



P.O. Box 5058
Ocala, Florida 34478
352-369-5411 ext 205
352-369-5412 fax

FAQ's The Community of Oak Run

Florida Express Environmental is your exclusive waste collection service provider. On the week of January 3rd, 2022 or January 10th, 2022 you will begin to receive carts delivered to every resident's corner of driveway. You will receive 2 carts per household, one used for trash, the other for yard waste. Your use of these carts will be a mandatory requirement for us to be able to collect and dispose of your weekly trash and yard waste, as your collection will be performed with an automated truck and no longer manual labor.

We have put together a frequently asked questions with common answers as a guide for you to reference this change. Rest assured we have an app that allows us to track delivery progress, do not call us asking for status of your delivery, it will happen during one of these weeks.

What basic services does Florida Express Environmental provide to all residential customers?

Per the exclusive Service Agreement in place between Oak Run and Florida Express Environmental, all residents receive:

- One (1) time per week collection of trash (household waste) (see section below for your service day based upon the neighborhood you live in).
- One (1) time per week collection of yard waste, (see section below for your service day based upon the neighborhood you live in).

Important Reminders

***These carts remain the property of Florida Express Environmental. Please do not modify, number, or paint these carts for any reason. If at any time the cart has an issue with the lid or wheels, please call our office for a replacement. (352-369-5411).**

What day is my Garbage and Yard Waste pickup and where do I place my containers?

Garbage and Yard waste will be collected Monday-Friday 1x per week per house determined by the neighborhood you live in. You will receive collection of both garbage and yard waste on the same day. Due to always changing disposal regulations, it is important your garbage and yard waste are always separated in proper carts. This gives us the ability to collect both at the same time or separate based on changing regulations. **To receive collection of your waste, containers will need to be placed curbside by 7am.** Please place carts 3 feet from obstacles and on opposite corner of your driveway is usually the standard. If you choose to place them in the same corner next to each other make sure they are spaced apart by at least 3 feet.

- **Neighborhoods: 1,2,3,4,12 will be serviced MONDAY for both Trash and Yard Waste.**
- **Neighborhoods: 5,6,10,11,14,21 will be serviced TUESDAY for both Trash and Yard Waste.**
- **Neighborhoods: 16,19,20,24,25 will be serviced WEDNESDAY for both Trash and Yard Waste.**
- **Neighborhoods: 17,18,22,23 will be serviced THURSDAY for both Trash and Yard Waste.**
- **Neighborhoods: 7,8,9,13,15 will be serviced FRIDAY for both Trash and Yard Waste.**

"Customer Service Dedicated, Environmentally Responsible"

Note: If your service day falls on or after a holiday, please visit our website www.floridaexpress.us and look at the very top where it says Holiday Schedule. Click on Holiday Schedule and find the holiday in question and the alternate schedule for that week.

What do I do with my old garbage pails or bins?

Ultimately you own your current bins or containers, so you are free to keep them or do as you please. They **CANNOT** be used once your carts are delivered to your house moving forward as our truck will only collect carts that we have provided for you to use. We are offering a recycling option to all residents to be conducted on January 19th, 2022. On this day please put out all old plastic bins, lids, carts **COMPLETELY EMPTY**. We will collect these and recycle them instead of landfilling.

Garbage Carts: The 65-gallon cart is used for garbage. All garbage must be inside this cart.

- It is best to have garbage inside the can in tied plastic bags
- Garbage should be drained of all liquids, especially used cooking oils.
- It is required all garbage fits inside the cart for collection. Even on a full week, it is preferred the lid is opened or cracked open instead of having loose bags around or on top of the container.
- Items not fitting into the cart will require a bulk pick up (Please see section below to learn how to schedule: **How do I schedule a Bulk Waste or White Goods Collection?**)
- **DO NOT PLACE IN CARTS: DIRT, SOD, ROCKS, CONCRETE, CONSTRUCTION DEBRIS, FLAMMABLE MATERIALS (SUCH AS OIL, GAS, PAINT OR HOT COALS OR ASHES), AND MURATIC ACID AND OTHER POOL SUPPLIES/CHEMICALS.**

Yard Waste Carts:

Place yard waste in provided 95-gallon carts. As with the garbage container, yard waste needs to be placed inside the cart for automated collection. We can collect material that is inside the cart even if the lid is cracked open. We prefer you break down and trim weekly material to fit inside the cart loosely. Attempting to compact and stuff the cart may not empty all the way on weekly collection. You are provided year-round weekly collection of yard waste, if you do not have yard waste on a specific week there is no need to place the container at the curb for collection. We strongly encourage reducing the use of plastic bags for accumulating yard trash as it cannot be mixed in with this type of waste. We would suggest using biodegradable bags for yard waste to gather leaves. Do not put loose leaves in the bin as those items can blow all over when being dumped and cause a mess.

Tips for once-a-week garbage pickup:

- If you have a garbage disposal, use to eliminate food scraps and liquids.
- Recycle as much as possible.
- Avoid the use of plastics
- Use reusable containers/glassware
- Learn to repair rather than discard
- Donate used items to friends, family, or local thrift shop or Goodwill.
- Reduce throwaway glass bottles and containers.
- Bag or double bag all waste during summer months when heat produces higher levels of smells and insects
- Store containers in the shade during the week between collection days
- Keep the lids closed
- Consider washing your container out periodically. Pouring a capful of nonhazardous household cleaners will assist in odor control.

What time do I need to have my garbage and yard waste containers curbside?

We ask all waste to be curbside either the night before your service day, or no later than 7:00am on your collection day.

What happens if my normally scheduled service day falls on a holiday or is interrupted by a Hurricane?

Florida Express Environmental only observes the following Holidays every year: Thanksgiving Day; Christmas Day; New Year's Day; Memorial Day; July 4th; & Labor Day. If your service day falls on or after a holiday, please visit our website www.floridaexpress.us and look at the very top where it says Holiday Schedule. Click on Holiday Schedule and find the holiday in question and the alternate schedule for that week. You can also follow us on Instagram @ Floridaexpress352 or Facebook by searching Florida Express Environmental. In case of a hurricane it's important to follow our social media accounts for fast word of changes in schedules. We do try to update our website as well, but it is not always easily done under circumstances or evacuation orders.

How do I schedule a Bulk Waste Collection?

You must contact Florida Express directly to create a service ticket for our collection team. Please call 352-369-5411, Monday-Friday between 8am and 5pm. A Florida Express Environmental Customer Service Representative will answer the phone call. Should the item you need collected require any additional cost we will make you aware at time of scheduling and collect payment. Orders must be placed by 2pm on Tuesday prior to your receiving collection of Bulk Items on the next occurring Wednesday. **Once scheduling is confirmed, your item(s) will need to be curbside the next occurring pickup date by 7:00am.** We will then have it collected by end of day.

WE WILL NOT COLLECT BULK WASTE UNLESS YOU FOLLOW THE ORDER PROCESS ABOVE.

Will Florida Express Environmental remove hazardous waste?

No. We do not collect any oils, gas, paint, thinners, fertilizers, insecticides, NiCad batteries, fluorescent bulbs, anything containing mercury, chlorine, acid (even empty containers), any chemical or explosive material and television sets. Please contact the Marion County Solid Waste department located at 5601 SE 66th St in Ocala, FL or call (352) 671-8465 to find out what disposal options may be available to you.

Further Questions?

Please visit www.floridaexpress.us for other information regarding Florida Express Environmental and the services we offer. You can follow us on Facebook by searching "Florida Express Environmental" or follow us on Instagram @ floridaexpress352. We post relevant news and emergency alerts depending on the time of year.



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