

1420 RALSTON AVE.
DEFIANCE, OHIO 43512

FAX (419) 782-9188
WWW.WERLOR.COM

June 6, 2024

Dear Village Residents:

We are pleased to be the chosen provider for the Village of Glandorf refuse services. Werlor, Inc. is the managing company of Heartland Disposal Services, Inc., and we are working more closely together to provide the best and most economical services possible while maintaining our high standards of employee safety and superior customer service.

This communication contains important information regarding services. Please review the attached letter and keep this information for future reference.

Residents will have two service levels from which to choose:

- 1.) The first choice is the 95-gallon cart serviced weekly on an automated route at a cost of \$16.35 per month, billed quarterly to residents (\$49.05 total). The first quarterly bill you receive will be for September-October-November services.
 - a. All HDS carts currently being used by residents will be collected from households the week of August 26th and replaced with a Werlor cart. Please note – the only size cart being offered is the 95-gallon cart. If you have a 60-gallon container, this will be replaced with the larger cart.
 - b. HDS will issue refunds to any residents that have a balance for prepaid services with HDS. Checks take approximately 4-6 weeks to be received.

- 2.) The second choice is a tag service. This service has a monthly base fee of \$4.50 per month billed quarterly to residents (\$13.50 total). Residents must also purchase bag tags at a cost of \$2.25 each. Each tag is good for up to (1) 30-gallon bag. Tagged bags must be placed curbside on Tuesdays for pickup. Residents can use the tags on an as-needed basis.
 - a. This service is most economical for residents averaging (1) 30-gallon bag every two-three weeks.

Choosing your service:

- If you wish to have the 95-gallon cart service, you *do not need to do anything*. Your household will be automatically signed up for this service.
- If you wish to have tag service, **you must complete the attached form and mail it back NO LATER THAN June 28, 2024.**

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Service Information details:

- Automated trash services will begin in the village Tuesday September 10, 2024. The service day will be **Tuesday**.
- *Recycling services are not being offered at this time.*
- Carts should contain *bagged trash*. Carts need to be placed curbside by 7 a.m. to ensure pickup. Cart placement information is contained in this communication. Please notify Werlor if you have any questions about where to place your cart for pickup.
- Cart lid must be closed. Overfilled carts will not be serviced. If you have additional bagged trash, you can purchase bag tags at the village office or at Werlor or call Werlor to pre-pay and arrange for pickup.
- Any services such as additional carts, or bulk item pickup are to be arranged through and paid to Werlor.

Cart placement instructions:

In order to ensure pick up, the cart must contain bagged trash with the lid closed and be **placed curbside with the handle facing the house. Instructions for placement are on the lid.** Containers must have a 4 ft clearance from all objects to assure pick up. Mighty tidy should be out by 7 a.m. on your scheduled pick up day. Please call our office with any questions or concerns at 419-784-4285.



We thank you for your commitment to our local, family-owned company. You are the best part of who we are, and we are grateful to be your provider. Please contact the office directly if you have any questions or concerns regarding this communication. We look forward to serving you!

Sincerely,
Werlor, Inc.

"Dependability Plus"

VILLAGE OF GLANDORF TAG SERVICE SIGN UP SHEET

Residents will receive a 95-gallon Mighty Tidy™ cart for refuse pickup ***unless you sign up for the tag service using this form.***

If you wish to use the tag service, fill **out the information requested, and return this page to Werlor, Inc. no later than June 28, 2024.**

**Return form to:
Werlor, Inc.
1420 Ralston Ave.
Defiance, OH 43512**

Name: _____

Address: _____

Phone: _____

Tag services are \$4.50 per month, billed quarterly for a total of \$13.50 every three months. Bag tags are purchased *in addition* to the monthly rate. Tags are \$2.25 each and typically sold in sheets of 10. Tags can be purchased as of August 19, 2024. Tags can be mailed to you by calling the Werlor office at 419-784-4285 and pre-paying, or at the Glandorf village office.

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