



Transition to New Ardens Trash Vendor

All three village governments approved a contract with Evergreen Waste Services at their May and June meetings. This will take effect when our current contract with Trash Tech/SEM ends at the end of September. The transition process is underway, and we aim to make it as smooth as possible. As the transition approaches, please reach out to neighbors to ensure everyone is clear on important dates and details.

Final Trash Tech Collection Dates and Bin Retrieval

Trash Tech's final collection dates are as follows:

- Wed. Sept. 4 - Trash & Yard Waste
- Tues. Sept. 10 - Trash & Recycling
- Tues. Sept. 17 - Trash & Yard Waste
- Tues. Sept. 24 - Trash & Recycling

Important: On Sept 24, please keep your empty Trash Tech bins out until they are retrieved by Trash Tech, and start using your Evergreen bins.

Evergreen Contract

Services Included

Evergreen will provide the following services as part of the contract with the Ardens:

- Weekly collection of all core services—trash, recycling, and yard waste—so no need to track specific weeks for different services
- One bulk item per week—household furniture or 4 additional 13-gallon bags, or 2 additional 30-gallon bags (see evergreenws.com for details)
- Metal services (e.g., water heaters, washers, dryers, stoves) if scheduled with customer service
- Online customer portal at evergreenws-portal.amcsplatform.com and direct phone and email support from Tami Harvey: 302-207-9155, tamara@evergreenws.com

Timing

- Weekly service on **Fridays**
- Please have bins curbside by 6:00 am, preferably the night before
- Pickup days will be affected by Thanksgiving and Christmas (when they fall on a weekday), in which case pickups will be on Saturday
- The **first service pickup will be on Friday, Sept. 27**, in the same week as the last Trash Tech Tuesday service
- If a pickup is ever missed, the following Tuesday will be when they come to pickup

Bin Distribution and Size Options

For simplicity, Evergreen will initially deliver three 96-gallon bins (the same size as the current Trash Tech bins) prior to the first pickup. Sometime in September each residence will receive one bin for each type of service: trash, recycling, and yard waste. Please store the bin in your back yard or somewhere out of the way until ready for use for Evergreen's first pickup on September 27th.

Once you receive your bins, if you wish to make changes, you may contact our neighborhood discount representative, Tami Harvey, at 302-207-9155 or tamara@evergreenws.com, to



request smaller bins or to opt out of the yard waste bin. Available sizes are 96-gallon (default delivery), 64-gallon, and 35-gallon. Fees for bin delivery and the first instance of size-switching have been waived as part of our contract. Any subsequent changes to bin sizes will be charged to the residence at \$25 per bin.



Yard Waste Notes

Evergreen processes yard waste at their facility in Hockessin. Each residence is permitted to choose from the following options for yard waste disposal:

- Option 1: Use your Evergreen 96-gallon yard waste bin and up to four additional paper bags
- Option 2: If you've returned the Evergreen yard waste bin, you may use up to seven paper bags or three personal trash cans (35 gallons or smaller).

Optional Services at Additional Cost to Residence

If a leaseholder opts for it, the following optional services can be provided and charged to you directly:

- House Service - If bringing bins to the curb is an issue, for \$120 per year, Evergreen will pick up your trash and recycling bins (not yard waste or bulk item) if placed in front of or on the side of residence or garage, with a clear path to the street (call for more information)
- Junk Removal Services (call for quote)
- Paper Shred Services (call for quote)

Contacts and Communication

Finding the appropriate contact for questions and concerns will vary depending on the issue, but generally, Tami at Evergreen is your best bet. A lot of good information can be found at evergreenws.com.

- Individual customer service issues, requests, or bin changes - Tami Harvey: 302-207-9155, tamara@evergreenws.com
- View pickup status and change credit card info for optional services using customer service portal evergreenws-portal.amcsplatform.com
- Systemic issues for pervasive missed pickups, etc. - Ben Gruswitz: chair@ardencroft.delaware.gov