From: noreply@buncombecounty.org
To: letstalk
Subject: Web Contact: Let"s Talk Comment
Date: Thursday, March 5, 2020 11:32:25 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:
William & Joan Mahone
Phone:
828-225-8526
Email:
joan@rrstarchase.com
Subject:
Waste Pro - unresponsive about pickup of old Waste Pro trash carts
Questions / Comments:

Following is our email sent to Mr. Figueroa, Division Manager of Waste Pro, on 2/27/2020 with no response from anyone at Waste Pro or their subcontractor as of 3/5/2020. It is now 11 weeks that the old trash cart has been sitting at the end of our driveway. How do we get it taken away as Waste Pro has said they would do?

"On December 16th, our regular collection day, we put our trash out in the old brown Waste Pro cart. Per instructions from Waste Pro, we left the cart there to be picked up. Our new cart was delivered December 20th and we have been using that since then.

"And the old cart has been sitting out at the end of our driveway since December 16, empty and waiting for pickup. We have been contacting Waste Pro by phone since mid-January, trying to find out when the cart will be picked up. We keep being told not to worry, that no date can be given for pickup but that the cart will be picked up “soon”.

"Two weeks ago we were told that the cart pickups were in the hands of a Waste Pro contractor, but Waste Pro would notify the contractor about pick-up. Last week, same story. This week, we were told that your company could send an email to the dispatcher of the contractor, but that the contractor had just one person handling things and they could not say how long it would take to get an answer or pickup. The Waste Pro person we spoke with said that she would call us when she heard back from the dispatcher. It is over 48 hours since we were told that…nothing.

"The old trash cart has now been sitting at the end of our driveway for 10 weeks, waiting on pickup. Can you either do something to facilitate pickup or tell us where we can take this cart and drop it off at no charge to us? It is an eyesore for us and for our neighbors. "