

DO YOU WANT LOWER RATES ON TRASH PICKUP? HOW ABOUT \$35/QUARTER (3 Months)?

- **FOR ALL SUBDIVISION RESIDENTS**
- **OFFERED BY ROBERTSON SANITATION**
- **SIGN UP BY NOV. 30th**

Date: Oct. 26, 2004

From: SUMMERTOWN HOMEOWNERS ASSOCIATION (SHA) &
SUMMERTOWN RECREATION ASSOCIATION (SRA) BOARDS

To: ALL HOMEOWNERS OF SUMMERTOWN, ROCKBRIDGE ACRES,
AND ROCKBRIDGE ROAD

The SHA/SRA board has negotiated low rate trash and recycling pickup for only \$35/quarter open to ALL residents if you sign up by Nov. 30. Most households pay \$50-\$65 per quarter, and those with leaf bag contracts pay approx. \$100 per quarter. ***This offer is provisional: We must have 85% of 300 households enrolled. Approx. 100 families must switch from BFI.***

QUESTIONS:

1. How do I enroll?

If you are already a Robertson Sanitation customer (Monday pick-up), do nothing. Please call customer service at 770-867-4367 to have any questions answered. You will automatically get the lower rate once we reach our goal.

If you are not a Robertson Sanitation customer (You have Tuesday pick-up), please call Robertson Customer Service at **770-867-4367**. Ask to be put on the Summertown-Rockbridge Acres reduced-rate waiting list. Robertson understands that it is part of the agreement that ***you are not switching unless you get the \$35/quarter rate. DO NOT CANCEL YOUR BFI CONTRACT YET.***

2. How will we know if the 85% goal has been reached and the new rates are effective?

Robertson's management will keep us updated on how many residents have switched. Once we reach our goal of 255 homes, the SHA will send flyers ***and*** the next newsletter will give the start date. We will post signs at all front entrances. At that time, residents must call BFI at 770-339-9393 to cancel their current BFI contract. Current Robertson customers need not do anything.

3. I currently have a yard waste (leaf bag) contract. What does Robertson

Sanitation offer in yard waste removal for our subdivision?

No special contract or quarterly arrangement is needed. Please call the customer service line at 770-867-4367 with a day's notice if you have yard waste. With notice, on Mondays Robertson's will remove up to 20 brown-paper yard bags (the ones you buy from Lowes or Home Depot) at a one-time charge of \$20. If you have over 20 bags, an additional 50 cents per bag is charged. They will also remove small limbs no longer than 4 feet and 1-2 inches in diameter if they are bundled into stacks no more than 50 lbs in weight per bundle. Robertson's will not pick up rocks, dirt, or tree stumps or any limbs over 2 inches in diameter, and no bundles over 50 lbs.

4. What if I have old appliances or furniture items?

Robertson Sanitation will collect these items at your curb on collection day at no additional charge. An appliance that has had freon in it must be tagged by a licensed agent stating that the appliance is free from any freon. Please call Shinall at 770-564-1511 if you have an appliance with freon.

5. Will this low fee stay in effect longer than a few months? Are there any hidden fees? Am I bound into a contract if I am not happy with Robertsons?

Robertson's Sanitation has assured us this offer stands and the price will not go up after a period of months. There are minor county charges which will be added to the \$35, so the total charge with these fees will be about \$37/quarter. There is no binding contract to stay with Robertson's, although if many people drop out, the offer will be revoked. The Welcoming Committee will make sure new residents are aware of Robertson's special trash pick up rates.

6. What quality of service can I expect?

Current Robertson Sanitation customers (including some of the SHA/SRA board) have used Robertson's for 10 or more years with no problem. The drivers are careful of motorists and children. Robertson's picks up trash on all Mondays. The only Monday holidays Robertson's observes are Thanksgiving, Christmas and New Year's Day. If your pick up falls on one of these days, your pick up day will be the following business day. By banding together as a subdivision we can all help win this low rate. An added bonus: trash cans will only be visible one day per week.

7. My current trash containers say "BFI". Will I have to buy new ones? What about recycling?

Robertson will provide a 95 gal trash can and an 18 gal recycling bin *at no charge*. You will need to have your BFI cans picked up by BFI. When you call Robertson's, please be sure to ask for the trash can and recycling bin, if you choose to recycle.

8. If you are a renter, please forward this flyer to your landlord immediately. They should contact Mary Koponen at 770-879-7338 as soon as possible.