

## **CCHOA Trash Service FAQ**

**10/10/22**

### **Who is eligible to participate?**

Only members of the CCHOA are eligible to participate in the program. If you are not currently a paid-up HOA member, you can pay your 2023 dues and the preferred trash rates will be available to you. Anyone who joins the CCHOA receives these benefits and services:

- Newsletters mailed to your home
- Timely, informative email News Blasts
- Preferred rates for Waste Connections trash & recycle service
- A collective voice for the neighborhood
- Notifications about the Chipper Program and other wildfire mitigation efforts
- Monitor & report crime, streets, safety, wildlife issues
- At least one social event per year (e.g. Block Party)
- Support for Guardians of Palmer Park
- Monitor and sponsor improvements to Palmer Park
- Support of the CCHOA website ([www.countryclubestateshoa.org](http://www.countryclubestateshoa.org)) & Facebook page

### **Is participation in the Trash Service mandatory for CCHOA members?**

No, it is a completely voluntary service offered and the preferred rates are only offered through the CCHOA.

### **What is required to participate?**

- Be a current paid up member of the CCHOA (\$30/year)
- Make a single payment payable to "CCHOA" for 2023: it will be an annual payment for both the trash service and the HOA dues.
- Read, fill out, and return the CCHOA Trash Service Agreement found on our website. [www.countryclubestateshoa.org](http://www.countryclubestateshoa.org)

### **How much does the service cost?**

For 2023 the cost is \$9.00 for trash. This includes curbside pick-up of one 96-gallon bin and up to three additional bags per week. "Single-stream" recycling (meaning that you do not need to separate recyclable materials) is an additional \$6.76/month includes an additional Waste Connections provided 96-gallon recycling bin. The recycle is also an every other week pickup.

### **Can I pay extra to have the trash cans picked and returned to my house?**

Yes. For an additional \$8.20 per month and Waste Connections will pick up and return containers from the side of the house (pack-out).

### **When and how do I make my payment?**

Go to the website, [www.countryclubestateshoa.org](http://www.countryclubestateshoa.org), and find the CCHOA Trash Service Agreement. It will provide instructions for payment and how to sign up.

Mail your check or cash for the appropriate amount (payable to **CCHOA**) and your completed and signed CCHOA Trash Service Agreement to the following address:

**CCHOA Trash Coordinator**

*Kathy Poyner*  
**2922 Chelton Dr**  
**Colorado Springs, CO 80909**

— OR —

Drop it off in the secured mailbox at the same address.

**Who do I contact with questions, requests, or comments?**

Contact the Trash Coordinator at:  
k.poyner@yahoo.com or phone Kathy Poyner (719-440-1940)

**Is there an additional “rental” charge for bins?**

Waste Connections includes the 96-gallon main trash bin with the trash service. They also include an additional 96-gallon bin should you choose to pay for the additional recycling service. There is no charge for delivering the bins. Normally there is a charge, but they wave this fee when going through the HOA. If you require an additional Trash or Recycle bin, it’s an additional \$8.20 per month.

**Do I have to use Waste Connection’s containers?**

No, but you will have to accept the possibility of damage to your bins. It obviously depends upon the quality of the bin you have.

**When will Waste Connections deliver my bin(s)?**

Waste Connections will deliver the bin(s) on the Wednesday of the week prior to starting service.

**How do I make the switch?**

Waste Connections will deliver your new bins about 1 week before service starts with them. To feel the most comfortable, you could wait until those bins have arrived and then cancel service with your current provider. When cancelling service, you can provide the following reason: “My HOA is consolidating our trash service.”

**When is trash picked up?**

Trash and recycle bins should be out at the curb (or outside your house, if you paid for the packout service) by 7:00 AM Thursday morning.

**Can I signup later in the year?**

Yes, if you choose to join in the middle of the year, the amount you owe will be prorated for the months of service remaining in the year. After you are signed up, you will be billed at the end of the calendar year for the next year of service.

**Can I start service in the middle of the month?**

Yes, you can start anytime, but you are charged for the entire month.

**What if I am already a Waste Connections customer?**

You can switch to the CCHOA Trash Service at any time. We will let Waste Connections know you are continuing service under the CCHOA. They will issue you a refund for your current contract with them, and you will start paying the lower preferred rates to CCHOA.

### **What can I recycle?**

Waste Connections accepts following items, which can be conveniently disposed of in a single container:

<ul style="list-style-type: none"><li>• Newspaper including inserts</li></ul>	<ul style="list-style-type: none"><li>• Flatten Corrugated Cardboard</li></ul>	<ul style="list-style-type: none"><li>• Office Paper</li></ul>
<ul style="list-style-type: none"><li>• Mixed Paper</li></ul>	<ul style="list-style-type: none"><li>• Chipboard Cereal &amp; Tissue Boxes</li></ul>	<ul style="list-style-type: none"><li>• Brown paper bags</li></ul>
<ul style="list-style-type: none"><li>• Phone Books</li></ul>	<ul style="list-style-type: none"><li>• Plastic (#1 – #7) – bottles and jugs</li></ul>	<ul style="list-style-type: none"><li>• Aluminum</li></ul>
<ul style="list-style-type: none"><li>• Steel or Tin Cans</li></ul>	<ul style="list-style-type: none"><li>• Empty aerosol cans</li></ul>	<ul style="list-style-type: none"><li>• Glass bottles and Jars</li></ul>
<ul style="list-style-type: none"><li>• Aluminum foil</li></ul>	<ul style="list-style-type: none"><li>• Magazines</li></ul>	<ul style="list-style-type: none"><li>• Bulk or Junk Mail</li></ul>

### **Do I have to separate my recyclables?**

No, Waste Connections recycling program is “single-stream;” there is no separating or sorting required.

### **If I want to cancel my service mid-year, can I get my money back?**

Yes, as long as you give the HOA Trash Coordinator advance notice for reimbursement for the unused time period.

### **What if I’m working on landscaping or fire mitigation one week and fill up a bunch of extra trash bags?**

Contact Waste Connections at 719-591-5000 if putting out additional trash bags. They may charge an extra \$2.00 per bag exceeding the 3 free ones. However., remember, you can ask a neighbor to add a few bags at their curb if they have room. The CCHOA is still sponsoring the “chipper program” in late April/early May, which is a great time to get rid of accepted landscape debris.

### **Do any of my Country Club HOA dues subsidize the costs of the Country Club Trash Service program?**

No, the Trash Service is completely self funded and does not use CCHOA membership dues. The HOA does the billing to the residents and Waste Connections bills the HOA one master bill for the entire HOA. This saves Waste Connections administrative money, and they pass this savings onto the HOA. That’s one of the reasons the preferred rates are so attractive. Most residents that switch over to the Country Club Trash Service will save enough money annually to more than cover the HOA dues.

### **Why is the CCHOA doing this?**

Consolidating to one trash service will help cut back on the heavy-load truck traffic running through our streets. On any given day, these massive trucks are seen racing from one home to another with big gaps in between customers. The trucks are noisy, and are very hard on our streets. They create a safety hazard for small children playing outside, kids riding bikes, pets out walking their owners etc. Many of these trucks also go by the D11 Colorado Springs Charter Academy on Chelton. We

currently have 5 trash services in our neighborhood which means 10 trucks a week are going through our streets. Consolidating to one trash service would reduce that to 2 trucks per week. Having more of our neighbors on the same day schedule not only makes it easier to remember to set out our trash, but it cuts back on having trash cans spattering throughout our neighborhood on several days during the week, cluttering our sidewalks and tumbling through our streets every windy day of the week. Having the same trash service also builds community and drives CCHOA membership which adds value to your home in a variety of ways. It's easier to help a neighbor out with their trash when they are away, you can let a neighbor throw an extra bag or two out with your trash if you have not exceeded your limit, and you will have a louder voice when working with Waste Connections.

**How much does it cost to pick up bulk items?**

Contact Waste Connections at 719-591-5000 for rates.