

Residential Trash and Recycling Collection Program Group Accounts

Resident FAQs

Your homeowners' association (HOA) has chosen to continue covering trash through your HOA dues by entering a group account under the City's new trash and recycling collection program.

Here's how group accounts work:

Your HOA will choose a standard service level for each household in your community, either Small 35-gallon trash cart (\$19.10/month) or Medium 65-gallon trash cart (\$37.10/month). You will pay for the standard service through your HOA dues. Your HOA will pay Republic for the standard service for every household in the HOA.

You will also have an individual account with Republic and will receive an invoice from Republic. You will see your HOA's payment on your invoice from Republic Services. Your individual account will let you customize your service and choose a service level that is right for you, even if it's different from your HOA's standard service. You will see the difference between what the HOA has paid and the service level you have chosen (if there is one) on your invoice. For example:

- **You will see a zero balance** on your invoice if you select the standard service for your HOA.
- **You may see a credit balance** if your service costs less than what is paid for by the HOA, for example if your household selects a service level smaller than the HOA's standard size, starts a seasonal hold, opts-out, or receives a variance.
- **You may see a charge** that you will pay directly to Republic if your household selects a service level larger than the HOA's standard size, or you incur overflow trash fees.

To make sure your service and billing is set up correctly, please do the following:

- Ask your HOA what the **new standard cart size** is for your HOA.
- If you would like service other than the standard for your community, contact Republic Services at 970-416-2012.

FAQ

What services will be included in the City Program?

Weekly trash, recycling, and yard trimmings collection (between April and November), as well as the collection of two eligible bulky items per year.

How often will I receive invoices?

Your HOA's group contract will determine if billing will be monthly or quarterly. Check with your HOA.

How can I use a credit balance?

Credits may be used for additional bulky item pickups or can be requested as refunds. Any un-requested refunds will be automatically issued when you close your account with Republic.

Can I opt-out of the City program?

Yes, you will be billed for the \$11.10/month opt-out fee. Since this is less than what is paid for by the group account, you will see a credit balance on your invoice for the difference.

Can I opt-out of yard trimmings?

Yes. Residents who have trash service may opt-out of yard trimmings. The monthly rate will be reduced by \$5 for every service level other than XS service.

What additional services are available?

Information about additional services including door-to-door service, requesting additional carts, overflow trash, and bulky items can be found at www.republicservices.com/fortcollins.

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Group Representative FAQs

The City's new trash and recycling collection program allows HOAs to arrange for group billing. *Here's how group accounts work:*

The HOA will choose a standard service level for each household in your community, either Small 35-gallon trash cart (\$19.10/month) or Medium 65-gallon trash cart (\$37.10/month). The HOA will pay Republic the cost of the standard cart size for every household in the HOA. It is recommended that the cost of service is reflected to residents as part of their HOA dues. Each household will also have an individual Republic account so they can choose their own cart size and customize their service to best meet their needs. The HOA's group payment will be applied to each residents' individual account.

Residents may owe more than what is covered by the HOA's contribution if a household selects a service level larger than what is paid for by the Group Account, or for extra services or overflow trash fees. Residents may see a credit balance on their individual Republic account if the household selects a service level less than what is paid for by the Group Account, including choosing to opt-out or going on seasonal hold.

Here's what you need to do to enter a group billing arrangement:

- Select a standard cart size for your community (35 gallon or 65 gallon)
- Sign a group billing contract with Republic and provide an address list and contact information for residents in the HOA to Republic.
- Communicate with residents how the new arrangement works. The "Resident FAQ" page is a good resource to share with residents.
- On an ongoing basis, notify new residents of the city program within 30 days of the resident moving in.

FAQ

Prices & Billing

The small standard cart is \$19.10/month/household, and medium standard cart is \$37.10/month/household. Your contract will determine whether group and individual account bills/credits will be monthly or quarterly.

What is included in service?

Standard cart size service includes weekly trash, recycling, yard trimmings collection (April-November), and collection of two eligible bulky items per year. More information about included services at fcgov.com/contract-for-trash.

Why is there a standard cart size?

The City follows Pay As You Throw (PAYT), which is a policy that offers financial incentives to produce less trash by making smaller service levels cheaper. Billing the HOA for a standard cart size while still having individual accounts for each resident within

the group account allows residents to "right-size" their service to best meet their needs.

What if we do not enter a group billing contract under the City program?

Each household will be responsible for enrolling in and paying for service individually.

Our members are confused, how can you help us make this transition easier?

Representatives from the City and Republic Services are happy to attend HOA board meetings to give presentations or have open questions forums with members of your HOA to help answer any questions and help this transition go as smoothly as possible.