

## About The Vendor

Bestway Disposal ([www.bestwaydisposal.com](http://www.bestwaydisposal.com)) is a locally owned and operated disposal company. They service many other homeowners associations as well as thousands of individual residences and businesses. We're working directly with the company to make sure that Northgate Highlands has the best possible garbage disposal service.

## Pricing

As a group, we secured extremely competitive pricing while at the same time increasing the level of service. Bestway Disposal has proposed to provide the services listed in the details below for \$8.75 per month, about 50% less than what can be achieved individually.

## What About the Service?

Of course, great pricing is only part of the equation. Without excellent service, the best pricing does not mean much. Numerous residents provided feedback during last year's conversion and attested to their excellent level of service.

## Details

1. **Free Container:** One 96-gallon, rolling tote per home will be provided at no cost. Totes are repaired or replaced when damaged at no charge to the customer.
2. **Service Day:** Our designated service day would be Monday.
3. **Time:** All trash containers must be placed curbside by 7AM on Mondays.
4. **Frequency:** Garbage pickup is weekly.
5. **Recycling:** Recycling of plastics, paper, and aluminum occurs every week, on the same day as our regular trash pickup. Recycling is same time, same truck, but a different storage rack.
6. **Start Date:** Monday, December 31st, 2007. Tote delivery should be no later than Dec 26<sup>th</sup>.
7. **Convenience:** Upon dumping the trash, Bestway employees will return the tote to the side of the residence. This keeps the wind from blowing trash cans down the street.
8. **Communication:** Bestway will communicate directly with homeowners via door hangars.
9. **Roll-offs:** There will be two large roll-off containers provided twice a year for bulk trash items. This will make it easy to get rid of those things you can't quite donate but are not sure what to do with. (We will notify everyone ahead of time with the date and locations of the roll-offs.)

## Holidays

Bestway Disposal recognizes Thanksgiving, Christmas, and New Years only. When these holidays fall on our designated pickup day, Monday, service will be on Tuesday.

## Questions and Answers:

Q: Why did we change vendors?

A: We had numerous complaints from homeowners about issues Rocky Mtn Disposal was not resolving. The Board also made several attempts to have these issues rectified. Failing to solve these problems and in accordance with our contract the Board elected to start services with Bestway.

Q: What if we have problems with this vendor that we cannot resolve?

A: Our contract has a provision that issues must be resolved within 10 days or there is a 30-day written notice of cancellation. At that point a new vendor can be contracted by the HOA.

Q: How do we report problems with our service? Do we contact the HOA or Bestway?

A: We request that you first try to resolve any issues with the vendor directly. If issues are not resolved, we will have a point of contact in the HOA for reporting problems. At that point the HOA will step in and attempt to resolve the problem. Bestway Disposal can be reached at (719) 633-8709.

Q: Will Bestway take extra trash? If so, how much?

A: They will pickup up the items below at no charge. If you are disposing of large items (old appliances, mattresses, couches, etc.), please call them ahead of time so they can be prepared. There may be an additional fee for the large items.

2 extra (lawn & leaf sized) bags,  
moving boxes & packaging during 1st 4 weeks of move-in,  
limbs, but these need to be broken down and bundled in sizes of: 1' wide by 4' long

Q: Can I use my own trash containers in addition to the Bestway tote?

A: The contract with the HOA is based on the 96gal totes, so if your container is about the size as two lawn/leaf bags, then it's no problem. However, if Bestway sees that a second larger container is always used then additional cost may be incurred by the home owner. This will be determined on a case by case bases, but it's not expected to be an issue.

Q: Will Bestway take bulk or other large items, at no charge?

A: If you are disposing of large items (old appliances, mattresses, couches, etc.), please call them ahead of time. They will arrange for the pickup but may require payment upon pickup. Some large/bulk items will require a special pickup. If it's not pre-arranged and beyond the scope of weekly pickups, they will have to leave it behind.

Q: Does Bestway have recycling containers?

A: Yes, Bestway can provide containers, but there's a one-time fee of \$15 for a single container. Please contact Bestway at (719) 633-8709. Otherwise you can put your recycling on the side, in brown or plastic grocery bag. They ask that if larger bags are used they need to be labeled so the pickup crew will know it's recyclables and not trash. You're also welcome to use your own clearly marked recycling containers.

Q: Where can I find more information on the contract that is being proposed?

A: The proposed contract can be found on the Northgate Highlands website on the HOA's website: [www.northgatehighlands.org/trash](http://www.northgatehighlands.org/trash).

Q: What if I forget to put my trash can out?

A: Bestway will look for them up toward the house and if not there, they will ring your doorbell to see if you are home. If they are unable to find the trash can or contact you, they will place a door hangar on your door to let you know they were unable to empty your trash.

Q: What is the vendor's rating with the Better Business Bureau?

A: Bestway has a "satisfactory record" with the BBB in Colorado Springs, the same as all three disposal vendors reviewed last year (see [www.bbbsc.org](http://www.bbbsc.org) and enter "Bestway Disposal" for the vendor). The BBB keeps track of complaints for a 36 month period. Here is the breakdown of complaints for the vendors: Rocky Mtn. Disposal: 8; Bestway: 2; Waste Management Inc: 21 (reports re-run 6 Dec 07 for this letter).