From: noreply@buncombecounty.org
To: letstalk
Subject: Web Contact: Let"s Talk Comment
Date: Tuesday, April 28, 2020 8:20:28 PM

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:
Mary Ault
Phone:
828-712-2392
Email:
marydault@gmail.com
Subject:
Waste Pro
Questions / Comments:
Our trash was not picked up on Monday, 4/20/20. We assumed due to the current stay at home orders WastePro might be shorthanded so weren't overly concerned and thought the pickup might occur later in the week. By the following weekend our cans were overflowing and animals were making a mess, so we pulled out our old, non WastePro cans and placed them beside the "official" WastePro cans. That weekend I emailed WastePro to let them know our situation and asked that they collect all the cans on Monday. On Monday, 4/27, WastePro collected the "official" cans but left the others. So we still have a week's worth of trash uncollected. I emailed WastePro again on Monday, 4/27, but have not received the courtesy of a reply to either email.
What recourse do we have to require WastePro to perform the service for which we pay them?
Thank you for any assistance you can provide.
Mary Ault