

HOW TO REPORT TRASH PROBLEMS

Updated April 2019

Residents are responsible for initially reporting trash handling problems directly to Maybin Services. Such problems would include missed pickups, lawn damage, etc. This will allow the most prompt response to your problem or concern. If the problem is not resolved, then call the Security Committee volunteer serving as Trashman. Use the following information to address such problems.

To report a problem, call Josh Whitmire or Andrea Whitmire at the company office at 692-9872 during normal work hours. After hours call Josh Whitmire at 329-9534 (cell):

1. If you appear to have a missed pickup (your trash was out by 8 a.m. and all of your neighbors' trash has been picked up), Maybin should return that day or make a special pickup the following day. By directly contacting Maybin the problem will be addressed more quickly.

Missed pickups do happen, but many times the trucks are simply running late due to a breakdown or other delay and just haven't gotten to your location. *We will attempt to notify residents via the KPOA email system if widespread pickup delays occur.*

2. If you have a garbage spill, experience lawn damage or a similar incident due to a Maybin truck or wish to request a special pickup of an oversized item, excess garbage volume, etc. call the company office during normal work hours at 692-9872. As a reminder, Maybin is responsible only for garbage spills caused by their personnel and they are not responsible for spills caused by animals, high winds, etc.

Kenmure Trashman: John Haines 693-0885

