



October 25, 2019

RE: Bulk Trash Services Ending 12/31/19

Dear Homeowner(s),

In the last year, many condo owners have incurred extra trash charges for services provided above and beyond the Association's contract with Waste Management. With the revelation of these new charges, which average \$350/mo, Rockwood Property Management (RPM) inquired with Waste Management as to why the HOA, by way of its individual owners, is being charged additional for services that were previously included. The response was that the driver that served the Big Trout Condos for the last ten years has departed from his position leaving the new driver to discover that significant billing for services not included in the Association's contract were overlooked since inception of the contract (valued at approx. \$300k). Without notice to the Association, Waste Management began billing for these additional services.

While surprised, the Board of Directors is not opposed to paying for services rendered at additional cost pursuant to the Association's contract. However, it became immediately apparent that Waste Management is not tracking and documenting additional services to accurately determine which units are responsible for the expense. Many condo owners have reached out to the Board and Management to express concern for Waste Management's inaccurate billing. Under the bulk services contract, Big Trout Condos is the client, not the individual condo owner(s), so there's little ambition for Waste Management to ensure accurate billing of additional charges to respective units. Big Trout pays the bill even if it can't recoup the charges reportedly owed by individual owners. This places the HOA in a position to collect on behalf of Waste Management, often at the expense of its credibility with condo owners subject to inaccurate billing.

In response, RPM created a system for placement and identifying trash and recycling bins by unit. Labels were printed and distributed to each unit owner. Even with a majority of bins labeled and increased awareness of collection placement, inaccurate billing trends continue. An agreement was reached that would allow unit owners to contact the Waste Management customer service department directly to inquire and contest charges levied to their individual unit. Waste Management assured that call center staff would be trained to receive such inquiries but condo owners are consistently turned away, often after waiting on hold for an exorbitant length of time to speak to a representative.

As detailed herein, considerable time and energy has been invested in problem solving with Waste Management to improve customer service and billing accuracy but still, these problems persist. It's become apparent that Waste Management is not prepared to appropriately manage the Big Trout bulk trash account and as such, the Board of Directors has cancelled bulk trash services effective 12/31/19. This means that each condo resident must create a residential service account with Waste Management beginning January 1, 2020. Included herein is a guide to assist you in doing so.

Upon initiating a residential waste services contract with Waste Management, unit owners will have greater control over their account. Condo owners that only reside at Big Trout part of the year will now have the option to place a temporary hold on their services so they're not paying for a service they're not receiving, which is not possible with the current bulk service contract. If/when a billing error occurs, the homeowner and/or resident will be able to contact Waste Management directly to contest and leverage their position as the account holder to render better results. The overall customer service provided by Waste Management is expected to improve as Big Trout becomes more aligned with their typical service contract model.

The transition may take time and there could be some growing pains along the way as the community adjusts to the new service arrangement but the Board and Management are dedicated to providing practical solutions to any logistical challenges that may arise. Please express feedback and/or concerns to RPM. Your patience is appreciated as we work to maintain quality of life at Big Trout Condos.

Best,
Rockwood Property Management
On behalf of Big Trout Condo Association Board of Directors



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INSTRUCTIONS FOR CREATING A
WASTE MANAGEMENT RESIDENTIAL SERVICE ACCOUNT

1. Call Waste Management 1-877-466-4668 (M-F 7am- 5pm, SAT 9am – 1pm)
or create an account via the website <https://www.wm.com/us/en/user/register>

2. Request services from the options below that best suit your needs.
RATES and SERVICES from the Waste Management website:
<http://wmnorthwest.com/libertylake/service.html>

Liberty Lake Curbside Collection Rates - Effective December 1, 2018

	Price / Month
Waste Management Cart (including cart repair and/or replacement)	
One 20-gallon gray Waste Management garbage cart emptied weekly*	\$12.18
One 35-gallon gray Waste Management garbage cart emptied MONTHLY*	\$8.65
One 35-gallon gray Waste Management garbage cart emptied weekly*	\$15.31
One 64-gallon gray Waste Management garbage cart emptied weekly*	\$22.72
One 96-gallon gray Waste Management garbage cart emptied weekly*	\$30.10
* Includes cart repair and/or replacement at no extra charge	
Customer Provided Can with Handles and Lid	
One 32-gal. customer can emptied weekly	\$14.24
One 20-gal. customer can emptied weekly	\$11.16
One 32-gal. customer can emptied MONTHLY	\$7.46
Extra garbage (one 32-gallon can or equivalent)	\$3.82 ea
Liberty Lake - Curbside Recycling	
One blue recycling cart emptied every other week	\$7.63
Extra clean recyclables in recycling cart or cardboard boxes (limit 2x2x2')	Free
Liberty Lake - Curbside Yard and Food waste	
96-gal. yard waste cart Emptied Weekly March - November, Once a month December - February	\$11.41
Extra yard waste (in rigid 32-gal. cans, heavy paper bags, or bundles)	\$3.12 per unit