

# **\*\*SPECIAL NOTICE\*\***

## **EAGLES RESERVE RESIDENTS**



**IMPORTANT INFORMATION**

**ON CHANGES**

**TO YOUR TRASH COLLECTION**

**EFFECTIVE APRIL 1ST, 2021**

# Eagles' Reserve Homeowners Association, Inc.

c/o Ameri-Tech Community Management, Inc.

24701 US Highway 19 N, Suite 102  
Clearwater, FL 33763  
Phone (727) 726-8000 Fax (727) 723-1101

## Exciting Garbage News

The Eagles Reserve HOA is happy to let you know that we have finalized an agreement with Orion that we hope will satisfy all our homeowners. Our goal was to lower your cost, have uniform colors of trash cans, and limit the amount of trash pick-up traffic/trucks entering our neighborhood.

**Summary:** The HOA fully understands that individual homeowners have a preference in who their garbage carrier will be. You will still have a choice on the carrier, and we are not mandating who your carrier will be. However, after reading the details of the agreement below, we feel that you will be very happy, and decide to join the majority of the homeowners currently using Orion.

Below are the details of the agreement, along with actions that individuals need to take in order to take full advantage of the agreement.

We have reached an agreement with Orion for a **fixed rate for 3 years**, and minimal increases for years 4 and 5.

### Questions and answers:

1. **Question:** What was the rate that was agreed to?

**Answer:** The simple answer to that question is that it does not matter to you! **The HOA will be paying for the garbage service, and it will be retroactive from the beginning of 2021 for existing Orion customers.**

2. **Question:** What about recycling?

**Answer:** Since there is a small portion of homeowners that choose to recycle, that service will continue to be the responsibility of the homeowner. Anyone who wants to continue to recycle **must call Orion directly at the number listed below for more details.**

3. **Question:** What if I have already paid Orion?

**Answer:** Orion will reimburse homeowners retroactive to the beginning of 2021. The individual homeowner will need to contact Orion to reconcile. (Contact information will be provided later in this letter.)

4. **Question:** What if I do not want to switch to Orion?

**Answer:** That is your individual choice, however, the HOA will not reimburse or pay for the service should you elect not to change to Orion. Also, if you choose not to switch, the carrier you select **must** pick up your garbage the same days as Orion. (Tuesdays, Fridays for trash and Wednesdays for recycling)

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5. **Question:** I am receiving calls from Orion about outstanding bills, what do I need to do?  
**Answer:** The HOA will be paying the bill retroactive to the beginning of 2021. If there are billing issues from 2020 the individual must reconcile with Orion directly. If you have a bill relating to 2021 do not pay it.
6. **Question:** What will be the pick-up days?  
**Answer:** The first Orion pick up date will be Tuesday, March 30th. Pick up will be twice a week, Tuesdays and Fridays. Recycling will be on Wednesdays.
7. **Question:** Will our rates go up because of this agreement?  
**Answer:** At this time there is no plan to increase the HOA fee as a result of this agreement.
8. **Question:** If I have a different company, how do I get garbage cans to begin using to Orion?  
**Answer:** You will need to notify me by **Friday, March 19<sup>th</sup>** that you want to change to Orion. On **Saturday, March 27<sup>th</sup>**, Orion will be distributing new cans to any new customers.  
**Text: Gary Kowalski at 813-220-4560. Include your name, address, and telephone number.**
9. **Question:** I have a green or brown garbage can, what should I do?  
**Answer:** The goal of the HOA is to have the same color garbage cans throughout the neighborhood. It just will look a lot nicer! On **Saturday March 27<sup>th</sup>** Orion will be providing blue containers to everyone, including existing customers. Leave your “non blue” cans out and Orion will replace them.
10. **Question:** My existing carrier picks up “extra” garbage that I put out, how will that be handled?  
**Answer:** Our hope is that with the twice a week pick up as well as having larger cans, this will be an exception and not the rule. We are still discussing how to handle this (probably an extra stand-alone cost depending on the item(s) paid by the individual homeowner. In addition, we are discussing the possibility of having a dumpster placed in the subdivision at certain times throughout the year to handle large items.
11. **Question:** What if I currently use Orion, do not recycle, and have a blue can, what do I need to do?  
**Answer:** Nothing

**Key Dates:**      **March 19<sup>th</sup>** - Notify HOA if you plan on switching to Orion. **Text: Gary Kowalski at 813-220-4560. Include your name, address, and telephone number.**

**March 27<sup>th</sup>** - If you are a current Orion customer, and you have “non blue” cans you need to put your old cans out, and Orion will replace them.

**First Orion Pick Up** – Tuesday, March 30<sup>th</sup>.

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The HOA board sincerely hopes that you choose to switch to Orion. We feel the agreement that we have reached is beneficial to the neighborhood. We hope this letter answers any, and all, of your questions. Feel free to reach out to me directly if you have any further questions.

Gary Kowalski, HOA President

## **Orion Contact information:**

Customer Service: e-mail or text message is preferred.

Samantha: Phone (407) 697-6554 / [sjamieson@orionwaste.com](mailto:sjamieson@orionwaste.com)