool, tennis courts, etc.)

- Tuesday is the scheduled pick up day for all services.
- And **bulk item pick-up** at no additional charge. We are unable to pick up construction debris.
- Our rate is all- inclusive at \$15 a month. Your **quarterly bill** will be **\$45 flat**.

**We will offer 3 months of free service for every resident of your community who signs up with us by July 1, 2008.**

Our hope is that you will see as much value in Red Oak Sanitation as your community's garbage service provider as we see in providing service to your community. Thank you again for your consideration. We look forward to doing business with you.

Sincerely,

**Trish Gauthier**  
**Sales Manager**  
**Red Oak Sanitation**  
**(678) 455-7819 (office)**  
**(678) 614-5017 (cell)**

**Curbside Recycling does include:**

- |                                    |                           |                                |
|------------------------------------|---------------------------|--------------------------------|
| <b>Newspapers &amp; Ad Inserts</b> | <b>Cardboard Boxes</b>    | <b>Pizza Boxes</b>             |
| <b>Kraft Paper</b>                 | <b>Cereal Boxes</b>       | <b>Tissue Boxes</b>            |
| <b>Paper Towel Cores</b>           | <b>Tissue Paper Cores</b> | <b>Computer Paper</b>          |
| <b>Paper Calendars</b>             | <b>School Papers</b>      | <b>Magazines</b>               |
| <b>Shopping Catalogues</b>         | <b>Envelopes</b>          | <b>Paperboard</b>              |
| <b>Chip Board</b>                  | <b>Paper Grocery Bags</b> | <b>Soda &amp; Beer Cartons</b> |
| <b>Old Phone Books</b>             | <b>Paperback Books</b>    | <b>Paper Shopping Bags</b>     |
| <b>Paper Lunch Bags</b>            | <b>Junk Mail</b>          | <b>Carbonless Paper</b>        |
| <b>Greeting Cards</b>              | <b>Shoe Boxes</b>         | <b>Moving Boxes</b>            |
- 
- |                                    |                                     |                                  |
|------------------------------------|-------------------------------------|----------------------------------|
| <b>Aluminum Beverage Cans</b>      | <b>Aluminum Baking Tins</b>         | <b>Aluminum Food Containers</b>  |
| <b>Steel Food Containers</b>       | <b>Empty Aerosol Cans</b>           | <b>Clean Metallic Lids</b>       |
| <b>#1 &amp; #2 Plastic Bottles</b> | <b>Milk Jugs &amp; Colored Jugs</b> | <b>Plastic Detergent Bottles</b> |
| <b>Plastic Soda Bottles</b>        | <b>Plastic Water Bottles</b>        | <b>Plastic Food Containers</b>   |

- A quick rinse of any food or beverage containers would be appreciated.
- Any items not listed may not have current or reasonable markets available to recycle.
- Please check with your local County Recycling Center to dispose of any items not listed here.
- Any updates or changes will be notated in future billing statements or informational flyers.