

## TERRACE VI SPECIAL ITEM PICK-UP PROCEDURE

We have experienced difficulty in the past when contacting Advanced Disposal for Special Item Pick-ups of large items, such as, furniture, appliances, etc. The following procedure has been established that should help ensure a prompt response from Advanced Disposal:

1. The owner of the items to be picked up is responsible for calling Advanced Disposal, 239-334-1224, and obtaining the following information:
  - A. The name of the person whom speaking
  - B. Ticket number of the service call
  - C. Date pick-up is scheduled

Note: The owner shall provide the scheduled pick-up date to the board president or other board member, depending on availability.

2. If pick-up does not occur on the scheduled date, the owner shall contact Advanced Disposal, within 24 hours, for a new pick-up date. Once again, the owner shall obtain the following information:
  - A. The name of the person whom speaking
  - B. Ticket number of the second service call (if different than the original ticket number)
  - C. Date pick-up is re-scheduled

Note: The owner shall provide the re-scheduled date to the appropriate board member so that it is understood pick-up has been re-scheduled.

3. If the item(s) is not picked up on the second scheduled pick-up date, the owner shall report the issue to the appropriate board member including the two call-in dates, employee names, ticket number(s) and both scheduled pick-up dates.

Note: At this point, the owner has no more responsibility for follow up – the board will convey the information provided by the owner to the Association Manager, who will follow up with Advanced Disposal.

### A FEW RULES ABOUT DUMPSTERS:

1. Never leave items to overflow or block gates
2. never use dumpster for construction debris (i.e. toilets, sinks, paint, carpet, etc...)
3. Never place full card board boxes in dumpster – these must be broken down and placed in recycle bins

If you have any questions regarding Special Pick-Ups, please contact a board member.

