

We can all agree that the service received from WM has been at the minimum, disappointing. The lack of communication is deplorable.



This is what we've heard:

- The service levels have been reduced from twice a week, to Monday's only. Yard waste will be picked up every other week
- The reasons for this change is a national labor shortage
- WM anticipates the training of their new employees will be concluded sometime in September. Service levels will be restored at that time

### **Special message:**

The Petersburg Estates HOA, does NOT have a contractual agreement with WM. Our previous contract ended when WM went to individual billing (from WM), at least 10 years ago. There was no communication from WM to your PE HOA, about this current



change. A PE Board member ultimately made contact as a individual customer. The WM phone app has the interruption of service denoted for PE customers who have the app installed on their phone. Again, we must emphasize that there is the potential for 227 individual customers in PE. You will need to equip yourselves with the tools to stay informed. In the future we ask that the new PE website becomes your first place to look. Copy our link and add it to your favorites.

*Your 2021 PE Board*

<https://petersburg-estates.com/>