

What you should know about Deffenbaugh/Waste Management contract with Colony Woods HOA

Every house should have one trash and one recycle cart (35 or 65 Gallons)

Yard waste is a year-round service. From January 1 through September 30 each household is allowed 8 bags per week. From October 1 to December 31 each household is allowed up to 10 bags per week.

Trash, recycle, and yard waste are picked up on Tuesday morning. All carts and lawn bags should be at the curb by **6:00 am**.

There are 5 holidays that may delay collection by one day: New Year's Day, Memorial Day, Fourth of July, Labor Day, and Christmas Day (see attached calendar)

Missed Pick Up: Unless it is a holiday week as noted above, if a household is not serviced for one of the commodities (trash/recycling/yard waste) on Tuesday, Deffenbaugh/WM asks that the resident call the service center directly at (800) 631-3301 sometime in the morning on Wednesday to report it. The agent will review the drivers service log - any home not having a commodity out when the driver passes through is flagged as 'NOT OUT.' As long as that note does not appear the customer service agent will create a missed pickup ticket and that commodity will be recovered that day.

If the driver had already passed and had noted the address as not having the commodity out, the agent will enter an alert ticket for the appropriate driver to be sure to service completely on the next scheduled pickup.

Bulk Pick Up: The City of Lenexa has an ordinance in place that requires all trash/recycling vendors to provide for any resident of Lenexa (single-home or HOA member alike) one free bulk pickup of an unlimited number of non-hazardous bulky items once per calendar year. The specifics are:

- Only bulky items will be collected
- No yard waste, no bagged trash, no hazardous waste, no white goods that contain Freon or other refrigerants
- Pickups are preferred on the scheduled trash collection day; however bulky pickups can be made on any day Tuesday through Friday with special arrangements
- Residents must place the request a minimum of 24-hours prior to the scheduled collection day
- In addition to identifying themselves as members of Colony Woods HOA, callers are advised to inform the customer service agent that they are residents of Lenexa.

If your email or phone number is on record with Deffenbaugh/WM, you will receive notices when there are service changes. If you have any questions or concerns, please contact Theresa Gordzica, Treasurer, at 785-843-0283 or tgordzica@yahoo.com.

July 1, 2018