



# **WELCOME PACKET**

**603-508-8160**

**[www.cwsnh.com](http://www.cwsnh.com)**

**[info@cwsnh.com](mailto:info@cwsnh.com)**



Dear Client,

Thank you for Choosing Champion Waste Services for all your disposal needs. Included in this Welcome packet are some frequently asked questions, tips, holiday collection schedule, banned item list. If you have any questions, please feel free to reach out and ask. Competing in the Waste Management business against the large corporate monopolies is very difficult and expensive, so we truly appreciate your business.

Sincerely,

Kevin and Aimee Williams  
Champion Waste Services

### **What time should I place my residential carts outside?**

Carts should be placed curbside, ideally the night before your scheduled collection day to avoid any service disruptions. We ask that all carts are out before **6:30 am**. Our trucks start at 6:30 am promptly.

### **Where should I place my residential carts?**

Carts need to be placed at the end of your driveway, or on your front lawn. Somewhere accessible for our trucks. Carts should be placed 1-2 feet off the edge of the roadway. Please separate your recycling and garbage carts by 1-2 feet as well, to allow us to dump them safely. Carts should be facing the street (handles facing your house) backwards carts, or blocked carts may not be collected, so please ensure they are facing the correct way.

### **Bagged Garbage**

To ensure a clean and completely empty cart, please bag all your trash with the bag closed and tied if possible. This will help our drivers and leave you with great service.

### **Missed pickup?**

All carts not out by 7:00 am will be documented by the drivers via photo and uploaded to your account. Mistakes happen from time to time. If you are sure we missed you, please call our office. If you forget to place your carts outside, and you need us to come back, there will be additional charges that will occur. There is no guarantee we will make it back the same day, we may need to schedule your extra pickup.

### **Extra pickups**

If you need an extra pickup, a fee will be accessed in the amount of \$25.00 and will need to be scheduled. Please call our office for payment and scheduling.

### **Metal Collection**

If you have metal items that need to be collected, we can take these items for a small fee. Please call us to schedule removal.

### **Holiday Schedule**

Holiday Schedule has been attached in this email. Holidays are highlighted in **Red**. If your pickup day falls ON or AFTER a **Red** day, you will experience a one-day delay.

Example:

Holiday is on a Monday: Mondays pickups are delayed and collected on Tuesday. Friday's pickups will be collected on Saturday.

### **Referral program**

Recommend us to your neighbors, friends and family. Every home that signs up, you will receive one month free. Please ensure your referral gives your full name and address during their onboarding to ensure your account gets credited correctly. If they do not give your name during their sign up, this offer will be voided, and we will not be able to extend the free month to you.

### **What other services do you offer?**

**Front Load dumpsters:** For business, homeowners, across Derry, Salem, Windham, Pelham & MA.

**Roll off service:** With over 15 years of industry experience, we have many connections with local haulers in the area. We can help broker the best price for you. Reach out and we will assist you with roll off containers for larger jobs, remodels, roofs etc.

**Basement, Home and Garage clean-outs. Specialty hauling, bulky items.**

**Needles and Sharps:** Please refer to the attached guidelines on how to properly handle and dispose of needles.





**Food and Beverage Cans**  
empty and rinse



**Bottles, Jars, Jugs and Tubs**  
empty and replace cap



**Bottles and Jars**  
empty and rinse



**Mixed Paper, Newspaper, Magazines, Boxes**  
empty and flatten

**NO!**



**Do Not Bag Recyclables  
No Garbage**



**No Plastic Bags  
or Plastic Wrap**  
(return to retail)



**No Food or Liquid**  
(empty all containers)



**No Clothing or Linens**  
(use donation programs)



**No Tangles**  
(no hoses, wires,  
chains or electronics)

When in doubt-lets figure it out. If you have questions about an item, head over to the website

[www.RecycleSmartNH.org](http://www.RecycleSmartNH.org) enter the name into the search box and find out if its trash or recycle!

## BANNED ITEMS FOR RESIDENTIAL

The below items require special hauling and are **not permitted** in residential collection. For help with removing these items please call us.

- LIQUID WASTE
- TIRES-BATTERIES
- FLAMMABLES-CORROSIVES-TOXICS-COMPRESSED GAS
- TVS-MONITORS-COMPUTERS
- APPLIANCES CONTAINING REFRIGERANT
- YARD WASTE, GRASS CLIPPINGS, BRUSH
- FLUORESCENT LAMPS-BULBS
- PROPANE TANKS
- OIL AND OIL FILTERS
- PAINT AND PAINT THINNERS
- ASBESTOS
- CONSTRUCTION AND DEMOLITION DEBRIS, WOOD
- MEDICAL WASTE (NEEDLES-SHARPS)
- HAZARDOUS WASTE-PESTICIDES

