



## Getting Started with Pride



**FRONT DESK:** 503-625-6177

**OFFICE HOURS:**

Monday - Friday, 8am - 4:30pm  
13980 SW Tualatin-Sherwood Rd.  
Sherwood, Oregon 97140

**MAILING ADDRESS:**

P.O. Box 820  
Sherwood, Oregon 97140

**FAX:** 503-625-6179

**EMAIL:** [info@PrideDisposal.com](mailto:info@PrideDisposal.com)

**WEB:** [www.PrideDisposal.com](http://www.PrideDisposal.com)  
(24/7 information!)

*Thank you for your business!*

© 2008 Pride Disposal Company. Printed on 100% recycled paper.

YOUR ACCOUNT #: \_\_\_\_\_

LISTED AS: \_\_\_\_\_



## Welcome!

And thank you for partnering with Pride Disposal Company to help keep our neighborhoods safe, clean, and friendly.

As a local, family-owned hauling and disposal company, we are deeply committed to our community because we live here, too! Working together, our families and businesses can greatly reduce waste,

increase recycling  
— and take great  
pride in doing it.



**GARBAGE AND RECYCLING PICK-UP:** Containers and roll carts must be accessible to our drivers on your pick-up day at all hours.\*

**CONTAINER PLACEMENT:** We will discuss placement and driver access when we deliver your container(s). Commercial containers are emptied using front-load equipment and straight-on access is required.

**EXTRA CHARGES:** If we are unable to empty the container for *any reason* and you would like us to come back before your next regular pick up day, there may be an extra fee.

**CONTAINER MAINTENANCE:** Pride Disposal provides maintenance for the containers that we supply you with. Please help us keep them clean and call immediately if repairs are needed.

## Garbage Service

**GARBAGE CONTAINER STYLES & SIZES:** We provide a variety of garbage receptacles to fit your needs. Lidded metal containers come in 1-yard to 8-yard sizes. Residential-style roll carts come in 20-, 32-, 60-, and 90-gallon sizes. We will consult with you to determine the right ones for you.

**AVOIDING EXTRA GARBAGE FEES:** If extra garbage is picked up, a charge is assessed. If you do not want the driver to take extras without a request from you first, please ask us to set the account up in that way.

For all containers make sure:

- The garbage container lids are always closed (no overflow)
- All garbage is in sealed bags, especially Styrofoam or packing peanuts, to reduce litter and odor
- There is no trash on the ground around the containers
- There are no cars, toys, etc., within 10 feet of the containers (for access by our drivers)

**OVERSIZED ITEMS:** If you have items too big to fit in your containers (such as furniture, mattresses, appliances, etc.), we can pick them up for a reasonable fee (ask us about "Bulky Item" service).



## Free Consultation Service

Pride is committed to partnering with you to help reduce the costs and hassles of garbage disposal, and to help you and your apartment residents increase recycling. Please ask about our **free Waste Audit Assessment**. A Pride representative will meet with you to assess your needs and offer more efficient solutions. Please contact our commercial department to schedule an appointment.



## Co-Mingle Recycling Service

**RECYCLING CONTAINER STYLES & SIZES:** For your recyclables, you can order 4-yard, metal containers, or 90-gallon roll carts. Glass, bottles & jars are recycled in a 32-gallon roll cart. We will consult with you to decide which ones are best for you.

**CONTAMINATION:** If your recycling container is contaminated with any material that is not allowed, it will not be emptied and will need to be cleaned out before the next recycling pick-up. If the driver does not see the contamination before dumping, you may be assessed a contamination fee.\*

**RECYCLING INFORMATION:** Please request enough copies of "Recycling with Pride" for all your apartment residents.

## Special Alerts

**SAFETY FIRST!** If you have any doubt, please call us before placing questionable items into your containers. Some materials offer extreme safety concerns for you, our drivers, sorters, and the environment. Doing your part will help your living areas stay safe and clean. Thank you!

### DO NOT PUT THESE IN ANY OF YOUR CONTAINERS (GARBAGE OR RECYCLING):

- NO medical waste, including needles, syringes, lancets
- NO wet paint
- NO chemicals
- NO oil
- NO dirt, rocks, or concrete
- NO hot ashes

Call Pride Disposal about special recycling for some of these items: 503-625-6177.

**HAZARDOUS WASTE DISPOSAL:** Free Household Hazardous Waste Collection Events are held throughout our area on a regular basis. Contact METRO for the next event near you (503-234-3000). There are also two facilities for year-round drop-off: the Metro Central Station, 6161 NW 61st Ave., Portland; and the Metro South Station, 2001 Washington St., Oregon City.



## Changes to Your Scheduled Service

**BAD WEATHER CONDITIONS:** Severe weather conditions may prevent our drivers from staying on schedule. Normally, if local school bus routes are cancelled or delayed, Pride's will be, too. We will attempt to pick up your materials the following day. If we are still unable to service your area, we will contact you to arrange pick-up as quickly as possible, at no additional charge

**CHECK YOUR MAIL FOR IMPORTANT PRIDE NOTIFICATIONS:**

We use the mail to notify customers about critical changes in service, rates, and other updates. Please watch for notices in your billing statements, as well as in separate Pride mailings.

**ONE WEEK ADVANCE NOTICE TO CHANGE SERVICE:** If you wish to make any changes to your service, please let us know at least one week prior to the change.

**ON-CALL SERVICE:** On-call customers requesting a pick-up must notify our office by noon of the workday *prior* to your scheduled service day.

**HOLIDAY SCHEDULES:**

- Pride drivers work all holidays except Thanksgiving, Christmas, and New Year's Day. During these holiday weeks, service will be one day later from the holiday through the end of the week.
- The Pride office is closed for Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

## Beyond the Basics

Pride Disposal Company offers a full line of hauling and special services for our Apartment customers. We're competitively priced and committed to helping you streamline your process.

- **Bulky Item Pick-Up** – to haul away old water heaters, mattresses, hide-a-beds, etc.
- **Additional Recycling services**
- **Yard Debris service** – in 60-gallon roll carts (ask for details)
- **Drop Box service** – a range of sizes for temporary or permanent use

**PRIDE RECYCLING COMPANY ALSO OFFERS:**

- **Document Destruction service** – schedule our shred truck to come to your Apartment complex
- **Pride Recycling Depot** – you can bring additional recyclables to our Sherwood location, including documents to shred
- **Special Saturday Recycling Events** – we'll tell you when & where they are

Call our office to price and order any of these special services.

