



New Vendor - Evergreen Waste Services

Thank you to all for your patience, cooperation, and support in our transition to Evergreen Waste Services as our new vendor. We believe a number of issues on bin deliveries should be sorted out by Friday, 10/4, and will continue to work directly with those affected if there any issues remain. Transitions are hard, but we're in this together. Below are a number of things to keep in mind. Feel free to post this on your refrigerator or somewhere for future reference.

Service

- Weekly service on **Fridays** (Please have bins curbside by 6:00 am, preferably Thursday night)
- We have WEEKLY service for **trash** (green lid), **recycling** (yellow lid), **and yard waste** (brown lid)
- You're also allowed one bulk item per week: see evergreenws.com/services/bulk-and-metal/bulk-services/
- Metal services (e.g., water heaters, washers, dryers, stoves) should be scheduled with customer service
- Pickup days will be only be affected by Thanksgiving and Christmas (if it falls on a weekday), in which case pickups will be be delayed until Saturday
- If a pickup is ever missed (and verified as such by their truck camera footage), if reported, they will come to pickup what was missed on following Tuesday

Bin Distribution and Size Options

For simplicity, Evergreen delivered three 96-gallon bins. Now that nearly everyone has received bins, if you wish to get smaller sizes for trash or recycling (64-gallon or 35-gallon) or opt out of having their yard waste bin, you may contact our neighborhood discount representative, Tami Harvey (contact info below). Exchange of sizes are estimated to take 3-6 weeks and may be further impacted by the port workers' strike. Fees for bin delivery and the first instance of size-switching have been waived as part of our contract. Any subsequent changes to bin sizes will be charged to the residence at \$25 per bin.

Yard Waste Notes

Evergreen processes yard waste at their facility in Hockessin. Each residence is permitted to choose from the following options for yard waste disposal:

- Option 1: Use your Evergreen 96-gallon yard waste bin and up to four additional paper bags
- Option 2: If you've returned the Evergreen yard waste bin, you may use up to seven paper bags or three personal trash cans (35 gallons or smaller).

Optional Services at Additional Cost to Residence

If a leaseholder opts for it, the following optional services can be provided and charged to you directly:

- House Service - If bringing bins to the curb is an issue, for \$120 per year, Evergreen will pick up your trash and recycling bins (not yard waste or bulk item) if placed in front of or on the side of residence or garage, with a clear path to the street (call for more information)
- Junk Removal Services (call for quote)
- Paper Shred Services (call for quote)

Contacts and Communication

Sad to have to say this, but please be kind and represent yourself and our community well in your interactions with the company. It's important to communicate your address, phone, and name if you expect a returned call (they currently only know you as an address). Also note that Tami's phone number comes up on caller ID as "Dagsboro, DE," not "Evergreen," at the moment. A lot of good information can be found at evergreenws.com.

- Individual customer service issues, requests, or bin changes - Tami Harvey: 302-207-9155, tamara@evergreenws.com
- Systemic issues for pervasive/persistent missed pickups or issues with pickup locations, etc. - Ben Gruswitz: chair@ardencroft.delaware.gov

Recycling: see reverse side for recycling guidelines or go to DNREC's "Recyclopedia" to search for specific items: dnrec.delaware.gov/waste-hazardous/recycling/what/#/



RECYCLING IN DELAWARE



ACCEPTABLE

Place only these materials loose, empty, clean and dry in your recycling cart or dumpster:



PAPER

Magazines, junk mail, paper bags, office paper, newspaper, etc.



PLASTIC CONTAINERS

Leave lids on.



CANS, BOTTLES, JARS

Remove jar lids and recycle separately

KEEP YOUR RECYCLABLES OUT OF PLASTIC BAGS. PLACE ITEMS LOOSE IN THE CART.



CARTONS, PAPERBOARD, CORRUGATED CARDBOARD



NOT ACCEPTABLE

Keep these items out of your recycling cart or dumpster:



SHREDDED PAPER



FROZEN FOOD PACKAGING



FOOD WASTE



COFFEE CUPS

Visit our website to learn how to recycle these items:



BATTERIES



STYROFOAM



GARBAGE



MIRRORS AND WINDOW GLASS



TANGLERS

Garden hoses, string lights, nylon rope, etc.



SCRAP METAL



PLASTIC BAGS

Return to retail store.



ELECTRONICS



YARD WASTE



de.gov/recycling