

### **Why do I have to make an appointment?**

We request that you make an appointment for several important reasons. Firstly, due to the nature of the materials we handle and the federal regulations we must adhere to, it takes time to safely process the items you wish to dispose of. This becomes challenging if residents arrive simultaneously or at random, unscheduled times. Secondly, with our limited staff, it's crucial for us to ensure safe and efficient processing of everything you bring in. Having prior knowledge of disposal appointments helps us manage resources effectively and return calls as quickly as possible.



### **Why do you need to know what I have and how much?**

Scheduling appointments based on what you have and how much you're bringing in allows us to accurately allocate the time needed to process your items and determine how soon we can schedule the next appointment. Our aim is to assist as many residents as possible each day, and it's important to note that individuals with larger quantities of items may require more processing time than those with just a few items. This scheduling approach helps us maintain efficiency while ensuring everyone's safety.

### **Why doesn't someone answer the phone?**

We truly appreciate your call, and while we wish we could be by the phone at all times, our small staff juggles various responsibilities, including handling appointments and processing materials, which can make it challenging to have someone available to answer calls continuously. Rest assured, we diligently monitor voicemail messages and prioritize returning calls as quickly as possible. We understand that speaking directly with someone is preferable, but regrettably, we can't always be immediately available by the phone. By leaving an initial message, you enable us to return your call as swiftly as possible, and you'll get the opportunity to speak with a member of our team. It's essential to note that if you don't leave a message, we won't know that you called and won't be able to return your call. Additionally, please remember to include your telephone number to ensure we can reach you.

### **What can I do with items you cannot accept?**

If you happen to have items that are not listed as acceptable on our items list, we recommend checking our website's resources section. We regularly update this section as we discover more available resources, so it's a good idea to check it periodically. If you can't find information about your specific items there, please feel free to reach out to us.