



Dear Oakwood Lakes Resident:

On behalf of CSI Waste Systems of Greater Cincinnati, please allow me to welcome you as a resident of Oakwood Lakes and CSI customer!

We have addressed some commonly asked questions to help you establish service.

How do I make arrangements for waste and recycling services?

Please call CSI's Customer Service Department at (513) 771-4200 to establish new service or make service changes. Please make sure to inform the representative that you live in Oakwood Lakes. Service includes normal household waste and the following recyclables: newsprint, glass food and beverage containers, steel and bi-metal cans, aluminum cans, #1 and #2 plastics. Please place the items in the provided recycling bin.

When is service provided?

Service is provided weekly on Mondays. Please make sure to put your waste and recycling out Sunday evening. Recycling service is provided every week. Waste should be containerized or bagged, not to exceed (65) sixty-five pounds and (4) four feet in length per item. Please bundle and tie any non-conforming items.

How do I make arrangements for large item collection?

Large items such as mattresses, water heaters, etc. may be collected by making arrangements with our customer service department. Some items may require freon removal prior to collection. This service is at an additional cost.

[per OLCUOA, August 2008: Large appliances, such as refrigerators, are no longer taken by CSI. Contact Act Now Recycling (513 681 1900). The will come and recover the unit from the driveway or garage but will not take it from within the house. Current haul away cost is \$45.00.]

What is your Holiday schedule?

CSI does not provide services on Thanksgiving, Christmas and New Years Day. During the weeks of Thanksgiving, Christmas and New Years service will be delayed (1) one day or currently on Saturdays.

How do I order and what is the cost to rent a 95-gallon cart?

95-gallon waste containers are available for your convenience and can be ordered by calling customer service. There is no cost to individual unit owners.

Again, welcome! Should you have any additional questions or if we can be of any further service, please do not hesitate to call us. (513) 771-4200