



Dear Valued Customer,

Though we may not have officially met, we are excited to share and spread the word that Ferris Containers LLC will be providing residential and commercial trash services for the City of Wills Point effective October 1st, 2023. We promise to give you top quality service that you are accustomed to, though, we do ask for your patience as we continue to know our way and learn this new route.

Please be aware that your poly-carts and front-loads are going to be delivered between, Monday-Friday, September 25th-29th.

RESIDENTIAL TRASH PICK-UP DAY WILL NOW BE ON THURSDAYS

To start off, we would like to provide a couple of our highlights for a little background:

1. We have 30+ years of experience in the industry and have managed cities with over 80,000 households! Don't let this scare you, as we will ensure the City of Wills Point will be our utmost priority.
2. Our experiences include working in the nation's and local top waste management companies.
3. We are family-owned/operated and live in the Dallas Metroplex, meaning we are NOT a corporate company that lives offshore and has no idea what is happening in your backyard.
4. We have been part of the Wills Point Chamber of Commerce and we always look for opportunities to give back to the community!

We are no different from one another, and we hope to gain your trust and respect through this process. Our appreciation for your cooperation is not taken lightly, and we are very grateful for this opportunity.

If you would like to know more information about our services or even more about our story, please feel free to visit our website at www.ferris-containers.com

Please follow our Facebook page @ facebook.com/FerrisContainers
Thank you and we hope to get to know YOU soon!

-Your family at Ferris Containers

Best Practices, Business Hours, location, and general information:

- ***Starting October 1st, 2023, please contact Wills Point City Hall @ 903-873-2578 for questions or concerns about your trash services***
- Office Phone # 972-286-1800
- Email ferris.service@gmail.com
- ***AGAIN, PLEASE CONTACT CITY HALL FOR ANY QUESTIONS OR CONCERNS ABOUT TRASH SERVICES EFFECTIVE OCTOBER 1ST, 2023***

Best practices for collection:

- 1) Place carts at the edge of the road/curb the night before your pick-up day or by 6am the day of and leave outside until 6pm.
- 2) Bag all trash and tie tightly to avoid spillage.
- 3) Make sure the lid can close completely and avoid overfilling (approx. 6 household 13-gallon bags).
- 4) Absolutely no chemicals, hot ashes, or any hazardous or flammable waste are allowed in the container.
- 5) Allow four feet (4FT) between multiple containers, mailboxes, utility meters/boxes/hydrants.
- 6) If you require assistance in moving your cart to the edge of the road on service days, please contact us for additional information (supporting documents may be required).

Additional Information:

- 1) If your cart or dumpster has a broken lid, or broken wheels, or is damaged beyond use, due to normal wear and tear, please contact City Hall for repair or replacement.
- 2) Carts that are cracked from normal wear and are still functional with no trash leaking are not replaced.
- 3) If your trash collection was missed, please address this information to the City of Wills Point within 24 hours.
- 4) Front-load dumpsters **MUST** be accessible on your trash service day
- 5) Our drivers will track and make note of addresses that don't have their poly-cart or front-load out or accessible for service.
- 6) Our trucks are equipped with cameras for security and quality assurance.
- 7) If you are a resident outside city limits but are billed for trash service through the city, your trash service will continue and a poly-cart/front-load will be supplied to you.
- 8) All bulk items must be reported to the City of Wills Point and will be subject to an extra fee depending on the size/volume.

*Thank You
For Supporting our
Family-Operated Business!*