

Ashton Village HOA

We know how important it is for you to have dependable and reliable residential trash collection service.

At Royal Recycle and Disposal, we are firmly committed to customer satisfaction and giving you the peace of mind that only a leader in residential trash collection services can provide. We look forward to being your residential trash hauler. You will notice a difference with Royal.

Royal Disposal and Recycle is your trash collection company. Trash pickup days are Monday and Thursday.

Forty percent of our fleet runs on compressed natural gas CNG now and within three to five years our entire fleet of collection vehicles will be running on clean burning natural gas. We run natural gas trucks because:

- They create 40% less carbon emissions than diesel engines.
- Using locally-produced CNG supports our local economy.
- We reduce our dependence on foreign fuel, and contribute to healthier air quality.

You are our priority. Our "Call Tracker" system tracks every call that comes in to our customer service center. Our professionals respond courteously and immediately to each request, inquiry, or complaint and follow through on each issue from identifying the problem through its resolution. Our customer service staff is on duty from 8a.m. to 5p.m. Monday through Friday and on call during weekends.

You can contact Royal Recycle and Disposal anytime by visiting our website www.royaldisposal.com. Or simply call Royal Customer Service at (713) 526-1536.



T 713.526.1536
F 281.646.1507
W royaldisposal.com



ASHTON VILLAGE HOA TRASH PICKUP SPECIFICATIONS

We welcome you as a customer and look forward to providing your trash removal services.

If you have questions or have trash problems, please call our voice-messaging system at 713-526-1536 and leave the name of your subdivision, your name and address, phone number (repeat your phone number twice) and your message. Your call will be returned promptly.

1. Each resident provides their own trash cans. These should be standard-sized 45 gallon plastic residential trash cans which may be purchased at Home Depot, Lowes, Wal-Mart, or any hardware store.
2. Service days are Monday and Thursday.
3. Place your cans or bags at the curb in front of your home near your driveway by 7:00am.
4. All items placed at the curb should weigh 40 pounds or less.
5. Tree and shrub trimmings must be cut to 4 feet lengths, bundled, tied, placed at the curb, and weigh 40 pounds or less.
6. Grass and leaves must be in plastic bags, placed at the curb, and weigh less than 40 pounds each bag. A maximum of 10 bags and/or bundles will be picked up per pick up day.
7. Moving boxes must be flattened and placed at the curb. Packing materials may be placed in boxes or in plastic bags.
8. Heavy pickup day is the last collection day of the week. One item per home per week, please. Heavy items include: washers, dryers, small pieces of furniture, mattresses and bookshelves. Refrigerators and freezers with Freon removed in accordance with EPA regulations and properly certified will be removed for \$60.00 each item. Unacceptable over-sized bulk items will be tagged explaining the reason for no pickup. Residents may call Royal at 713-526-1536 and request a special pickup at a negotiated rate. Payment for special pickup must be made at time service is performed.
9. EXCLUDED ITEMS: acids; car batteries; car parts; chemicals; construction trash; (includes concrete rubble; large rolls of or quantities of carpet; fencing; gravel any type of construction material and debris); dirt; garage door openers; hazardous; toxic or radioactive waste; large pieces of glass must be broken into small pieces and properly contained in a cardboard box and weigh less than 40 pounds each box; human or animal feces must be properly contained in plastic bags or cardboard boxes so that Contractors employees are not exposed to the feces. Large sofas, sleeper sofas and furniture with internal metal frames are excluded items and require special pickup quote.
10. Royal observes six holidays per year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Trash is not picked up holidays.

DEMAND ROYAL SERVICE

ROYAL

RECYCLE AND DISPOSAL

T 713.526.1536

F 281.646.1507

W royaldisposal.com