From: noreply@buncombecounty.org
To: letstalk
Subject: Web Contact: Let"s Talk Comment
Date: Thursday, January 28, 2021 9:07:10 AM

There are new comments from a https://www.buncombecounty.org/letstalk user.

Let's Talk

This email was received from a user of the Buncombe County Website.

Name:
Ann P Evans
Phone:
828-581-0402
Email:
ann.evans@hintlink.com
Subject:
No Waste Pro Trash Pick Up for 6 weeks
Questions / Comments:
Waste Pro has not picked up the trash for 6 weeks in a row on Wednesdays for all of Watch Knob Lane Swannanoa. They have no problem picking up recycle every other Wednesday. I have called every Thursday morning at 8:05am to report this. I have waited on line as long as 62 minutes for someone to answer my call. I have left voice mail messages and only got one returned weeks after I left it. They come out to pick up the trash which can be up to 3 days after they said they would or not at all. If they do not pick up by Friday night most home owners put there trash cans away so that the bears do not spread it 100 feet over their properties. Three times in the past 6 weeks when Waste Pro workers showed up to pick up our missed trash I have been told that my name is not on the list of people who called in to say that their trash was missed!!!! Other times they will only pick up my trash can and ignore everyone else's missed trash pick up. I have lived here for 4 years. The first year I had to call Waste Pro 24 times for missed trash or recycle pick up. This is an on going problem since they have a monopoly. Please help us. We are all senior citizens. All of our Waste Pro accounts are paid in full.