

# FAQ about the Switch to Redgate Disposal

## 1. Why is Walnut Creek South Homes Association switching to Redgate Disposal?

The switch is part of our commitment to provide enhanced services and cost savings for our residents. Redgate Disposal offers competitive pricing and improved service options that better meet our community's needs.

## 2. When will the switch take place?

The transition officially starts on January 1st, 2025.

## 3. How should residents prepare for the switch?

New garbage totes will be delivered to your home beginning on December 21st, 2024. These carts will be charcoal grey with red lids for trash and yellow lids for recycling. Please start using these totes once the service with Redgate Disposal begins. **\*\*DO NOT USE THE REDGATE TOTES FOR YOUR WM PICKUP.\*\***

The Waste Management totes will need to be returned to Waste Management. Prepare to have your Waste Management totes ready for pick-up. The exact day and time will be determined.

## 4. How to handle issues with the new service?

If you encounter any problems, please contact Redgate Disposal directly at [service@redgatedisposal.com](mailto:service@redgatedisposal.com).

## 5. Will the trash pick-up schedule change?

The day of the week for trash pick-up has not been determined yet. This announcement will come closer to October. Please have trash/recycling out by 6:00 am on the scheduled service day.

## 6. What if I have special disposal needs like large items?

Redgate is adding a large item disposal option. Bulky items will be picked up on Mondays. Residents with a bulky item can contact Redgate via email at [service@redgatedisposal.com](mailto:service@redgatedisposal.com) to arrange a pickup. Each household is allowed one bulky item pickup per week. **\*\*Please note bulky item pickup does not permit construction/remodeling materials or any of the prohibited items listed below.\*\***

## 7. Are there changes to recycling and trash pickup schedules?

Yes, recycling will move to every other week pickup, while trash remains weekly. Recycling is collected in Polycart cans with yellow lids. Please ensure all items are clean and rinsed. A recycling calendar will be available on our website, and a flyer with additional details will be provided.

## 8. Can residents order a second tote?

Yes, a second tote can be ordered from Redgate for \$5/month. To arrange for a second tote and set up billing, please email Redgate at [service@redgatedisposal.com](mailto:service@redgatedisposal.com).

## 9. What size totes will residents receive?

All residents will receive 95-gallon trash and recycle totes.

## 10. Will the Semi-Annual Cleanup Day continue?

Yes, the Semi-Annual Cleanup Day will continue in spring and fall with some changes that should benefit everyone. Details will be provided closer to the event.

## 11. How will updates be communicated?

We will share updates to this transition via email, our website, Facebook page, and community bulletins. **Please ensure you've liked the official WCSHA Facebook page and that your email address is up to date with the HOA office. This applies to both owners and renters.**

## Waste Management Service Details

### 1. What happens to current Waste Management services?

Waste Management will continue service until December 31st, 2024.

### 2. What about Waste Management garbage totes?

All homes will be expected to return their Waste Management (WM) totes. Information will be sent out closer to the end of the year with instructions on how the return of WM totes will be handled. Homeowners are responsible for the totes they are assigned.

## Important Guidelines for Disposal

- **Cardboard Boxes:** Please flatten cardboard boxes for disposal. Bundle if outside the can and cut into pieces under four feet in length/width.

- **Prohibited Items** in Polycarts: Do not dispose of board lumber, yard waste (grass, leaves, branches, mulch), carpet, remodeling/construction materials, paint, batteries, tires, fluorescent bulbs, oil, automotive fluids, toilets, fireworks, ammunition, burned debris, lumber, tile, sharp objects, loose broken glass, liquids, metal parts, or hazardous chemicals.

- **Special Assistance:** If you require special assistance with your trash pickup, please contact our Redgate at [service@redgatedisposal.com](mailto:service@redgatedisposal.com)