



January 9, 2018

Dear Property Manager/Owner:

The City of Charlotte provides garbage, recycling and bulky waste collection services to multifamily properties. On Monday, January 8, 2018, City Council awarded a new multifamily collection contract to Waste Pro of North Carolina, Inc. The new contract will begin on July 1, 2018.

Please see below for information regarding this change and answers to questions you may have:

- **Will my property continue to receive service until new contract begins?**
 - **Yes.** The City's current contractor, Republic Services, will continue to provide service through June 30, 2018. Waste Pro will begin providing the same service effective **July 1, 2018.**
- **Will the number of garbage collections I receive change?**
 - **No.** You will continue to receive the same number of garbage pickups. Properties will continue to have the opportunity to contract with vendor of choice if additional garbage pickups are needed.
- **Will my dumpster(s)/compactor be removed?**
 - **No.** Multifamily properties will continue to rent or purchase their dumpster(s)/compactor from vendor of choice.
- **Will my bulky items be collected?**
 - **Yes.** Multifamily properties should continue calling 311 to schedule bulky items for collection.
- **Will my recycling continue to be collected?**
 - **Yes.** Recycling services will continue to be collected as scheduled.

The City of Charlotte will continue to provide information during this transition. If you have any questions, please email multifamily@charlottenc.gov or call 311.

Sincerely,

A handwritten signature in black ink that reads "Victoria O. Johnson". The signature is written in a cursive style.

Victoria O. Johnson
Director