



## **SINGLE WASTE HAULER FREQUENTLY ASKED QUESTIONS**

### ***Who is my trash hauler?***

As of 1 April 2010, Richfield Equities, LLC will be the single hauler for the entire township.

### ***I'm new to the Township, how do I sign up for waste and recycling services?***

Residents should contact Richfield Equities, LLC directly at (877) 609-6753.

### ***Do I have to switch to a single hauler?***

Yes. On 7 December 2009, the Township Board approved Richfield Equities, LLC as the single hauler to provide trash, recycling and yard waste pick-up service for the entire township.

Residents will be required to switch to Richfield Equities, LLC beginning 1 April 2010 for curbside waste and recycling service.

### ***I live in a condominium development, will I have curbside waste and recycling service or will I be required to place waste in the appropriate waste container.***

Residential properties within attached and detached condominium associations will be required to switch to Richfield Equities beginning 1 April 2010 for curbside waste and recycling service and must place their garbage at the curb for collection.

### ***Who do I make payments to for the waste and recycling services?***

Residents will be billed by and directly pay Richfield Equities, LLC for service. Questions regarding billing should be directed to Richfield at 1606 Webster Road; Flint, MI 48505; (877) 609-6753.

### ***What is the scheduled pick-up day for my area?***

Please refer to the [route map](#) or call the Development Services Department at (248) 451-4842.

### ***Where do I get a recycle bin?***

Recycle bins may be obtained at Town Hall located at 4550 Walnut Lake Road. Residents can also purchase larger carts directly from Richfield Equities, LLC at established contract prices. Please refer to the [price sheet](#).

### ***If I already paid Allied Waste or other hauler for the entire year, do I have to switch to Richfield Equities, LLC?***

No. Residents may continue their service with Allied Waste or other hauler for the remainder of their service contract. However, they will not be able to renew their service with Allied Waste once that contract is expired.

***How do I get reimbursed if I paid the annual fee to Allied Waste or other hauler?***

If the hauler elects to not honor an existing contract term, the residents' current hauler will be required to provide a pro-rated refund to the homeowner for any services beyond the 04/01/2010 deadline.

To assist with the refund issue, the Township will be collecting funds from haulers operating within the township from 04/01/2010 to the end of the existing contract term. These funds will not be returned to the haulers until the residents have switched and received their pro-rated refund (if applicable.)

***When is the next Hazardous Waste Day?***

April 30, 2010 by appointment only. Call 248-451-4834 to set up an appointment.

May 1, 2010 ~ 9:00 a.m. to 2:00 p.m. at West Bloomfield High School located on Orchard Lake Road between Lone Pine and Walnut Lake Road.

***Do I need to call for a special pick-up for big items (i.e., refrigerator, furniture, etc)?***

No. Items may be placed at the curb for pick-up on the scheduled pick-up day.

***Are there limits on the amount of trash, recycling and yard waste placed at the curb?***

No. There are no limits on the amount of trash, recycling and yard waste that may be placed at the curb.

***Is there special assistance for those that cannot physically place the trash, recycling and yard waste at the curb for collection?***

Yes. Residents unable to place trash, recycling and yard waste at the curb should contact Richfield Equities, LLC at (877) 609-6753 to set up a special service at no increase in price.

***Is there a Senior Citizen discount?***

Yes. Residents at least 65 years of age qualify for a discount of \$1 per month of service.

***Is there a discount if payment is made in full for the entire year?***

No. All discounts are already included in the pricing.

***If I leave the Township for an extended period of time, do I have to pay for service during my absence?***

No. Residents may temporarily discontinue service at no cost for up to six (6) months per year. Residents must contact Richfield Equities, LLC at (877) 609-6753 at least one (1) month prior to

the extended absence to request temporary discontinuance of service for a specific period. Residents must also contact Richfield Equities, LLC at (877) 609-6753 to resume service.

***If I temporarily discontinue service and I prepaid for the entire year, do I receive a credit for the time of absence?***

Yes.

***Do vacant properties have to pay for service?***

No. Vacant properties are not required to pay for services so long as the property is [registered as vacant per Township ordinance](#). Contact the Development Services Department for more information regarding registering vacant properties.

***What is "Rewards for Recycling (R4R)"?***

[R4R](#) is an affinity recycling program that provides residents gift cards and coupons to local and national restaurant and stores for recycling of home. Residents should contact Richfield Equities, LLC at (877) 609-6753 or visit the website [www.richfield-mgt.com](http://www.richfield-mgt.com) to sign up.

***Why did the Township switch to a single hauler system?***

The reasons for moving to a single hauler system are to address the existing deficiencies within the waste and recycling system as follows:

1. A high volume of heavy truck traffic caused by multiple service providers working within the same neighborhoods which results in excessive wear impacts to roads within the Township.
2. Multiple haulers results in impacts to neighborhood quality, as trash is set out for collection several days a week.
3. Low recycling and diversion rates.
4. Encourage higher recycling participation.
5. Limited access to an affinity based recycling program, which rewards recyclers with gift cards and coupons to area restaurants and merchants.
6. Inequitable cost structure that resulted in only a limited number of residents and haulers paying for the Household Hazardous Waste Collection Program, system management and other service costs.
7. Lack of reliable and accurate waste generation and recovery data.

The Development Services Department will be implementing a public outreach campaign shortly to communicate the change and the reasons for the change to residents.