

MOSTYN MANOR RESERVE COMMUNITY ASSOCIATION
400 Randal Way, Suite 106
Spring, Texas 77388
(281) 350-7000

NOTICE OF CHANGE OF TRASH SERVICE PROVIDER

June 4, 2026

MMRCA residents:

The Board of Directors is pleased to announce that we have contracted with **Best Trash** as our new trash service provider, effective July 1, 2026. Best Trash offers the best combination of services and price for the community.

Please review the following important changes and guidelines:

- **A new cart will be provided free of charge by Best Trash**
one (1) 95-gallon cart will be delivered one (1) week prior to the start of service
- **Best Trash will begin its first day of service on Wednesday, July 1**
*Place the **Best Trash** cart at the curb by 7am for service beginning on July 1*
The cart provided by Best Trash is for the duration of the contract and its delivery requires no action by you
- **Heritage Waste Solutions will perform its final day of service on Tuesday, June 30.**
All Heritage carts should be placed at the curb on Tuesday, June 30 for final trash service. Heritage carts will be retrieved beginning June 30 in conjunction with the final day of service. Each Heritage cart should remain at the curb thereafter until it is retrieved by the vendor
- **Service days will move to Wednesdays and Saturdays**
- **Due to the Independence Day holiday, there will be no trash service on Saturday July 4.**
Service will resume on Wednesday, July 8th (see page 4 Holidays)
- **Quarterly billing will decrease from \$82.00 to around \$71.00** – the price will increase approximately 3-5% each year of the 3-year contract based on increases to the Consumer Price Index (CPI) for trash collection
This represents a modest cost reduction while offering improved services and communication with the vendor. As a reminder, residents are billed for trash service for the 1st and 3rd quarter of each year

- **Best Trash provides the following curbside services including**
 - twice weekly pickup of garbage placed in the cart provided by Best Trash (Wed, Sat)
 - collection of additional trash in bags, boxes or in a container (see page 2 below)
 - collection of up to 5 bags of grass clippings, leaves and other yard waste (no more than 40 lbs. per bag)
 - collection of trees, shrubs, brush trimmings that are tied and bundled (see page 3 *Yard Waste*)
 - collection of bulky items (2 item limit each service day)

No contact needed to request pickup of items above. They will be collected each service day unless they exceed normal amounts of residential refuse, yard trimmings and bulk items. See page 3, Special Collections, for information on collection of excess amounts of the above.

Service details: <https://best-trash.com/trash-collection/>

- On each regularly scheduled collection day, Wednesday and Saturday, Best Trash will collect bagged residential refuse located curbside in Best Trash supplied 95-gallon containers.
- All carts will remain the property of Best Trash and will be maintained, at no charge, by Best Trash.
- Residents are encouraged to confine their household waste to the cart.

In addition to the Best Trash 95-gallon cart, what type and size container can I use if needed?

- Waste collection service is not exclusively limited to the use of the cart; any residential refuse not contained within the cart will be serviced as long as it is contained in additional containers less than fifty (50) gallons, boxed, bagged or bundled weighing less than forty (40) pounds.
- Trash containers need to be between 30 and 50 gallons in size. Please do not use any trash containers that are smaller than 30 gallons as the crew will think it is to be collected as trash.
- Can I use an outdoor decorative-style waste receptacle?
No, the crew will think it is to be collected as trash
- Can I use a kitchen-size trash can?
No, the crew will think it is to be collected as trash
- Can I use a drum-style trash can?
No, there are no handles on this type of container, which makes it difficult to grab when the container is full of trash. Also, this type of container typically has a narrow opening, which makes it extremely difficult to empty.
- Can I use a trash can that has another company's logo on it?
No. In addition to the Best Trash cart, you may only use your own personal container that is between 30 and 50 gallons in size
- Can we have more than one Best Trash container?
No, the contract states that only one trash container per household will be provided by Best Trash

Yard Waste <https://best-trash.com/heavy-trash-bulk-items/>

- Grass clippings, leaves and other similar yard waste may be bagged and not heavier than 40 lbs.
- Limit is 5 bags per service day. Dirt and mulch are not accepted
- Trees, shrubs, brush trimmings and fencing must be tied and bundled in lengths no greater than four (4) feet with no branch diameter exceeding four (4) inches and placed at the curb. The bundling is required to allow quick pick up and size limitations are required to avoid damaging the equipment in the crushing process.

Bulky Items <https://best-trash.com/heavy-trash-bulk-items/>

- Bulky items must be located at the curb area of each residence and limited to two (2) items per service day.
- Items such as appliances, furniture, carpet (up to 1 room, tied and rolled up four feet wide and less than forty (40) pounds), cardboard boxes (flattened), will be picked up either day. The limit is no more than 3 cubic yards.

Items containing Freon:

By Federal Law, refrigerators and freezers or any other items containing Freon must be drained of Freon and have an accompanying bill to validate such service was performed. This excludes any waste generated as a result of a force majeure.

Excluded items:

Items excluded from normal collection are dirt, mulch, sod, rocks, bricks, concrete, tires, batteries, motor oil, cooking oil, construction debris, waste generated by a private contractor, or any materials or items deemed hazardous materials.

Explanation for non-collection:

Best Trash will leave a tag explaining the reason for non-collected item(s).

Special Collections:

For special collection of other than normal amounts of residential refuse, yard trimmings or bulk items, contact Best Trash in advance of collection day. If notified in advance, Best Trash will meet with a resident prior to collection day to determine a price. If a resident does not notify Best Trash of such a special pick-up before its scheduled day, then Best Trash will leave a notice for the resident to contact Contractor during normal office hours before the next scheduled pick-up day.

In the event of a storm:

Please note that in the event of a storm, these guidelines are subject to suspension until storm debris has been removed.

Hours of Operation:

- A. Collection of refuse will not start before 7:00 a.m. or continue after 6:00 p.m. on the same day. Exceptions would be due to unusual circumstances.
- B. Holidays:
If the scheduled collection day falls on any of the following holidays, **normal service will resume on next the scheduled pick-up day.**

New Year's Day
Memorial Day
Independence Day (No trash service Sat, July 4, 2026. Service will resume Wednesday, July 8)
Labor Day
Thanksgiving Day
Christmas Day

Complaints:

All complaints should be made to Best Trash. If a residence is missed due to Best Trash's negligence, Best Trash will pick up at said residence within twenty-four (24) hours of such notice.

Office:

Best Trash can be reached at any time during normal office hours from 9:00 a.m. to 5:00 p.m. Monday through Friday at 281-313- 2378

Find more information at best-trash.com

As a reminder, per MMRCA deed restrictions, trash carts must be concealed from view when not placed at the curb for pickup on the day of service. We appreciate your cooperation

You can find a copy of the **MMRCA Deed Restrictions, Consolidated Trash Service Policy** and much more on our website mmreserve.com.

Should you have any questions or require further clarification regarding this matter, please feel free to call our office at **281-350-7000** or email us at mmrca@hendricksinterests.com.

**Mostyn Manor Reserve
Community Association-
Board of Directors**