

From your Service Department

Garbage Pick Up – Recycling – Yard Waste

Our service department collects garbage every Monday morning beginning at 8:00 a.m. at no charge to its residents. They will come into your yard and take your garbage tote and recycling container to the curb; afterwards they will carry it back into your yard. Please note that if a holiday falls on a Monday, the service will commence on Tuesday.

Special Pick Up – Now Online!

If you need a special pick up for trash that is oversized, large amounts, or hazardous waste, you can now go online to be put on the special pick up list. Special pick up day is on Tuesday mornings, unless there is a holiday on Monday, at which time, the special pick up will be taken care of on Wednesday. You must submit your information by 4:00 p.m. on Monday to get on the list for Tuesday's pick up. Please visit www.cuyahogaheights.com at the top select 'Online Services' &

select the red 'Special Pick Up' tab. Please fill out your name, address, and all information regarding the items you would like to be picked up and where they are located. You will then get an email response when the request has been successfully submitted. **If you have any questions, please contact Vera at 216-641-3505.**

Charity Pick Up – Now Online!

Our service department will pick up any small usable item at your residence that you would like to donate to charity on the first Wednesday of each month. Small household items, clothes, etc., are collected and donated. No tax receipts are given for this service. Please visit

www.cuyahogaheights.com at the top select 'Online Services' & select the red 'Charity Pick Up' tab. Please enter your address and select from the drop down. Fill out your name, phone number, email address and all information regarding items you would like to donate and where items are located. This must be submitted prior to the first Wednesday of the month for this service. You will then get an email response when the request has been successfully submitted. **If you have any questions, please contact Vera at 216-641-3505.**

Dumpsters - Now Online!

Residents may rent a village dumpster for personal use at their home by paying \$30.00 to the village for each dumpster load. Dumpsters can be used for yard waste, construction debris or miscellaneous household items NOT including carpet, tires, or hazardous waste. Please do not

mix materials. Please visit www.cuyahogaheights.com at the top select 'Online Services' & select the red 'Dumpster Rental' tab. Select your address from the drop down. Fill in your name, phone number & email address. Select a requested date for dumpster to be delivered & where you would like the dumpster to be placed. There is now the option to pay the fee online via a link sent to your email. You also can drop off cash or check payments to village hall. Use of the dumpster is for a maximum of two (2) weeks. After two (2) weeks, the dumpster will be picked up from the resident's home. If the resident needs to use it again, he/she will go back on the waiting list. Please note that the disposal of debris created from outside the village is prohibited.

Pest and Insect Control

Pest control services are available by contacting our service department at 216-641-3505 with your name, address, phone number, and the nature of your problem. We will then reach out to our pest control vendor. This service is free except for termites, bed bugs, and wildlife. The village also sprays the outside of your home in the spring to hinder any unwanted pests from entering your home.



From your Service Department (continued)

Meals on Wheels (By Lori's Custom Catering)



This service is available to any village resident that is 60 years of age or older. A lunch time meal will be delivered to your home daily, Monday through Friday, by our service department. This is an affordable option, the cost is \$25.00 per week, which is only \$5.00 per day (you must sign-up for a full week.) To receive meals for a given week, payment must be made by the Thursday prior. If you have any questions regarding this service, please contact Vera Heinzman at the service department at 216-641-3505 or sd@cuyahogaheights.com.

Tree Trimming/Removal Service – Now Online!



The village will provide a professional tree trimmer to remove or trim a tree on a resident's property

Please note that tree trimming/removal is limited to two (2) trims per year and one (1) removal

If a crane is needed for tree removal, it is the responsibility of the homeowner to pay for the service.

In addition, if a stump needs ground, it is the responsibility of the homeowner to pay for this service,

whether the homeowner uses the tree company that the village has a contract with or another tree company. Please visit online at www.cuyahogaheights.com under 'Online Services' & select the red 'Tree Trimming' tab.

Leaf Pick Up



Fall is upon us, and the beautiful colored leaves will soon be crunching under our feet. We would like to remind our residents to rake their leaves to the tree lawn; our service department will then dispose of them for you.



Snow Removal Program *Residential Snow Removal Program

- All village roadways will be plowed first and maintained prior to any driveways being plowed.
- Once the service director feels that the roadways and municipal buildings have been maintained, the driveways of our senior citizens will be plowed (using the same criteria that applies to our grass cutting service).
- Afterwards, taking into consideration manpower, time and safety issues, the village will help residents with their driveways in the event of a storm that produces more than 2-4 inches of snow at the resident's request.
- All residents must have driveway markers in place in order to allow the service department to plow their driveway. The village will provide markers and place them for all seniors who qualify for the "grass cutting program." Residents with shorter driveways need 4 markers in place, and long driveways must have 6 markers. They need to be placed at the beginning, middle (if long drive), and at the end of your drive. If you wish to purchase markers from the village for \$1 each, please stop at the service department. Should you have any questions please contact Service Director, Dave Sammons at 216-641-3505.
- Please note that residents are responsible for cleaning their driveway aprons, as it is difficult to plow them over again after the streets are plowed. Each homeowner and/or resident must have a waiver of liability on file at our service department. If you already have filled out a waiver of liability and there have been no changes to it, there will be no need to fill out a new one. If you are unsure if you have one on file, please contact Vera Heinzman at 216-641-3505 or sd@cuyahogaheights.com.