



RESIDENTIAL GUIDE

 **Refuse**  **Recycling**  **Yard Waste Collection**

Family Owned And Operated
Clean, Reliable Trucks | Customer Service 24/7
Conscientious Drivers



**Flood
Brothers** 

DISPOSAL / RECYCLING SERVICES

(630) 261-0578 | www.floodbrothersdisposal.com





VILLAGE OF LAKE IN THE HILLS

Flood Brothers takes great pride in servicing the Village of Lake in the Hills

We believe in Smarter Waste Solutions and we are here to prove it with:

COMMITMENT

With a proven track record of more than 85 years of experience, we can offer solutions to a wide variety of demanding environmental needs. But beyond our expertise, we're a family-owned business that believes in honest hard work, a fair price and courteous staff that's accessible.

SERVICE

At Flood Bros., our reputation is built upon our energetic responsiveness to customer needs and our reliable service. Our drivers are committed to safety and are trained for best industry practice for residential to retail collection and everything in between. Our customer care team is made up of proactive listeners ready to discuss your questions and concerns. We realize and appreciate budgets; our solution-finding experts will work with you to find the best fit for your collection needs.

PROFESSIONALISM

Thinking, strategizing and putting in the extra effort is not a lost art at Flood Bros. Our professional team of experts, including more than 25 Flood family members, works together to provide our vision of smarter waste solutions. Our drive to serve our customers grows stronger every day. We lead the industry in the latest technology, like our alternative fuel trucks and believe keeping the Village of Lake in the Hills clean is a team effort.

Starting July 1, 2017 the Village of Lake in the Hills will have a solid waste services provider. The Village Board has approved a new five year service contract with Flood Bros. based in Oakbrook Terrace, IL.

We are excited to be the newest service partner to Lake in the Hills residents and staff. Flood Bros. is the oldest and largest family owned and operated solid waste collector in the area. Our family has been providing these services for over 85 years and has over 25 family members in the business today.

We are committed to providing exceptional service week in and week out. In this welcome packet you will notice the schedule of collection and the main collection program have not changed from the previous program. There have been some new additions to the program. These will be highlighted throughout the packet. Please review the details for your collection and let us know if you have any questions.

Key Program Highlights

The agreement will enhance the level of refuse service provided to Lake in the Hills residents. The following points are key highlights Flood Bros. offers:

What Stays the Same:

- Still receive unlimited trash, recycling and yard waste collection
- Service schedule pick up days remain unchanged
- One bulk item pick up per week, free of charge
- Residents are billed directly by Flood Bros. beginning July 2017

What will be New, Effective July 1:

- Residents will be provided a trash cart, free of charge (default size: 95 gal.)
- Residents will be provided a recycling cart, free of charge (default size: 65 gal.)
- Additional trash carts will be provided at a monthly rental rate of \$1.50
- Additional recycling carts will be provided at free of charge
- Seniors (65+) discount of 28% off of monthly service (application included)
- Free E-Waste Recycling Program including batteries and CFL's (details in booklet)

All material must be at the curb by 6:30am the day of service

REFUSE



Flood Bros. will provide a free 95 gallon refuse cart to each household receiving curbside refuse collection via exclusive contract with the Village. Alternate sizes are available for residents in lieu of the default 95-gallon size. Residents are asked to contact Flood Bros. after July 1st to request a 65 or 35 gallon size cart. Additional carts can be rented through Flood Bros. by contacting our office. A monthly rental fee will be applied. Residents have the option to utilize their own refuse containers as long as they are contained in cans or bags, and not to exceed 35 gallons in size or 50 pounds in weight per can or bag, or are large items that cannot be containerized. Refuse which is not readily storable in refuse containers will be collected by Flood Bros. if it is stacked neatly alongside refuse containers on regular refuse collection days. There will be no limit on the number of containers placed out for collection by a given household provided all containers meet the requirements above.

RECYCLE



Flood Bros. will provide a 65 gallon recycling cart at no charge to each household receiving curbside collection via exclusive contract with the Village. Alternate sizes are available for residents in lieu of the default 65-gallon size. Residents are asked to contact our office after July 1st to request a 95 or 35 gallon size cart. Flood Bros. will provide additional recycling carts for households if requested by residents at no additional charge. Recycling materials will be comingled (i.e. plastic, glass, metal and paper products mixed together). Preparation requirements for households participating in the recycling program including: rinsing, removing labels, flattening, removing caps and lids, etc. can be found on our website. Residents may place their recycling materials in additional containers with handles or simply place them neatly alongside of recycling containers on regular recycling collection days

YARD WASTE



The yard waste collection service will be offered each year from April 1st through November 30th during the term of the contract. In order for a yard waste or leaf container to be collected, each container must be properly labeled with a yard waste decal. Decals are available free of charge at Village Hall and the Public Works Facility. Paper yard waste bags may be used but need not bear a decal. There is no limit on the number of residential yard waste containers or bags placed out for collection by a given household, provided all containers and bundles are not in excess of the four foot length requirement; bags containing unacceptable material, such as refuse or dirt; the container is not overweight; and the like. Flood Bros. will have available at an additional monthly rental cost a yard waste approved cart. Please contact our office for delivery. Flood Bros. will collect brush and tree trimmings as long as the materials are bundled and secured with biodegradable twine or other acceptable material, and are no more than four feet in length and sixty pounds in weight. Each branch shall not exceed two inches in diameter, with the total diameter of the bundle not to exceed eighteen inches.

BULK ITEMS

Residents may place bulk items out for collection on the same day as their regularly scheduled pickup. One item per week will be collected at no charge. Bulk items are items which are too large to fit in an approved refuse container but can reasonably be moved by one person. Examples of these are: furniture, bathroom fixtures, large toys, bikes, exercise equipment, carpet (rolls must be 4 feet in length or less and securely tied), swing sets (must be cut into sections 4 feet in length or less), small outdoor appliances (all fluids must be completely removed), barbecue grills, etc. Please contact Flood Bros customer service department for more details and to schedule a special pickup for larger items. A separate fee may apply for items too large for one person to load.

WHITE GOODS

State law prohibits residential appliances in landfills. Please contact Flood Bros to make arrangements for the collection of these items. A separate fee will apply.

CONSTRUCTION DEBRIS

Construction and remodeling debris must be contained in either cans or plastic bags not exceeding 34 gallons in size and 50 pounds in weight. Construction and remodeling debris that cannot be containerized must be securely tied and bundled. Bundles must not exceed 4 feet in length and 50 pounds in weight. Construction and remodeling debris must be from handyman type projects and may not exceed one cubic yard in quantity. Flood Bros. has rolloff dumpsters available.

CHRISTMAS TREE COLLECTION

Holiday greenery must have all tinsel, ornaments, lights and nails removed before being placed out at the curb for pickup. Holiday Greenery Collection is free of charge the entire month of January.

HOUSEHOLD HAZARDOUS WASTE

Household hazardous waste products are flammable, toxic, corrosive or reactive and pose a harmful threat or damage to the environment when disposed of improperly. Items such as paint, pesticides, poisons, cleaning solvents, tainted gasoline, used oil and other automotive products are considered to be hazardous waste and should not be included with your regular garbage for disposal. For information regarding proper disposal please check the Environmental Defenders of McHenry County website at www.mcdef.org or the Green Guide.

OFFICE HOURS

Our office hours are 7:30am-5:30pm, Monday through Friday and 8:00am-12:00pm on Saturdays.

Our offices are closed on the holidays listed in the Holiday Schedule.

COLLECTION DAYS

All materials (refuse, recycling and yard waste) will be collected on the same day, once per week. The collection day will be delayed one day if your normal collection day falls on or after the holidays listed below. A map of our collection days is on page 7 of this booklet.

HOLIDAY SCHEDULE

If a holiday falls on a weekday or Sunday, (if holiday falls on Sunday, the holiday will be observed on the following Monday) and your regularly scheduled pickup is on or after the holiday, your pickup will be delayed by one day. The following is a list of observed holidays:

New Year's Day
Labor Day

Memorial Day
Thanksgiving Day

Independence Day
Christmas Day

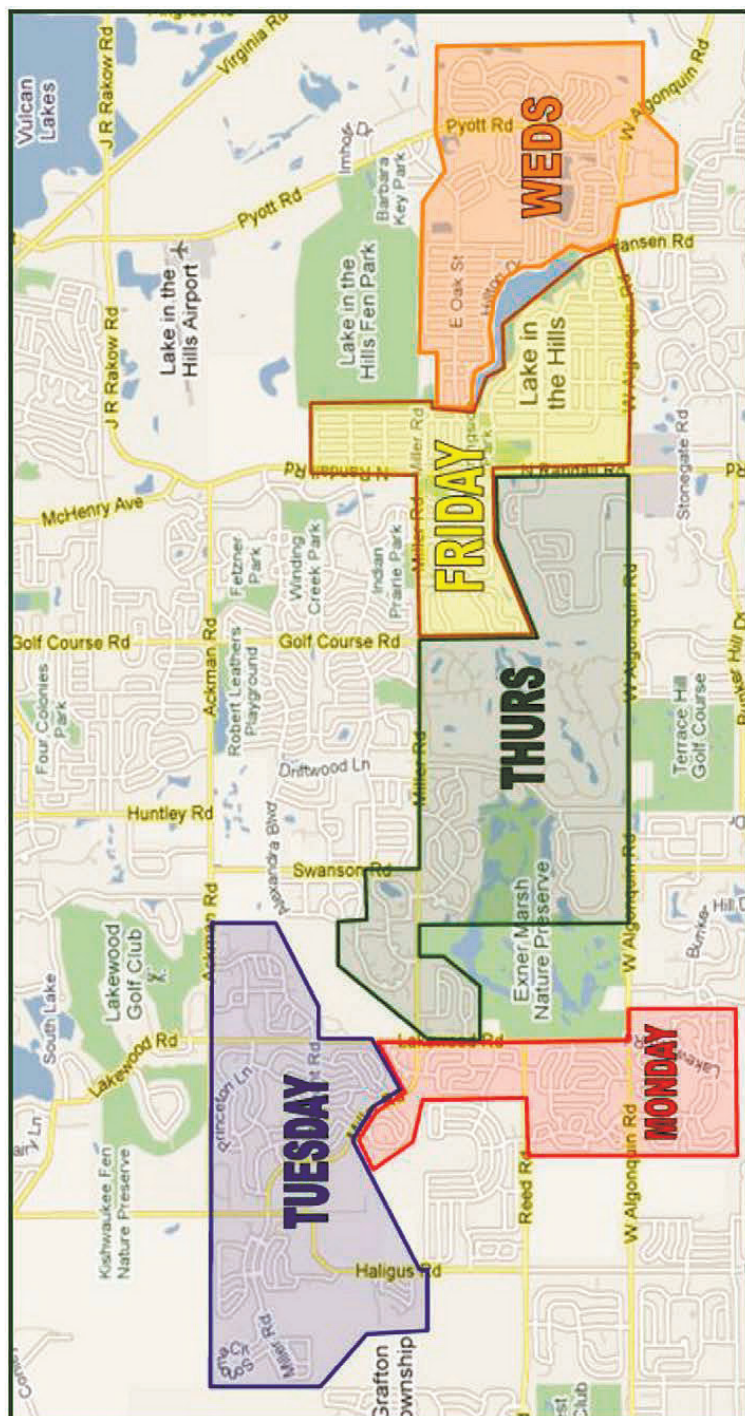
BILLING

Beginning July 1, 2017 residents will be billed in advance of services on a three month cycle. Residents that are part of a homeowners association will continue to be billed through their homeowners association. The service charges are listed in our quick reference guide on page 10 of this booklet. To set up automatic payment please fill out our Easy Pay service form which is included in this booklet. For any billing inquiries please contact our office.

ONLINE PAPERLESS BILL PAYMENT

Our online payment program is a convenient, paperless option for customers to pay their bill. Visit www.floodbrothersdisposal.com to set up your user ID and password. Type in your original access code found on your invoice to finish registering and begin making online payments. Our site permits payment from a checking account or a credit card. The online bill payment program also allows you to view past payments made through our system, your current account balance and payment due date.

Service Schedule



Electronics Recycling (Go Green!)

The U.S. Environmental Protection Agency states electronic waste is now the fastest growing segment of our nation's waste. Electronic waste, from computers to TVs, contain toxic materials such as lead, chromium, cadmium, mercury, beryllium, nickel, zinc and other potentially harmful chemicals. The EPA warns when electronics that contain these materials are not recycled or are not disposed of properly, the hazardous chemicals can contaminate the ground water and present additional environmental concerns.

Flood Bros. will be collecting approved electronics, batteries and fluorescent lightbulbs on the third week of every other month starting in August 2017. The program will be collected curbside on your scheduled collection day. Residents are asked to call in to assure for proper collection. This service is free of charge to all Lake in the Hills residents.

State Ban

The state of Illinois electronic waste landfill ban is now a state law.

Under this state law, electronic waste can not be collected with household refuse/waste.

Contact Flood Brothers during business hours to schedule an e-waste Collection.

E-waste items banned from the landfill include:

- Batteries
- Cable receivers
- Computer mice
- Compact Fluorescent Lightbulbs
- Computer monitors
- Desktop computers
- Digital cable box
- DVD players
- DVRs
- Fax machines
- Keyboards
- MP3 players
- Laptop computer
- Notebook computers
- Printers
- Recorders
- Satellite receivers
- Scanners
- Small scale servers
- Televisions
- Video Consoles





Acceptable materials for residential curbside recycling include:

- Aluminum food and beverage cans
- Ferrous (iron), steel and tin cans
- Foil and pie tins
- Empty aerosol cans, dry paint cans
- Corrugated cardboard, cereal boxes
- Chipboard
- Telephone books
- Newspapers, junk mail and envelopes
- Catalogs and magazines
- Office and copy paper (without wax liners)
- Clear, green and brown glass bottles and jars
- Juice and soda bottles, 6- and 12-pack. rings
- Detergent bottles and shampoo bottles
- PET plastic containers with the #1 symbol, screw tops only, without the caps, no black trays
- Water and milk jugs with the #2 symbol
- Plastics with the #3, #4, #5, or #7 symbol



Materials NOT acceptable include but are not limited to:

- Microwave trays
- Bottle caps, jar lids
- Plastic bags
- Porcelain/ceramics
- Household items, i.e., toasters, pots & pans
- Window/auto glass
- Glass cook/bakeware
- Light bulbs
- Mirrors
- Coat hangers
- Containers used to hold hazardous material, i.e., motor oil
- Plastic coated paper
- Plastics, unnumbered
- Styrofoam



LAKE IN THE HILLS QUICK REFERENCE

Service	Rate (July 1, 2017 – June 30, 2018)
Single Family Curbside Collection.....	\$18.00 per month
Senior Rate for Residents 65 yrs. +	28% off monthly service*
Homeowners Association (Single Invoiced)	\$15.00 per month
Additional Refuse Toter Rental.....	\$1.50 per month
Additional Recycling Toter Rental.....	Free
*Application required – Included with Welcome Packet	

Please Contact Our Customer Service To Request an E-Waste (Electronic) Collection on the scheduled program day

CUSTOMER REFERRAL

Reward Yourself, Refer a New Business or Residential Customer

In today's competitive world, we strive to offer superior service that customers notice and appreciate. Over our 85 years of service, one message stands clear: the power of happy customers. We stay focused and motivated when our customers share their positive experience. This offer stands each and every day - we want to reward you for sharing your experience with friends, relatives, and/or businesses. Refer Flood Bros. for commercial or residential refuse, recycling, and yard waste collection and as a gift to you, for the referral, we will credit your account. We serve Cook, DuPage, Kane, Kendall, Lake, McHenry and Will counties.

Simply fill out the form and mail it to us, or have your referral contact us directly: (630) 261-0578

Name of Referral	
Address for Pick-up	City
E-mail	Phone
Your Name	Account

Mail complete form to:
Flood Brothers Disposal & Recycling Services
17 West 697 Butterfield Road, Suite E, Oakbrook Terrace, IL 60181

EASY PAY PROGRAM

FOR ADDITIONAL SERVICES (Total rental, back door service, and E-Waste

Direct Debit Program (Auto Pay)

Flood Brothers will automatically deduct the collection fee from your checking or saving account. Complete the form and mail with an unsigned, **voided check** to begin your easy pay program.

CONFIDENTIAL

Credit Card Payment Program

Sign up to automatically bill your credit card and save time and postage.

Contact our customer service department at (630) 261-0578

Mon-Fri from 7:30 a.m. - 5:30 p.m. | Sat. From 8 am. - 12 p.m.

☐ Please check box to receive a "PAPERLESS" receipt via your email provided.

Client Signature

Print Name

Address for Pick-up

City

State

Zip

Email Address (must be complete if checking PAPERLESS CONFIRMATION OF RECEIPT)

Phone

Flood Brothers Account Number

Institution Account Number

Credit Card Number

☐ Checking ☐ Savings ☐ Visa ☐ Master Card

Expiration Date

☐ American Express ☐ Discover

Institution Name

Institution Address

Institution Phone

Institution Transit ABA

I (we) authorize Flood Brother, hereafter called "Company," to initiate debit entries to my (our) checking account or credit card indicated and the institution named above, hereafter called "institution," to debit to the same account. I (we) further authorize "company" to initiate credits to my (our) account to correct errors and "institution" to initiate any such correction to my (our) account. This authority is to remain in full force and effective until "company" and "institution" have received written notification from me (or either of us) of its termination in such time and such manner as to afford "company" and "institution" a reasonable opportunity to act on it prior to depositing to the account.

Mail to: Flood Brother Disposal and Recycling Services

17 West 697 Butterfield Road | Suite E | Oakbrook Terrace, IL 60181



SENIOR RATE APPLICATION

DATE: _____

NAME: _____

ADDRESS: _____

E-mail: _____

PHONE #: _____

Circle One

Are you a new resident?

Yes / No

Are you 65 years of age or older?

Yes / No

Discount Rate Eligibility Requirements:

Acceptable Documentation:

To qualify for the senior discounted rate for Lake in the Hills Refuse, Recycling and Yard Waste Program, the following eligibility requirements must be met:

- PHOTO ID, includes Federal or State ID, Driver's License, Military ID or Passport
- MUST BE the **registered head of the household** and a Lake in the Hills Resident

AND

Individual MUST be at least:

- 65 years of age or older

For general information, please visit our website at www.floodbrothersdisposal.com

Specific questions should be directed to our office at (630) 261-0578

Send to: Flood Bros Disposal Co.
17W697 Butterfield Rd. Suite E
Oakbrook Terrace, IL 60181