



January 2025

### **Garbage Service and What To Do If A Missed Pick-Up**

If possible, please place your garbage (and recycling) curbside the night before your service day to ensure its collection. That way, if we arrive early, we will not miss your pick up.

Due to weather or other circumstances, there may be delays throughout the day, and pick up times can vary, however, please keep your garbage/recycling out until we have successfully serviced.

If you are missed, please contact your Property Manager Team promptly so they can notify us and we can schedule a recovery.

### **Bulk Pick-Up Policy**

Homeowner can call 800-972-4545 to schedule a bulk pick-up request with the WM Customer Service team.

The homeowner needs to know the HOA's customer number, the community name and address, and tell the agent what items need to be removed.

Colonial Heights Customer #: 315-186992

The WM representative will collect payment from the homeowner.