

February 2, 2018

Dear Residents,

Effective March 1st, Metro Waste will be the community's service provider. Tiger Sanitation's last day of service will be February 26th at which time, they will be removing both trash and recycling containers. Be sure to have both containers placed in front of your property the night before to allow a smooth transition. To ensure there are no gaps in service, Metro Waste has requested to have all residents contact them directly to set up an account. It is recommended to have this completed no later than the **16th of February, 2018** to ensure container delivery. For registration, Metro Waste may be reached at 210-807-8555.

To reduce any confusion, the days of service will remain the same. Should you have any questions, regarding set up, services provided, Metro Waste has provided a sample of what is provided to each resident once an account has been opened. Their services are customized for each need, this is something of which to take advantage!

Thank you for being a part of this community as each and everyone of you make it an even better place to call home!

Sincerely,

Lisa James

Community Association Manager for Sundance (San Antonio) Homeowners Association, Inc.

*Please register for your Resident Portal at www.realmanage.com and provide your email address so that you will receive emailed community communications.
For assistance, please call (866) 473-2573*

Comprehensive community management solutions



New Customer Notification

SERVICE – Home owners will need to call the Metro Waste Systems office at 210-807-8555 Monday through Friday from 8am to 4pm to establish new service by Friday, February 16, 2018. During the set up call we will create the new account, collect payment, discuss service information and answer any questions you may have.

BILLING/PRICING – All customer billing will occur on a quarterly basis and prepayment is required. The contractual quarterly rate including tax for Sundance Communities will be \$55.17 for the first year of the contract. We accept VISA, Mastercard and Discover.

RECEPTACLES – Distribution of the trash cart and recycle cart (if participating in recycle program) will be scheduled via a work order once the new account has been established. All recycle carts include a green lid illustrating a recycle guide. Please allow one to two weeks for delivery of carts.

Dear Valued Customer,

Welcome to our family! Listed below is some useful information you may want to save as a reminder:

Saturday	Monday	Tuesday	Wednesday	Thursday	Friday	Sunday
Closed	Trash & Recycle Day			Trash Day		Closed

FREE Brush Pick-Up Includes (please place alongside your trash):

No more than 3 bags of leaves ~OR~ 4 tied up bundles of branches that are 3ft in length & 2ft in diameter.(grass, leaves and branches are not considered recycle)

WE ALSO OFFER:** Bulky Item Pick-up, One-time Cart Washes, Curbside Valet and Web Bill Pay.

IMPORTANT THINGS TO REMEMBER

- Payments are due on the 1st.
- If payment is not made, a late fee & disruption of service will be placed on the account. Accounts on stop service must make payment by 3pm two business days before next service date.
- Do not misuse containers provided by Metro Waste.
- Have your trash/recycle out by 6:00am to ensure pick-up

Trash Pick-Up:

- Please bag all of your disposed household trash.
- No overflow allowed. Lid must close properly.
- Competitor containers will not be serviced.

Non-Serviceable Items:

- Tires
- Household hazardous materials: including, but not limited to motor oil/filters, antifreeze, gasoline, fluorescent tubes, chlorine bleach, cleaners, paint and paint products, batteries, poisons, spray cans, and automotive chemicals.
- Construction materials: including but not limited to sheetrock, concrete, roof shingles, tar, bricks and rocks.
- Other: dirt, commercial chemicals, explosives, ammunition, gas cylinders, and biological waste.

If you have additional questions please give us a call at 210-807-8555 between 8am-4pm Monday through Friday.

**Bulk item, cart washes, and curbside valet are subject to an additional fee.



 **Mix All Recyclables** 



Glass Jars and Bottles
Botellas y frascos de vidrio



Plastic Bottles and Containers 1-7
botellas, envases y contenedores de plástico 1-7



Aluminum Cans, Foil and Pie Tins, Tin or Steel Cans
Latas y papel de aluminio, latas de acero



Paper Bags, Cereal Boxes, Paper Towel Rolls and Cardboard, Telephone Books, Junk Mail, Magazines, Catalogs, Newspaper and Inserts, Office Paper and File Folders

Bolsas de papel, cartones, rollos de toalla de papel, libros de teléfono, correo spam, periódico, revistas, papel y folders

NO GRASS

Recycle Guide

METRO WASTE SYSTEMS

- NO** | Food Waste
sobras de comida
- NO** | Pizza Boxes or Plastic Bags
cajas de pizza o bolsas de plástico
- NO** | Motor Oil Containers
contenedores de aceite de motor
- NO** | Ceramics, Dishes, Clothes
cerámica, platos o ropa
- NO** | Light Bulbs, Window Glass, or Mirrors
focos de luz, vidrio de ventana o espejos
- NO** | Packaging Peanuts, Bubble Wrap or Styrofoam
burbujas de empaque y de plástico, y todo tipo de polistireno
- NO** | Electronics, Batteries, Car Parts
electronicos, baterías o partes de auto
- NO** | Yard Waste, Wood, Rocks, Sod
hierba, ramas, madera o piedras
- NO** | Syringes or Medical Waste
jeringas o desechos médicos