



## ***RESIDENTIAL SERVICE POLICIES***

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### **Contact Information**

**Office Phone:** (810) 991-1579

**Mailing address:** PO Box 241, Hartland, MI 48353

**Office hours:** Monday - Thursday, 9am - 5pm

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### **TRASH**

#### **FAQ**

**What time should I set my trash out?** - ALL trash must be at the curb by 6am. We will NOT return to pick up trash that is not set out on time.

**How much trash can I set out?** - You may set out up to 96 gallons of household trash each week. If you have more than that, or have any bulk items, you must call the office to schedule pick up.

#### **Remaining policies:**

- Anything outside your cart **MUST** be called into the office, a week before your pick up day. Extra fees may apply. This includes but is NOT limited to: Extra carts/containers, Extra Bags, and Bulk Items.
- We will NOT empty carts that contain any forbidden materials.
- If your container is over 50lbs you may be required to take items out to lighten the load, and are at risk for no pick up that week.
- Any bulk items **INSIDE** your container **MUST** be called in and scheduled for pick up. The bulk fee for that item will still apply.
- If your trash is not bagged, we can not guarantee the cart will be fully emptied
- Your cart, container, and or bags, **MUST** be set no further than 2ft from the curbside and away from any obstacles. We will not go onto property to collect Trash.



## **Recycle**

*\*Recycling is an add on service and is an extra charge. To add recycling to your account please call the office at 810-991-1579 or email [dougiesdisposal@yahoo.com](mailto:dougiesdisposal@yahoo.com)\**

### **FAQ**

**What time should I set my recycle out?** - ALL recycling must be at the curb by 6am. We will NOT return to pick up recycling that is not set out on time.

**When will my recycling be picked up?** - We pick up recycling bi weekly, on your trash collection day. To find the correct week for recycling, go to the "PICKUP CALENDAR" tab on our website.

**Where should I place my recycling?** - Recycling must be placed at the curb on the opposite side of the drive from your trash.

**How much recycling can I set out?** - You may set out up to 96 gallons of household recycling every other week. If you have more than that, or have any bulk items, you must call the office to schedule pick up.

**What can I recycle?** - To find a list of acceptable and non acceptable items, please go to the "GUIDELINES" tab on our website then click the dropdown tab "RECYCLING".

### **Remaining policies:**

- Recycling must be bagged. You may use any bag that can tie shut.
- Our crew has the right to leave or throw away any recycling with contaminated material.
- We are not responsible for any broken or damaged curb carts or recycling containers. We may dispose of curb carts or containers if deemed unserviceable.
- All cardboard must be broken down and bundled together.
- Your cart, container, and or bags, MUST be set no further than 2ft from the curbside and away from any obstacles. We will not go onto property to collect recycling.
- We do not supply containers for recycling. You may purchase any approved container up to 96 gallons.



# *Dougie's Disposal*

## **Yard Waste**

### **FAQ**

**What type of container can I use?** - Yard material must be in paper yard waste bags. Any loose yard waste must be bundled together. We will NOT pick up yard waste in any other container.

**Is there a fee for yard waste?** - There is a \$2 charge per bag for yard waste.

**Do I need to schedule yard waste pick up?** - If you have over 5 bags of yard waste, please notify the office at least 24 hours before your collection day.

**When is yard waste picked up?** - Yard waste is picked up every other week on your regular collection day.

**What is considered yard waste?** - Yard Waste includes leaves, grass clippings, brush, weeds and branches/ logs under 2 inches in diameter and 3 feet in length.

### **Remaining policies:**

- If you have yard waste mixed with your trash or in your trashcan it will NOT be emptied.
- If you have over 5 bags of yard waste you MUST call the office to schedule a pick up.
- Yard waste bags filled with anything other than the accepted materials will NOT be taken.
- Yard waste may be picked up on a separate day from your trash. Regardless, yard waste must be set out on your regular scheduled trash collection day to guarantee pick up.
- We will not accept yard waste material exceeding 2 inches in diameter.
- We will not accept yard waste containing the following:
  - Dirt
  - Mulch
  - Rocks
  - Acorns



# *Dougie's Disposal*

## **Bulk Items**

### **FAQ**

**How do I dispose of bulk items?** - Bulk items must be called in a week before your collection day and scheduled for pick up. This includes bulk items that are in your container.

**Do I have to pay for bulk items?** - Yes, the price varies on the item. We will give you a quote for disposal at the time of scheduling. We may ask for a photo to provide an accurate quote.

**How do I pay for bulk items?** - You will be sent an invoice for the bulk at the time of scheduling. The invoice must be paid in full before the pickup occurs. You may make payment over the phone or online.

**What happens if I don't call in a bulk item?** - Your bulk item will not be picked up until it is scheduled with the office and paid in full.

**What is considered a bulk item?** - Bulk items are anything other than the included 96 gallons of household trash. This includes but NOT limited to, trash exceeding your 96 gallon (of household trash) limit, furniture, construction debris/demolition waste. Even if your bulk item fits in your container it MUST be called in and scheduled for pick up.

### **Remaining policies:**

- We do not accept bulk items containing freon. This includes but is not limited to:
  - Refrigerators
  - Large air conditioners
  - Deep freezers
- We do not pick up bulk items containing large amounts of metal. This includes but not limited to:
  - Appliances
  - Car parts
  - Metal pipe
- We do NOT schedule bulk pick ups on Holiday weeks.
- Our routes only allow a number of bulk items. Call as soon as possible to ensure you are able to have the item picked up on your preferred week.



# Dougie's Disposal

## **Billing**

### **FAQ**

**How will I receive my invoices?** - We offer email, mail, or auto pay billing.

**How do I make a payment?** - You may pay over the phone, through the email link, via mail, automatic withdrawal, or on our website under the "PAY ONLINE" tab.

**When is my bill due?** - Your bill is due 25 days after the invoice date. Due dates are stated on the invoice.

**Can I put my account on a vacation hold?** - We offer vacation/away holds if you do not need pick up for 4 weeks or longer. Call or email the office to pause/restart pick up. If a pick up is needed in the middle of a vacation hold, a \$10 fee will be applied to your account.

**What is the process if I am moving?** - Let us know when you would like your last pickup. At that time we can adjust your final invoice and close your account. We do not offer refunds, notify us before you pay the final invoice so we can prorate it.

**How do I pay for bulk items or yard waste?** - Extra charges will be invoiced at time of scheduling. You may pay over the phone or online. The invoice must be paid in full before the scheduled collection.

### **Remaining policies:**

- We do NOT offer refunds under any circumstance.
- If we do not receive payment after 30 days of the due date, a \$10 late fee will be applied to your account. After the 30th day, your account will be on shut off until the balance is paid in full. You will be responsible for any charges occurring before and during shut off.
- If your account is delinquent for 60 days or more, your account may be sent to collections and service will be canceled indefinitely.
- Accounts sent to collections will have a 10% collection fee added onto the account balance.
- If you do not notify us you are moving or need to cancel services, you will continue to be billed for service and will be responsible for all charges.
- Any invoices totaling under \$5 will not be mailed. Please provide your email address to receive invoices under \$5.
- We will not mail receipts. Please provide your email address to receive receipts for payments.
- Rates may increase at any time.



## General

### Policies for all services:

- Your cart, container, and or bags, **MUST** be set no further than 2ft from the curbside and away from any obstacles. We will not go onto property to collect waste.
- We may refuse service if your container and or street is blocked.
- We may delay or suspend service in the event of unsafe conditions such as but not limited to, winter weather or natural disaster.
- Sharing service is **NOT** permitted. Any accounts that have been found sharing will be billed an additional quarterly or yearly fee. We may refuse to provide service if you are found sharing.
- Cardboard boxes, paper sacks, metal/plastic barrels, or trailers are not approved containers.
- All cardboard must be broken down and bundled together.
- We are not responsible for any broken or damaged curb carts or containers. We may dispose of curb carts or containers if deemed unserviceable. We will **NOT** fix or replace containers unless it is a rental.
- We will only replace rental carts if they are unserviceable. If the cart is able to be repaired, we will fix it. We will not replace carts for odor, color, staining, cosmetic issues, etc.
- Hazardous materials, including household products, that can catch fire, react, or explode under certain circumstances, or that are corrosive or toxic are not acceptable. If you are unsure about a specific item, please contact the office.
- We do not accept the following items. Any container containing the following items will not be emptied.
  - Tires
  - Shingles
  - Brick/concrete
  - Lumber/wood pieces
  - Items containing freon
  - Items containing fuel or oil
  - Batteries
  - Motor oil
  - Wet paint - All paint must be dried out and placed next to your container with the lids off the can.
  - Loose needles - All needles or sharp objects must be placed in a container with solid edges.
  - Loose fire ash - All ash/fire debris must be cooled, bagged, and tied shut, then placed in your container.
  - Hazardous materials



## **CART RENTALS**

**When will my cart be delivered?** - Rental carts take about 2-3 weeks to be delivered after your start date. Carts will not be delivered at the time of your trash pick up.

**When will my cart be picked up?** - Rental carts take about 2-3 weeks to be picked up after you notify us. Carts will not be picked up at the time of your trash pick up.

### **Remaining policies:**

- There is a \$20 delivery fee for all rental containers. This will be applied to your first invoice.
- If you do not have your rental cart before the first pick up, you may set bags out or use a different container.
- We will make one attempt to pick up your rental container free of charge. If we have to make a 2nd attempt there will be a \$20 service fee. If we do not recover the container after the 2nd attempt, you will be charged \$100 for the container on top of the \$20 service fee.
- If the rental cart is damaged beyond normal wear and tear, you will be charged for a replacement. This includes but not limited to, the curb cart catching on fire, the curb cart cracking and or breaking due to overloading, excessive speeds, damage from vehicle, or forbidden materials.
- If a rental container goes missing or is removed from a residents property, a \$100 fee will be applied to the account for a replacement.

## **HOLIDAYS**

The only Holidays that may affect your pick up day are the following:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

\*When in doubt, set your trash and or recycling out on your regular collection day!

### **Remaining Policies:**

- If your trash pickup day falls on or after a Holiday, pickup will be delayed one day that week. This rule does NOT apply if the Holiday lands on a Friday, Saturday, or Sunday.
- If a Holiday falls on a Friday, Saturday, or Sunday, ALL routes will be on schedule that week.



- Holiday delays do NOT roll over into the following week.

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Signing up for service binds you to these terms. These terms are binding until you, the customer, or Dougie's Disposal cancels service. Dougie's Disposal has the right to refuse service if the guidelines are breached at any time.

\*Guidelines may change at any time. If you have any specific questions not listed, please call the office at 810-991-1579 or email [dougiesdisposal@yahoo.com](mailto:dougiesdisposal@yahoo.com)\*