

# Hughes Trash Removal

4501 Dave Rill Rd, Hampstead MD 21074 - P.O. Box  
410.374.6467

## Rules and Regulations

1. **NO YARD WASTE** – The state of Maryland has passed a law that bans yard waste from being taken to the landfill. We cannot take any type of yard waste even if it is mixed with other trash and yard waste is mixed together, we will have to leave it behind.
2. **CONSTRUCTION DEBRIS**- We consider construction debris to be any material that you would remodel with such as drywall, insulation, etc. If you have construction debris that you need to get rid of, please call us for a quote. We can take it and the cost. Keep in mind we can only take so much in one truck. If you have a room or more of construction debris you may want to price out a truck. We can take paint however it must be completely empty or absorbent. No active moisture can be in the can, this may take up to a week to dry. We can take it outside the can with the lids off so we can see it is clean.
3. **BULK ITEMS**- Stoves, dishwasher, box springs, mattresses, sofas and other large items are not taken with regular trash pickup for a nominal fee due to the weight of them. We can take them for a fee to get the cost of this pick-up. Bulk items must be scheduled 24 hours in advance. No bulk items on holiday weeks. If you sit it out without scheduling it, it will not be taken. Items that contain freon such as air conditioners units, refrigerators, etc. are not taken.
4. **RECYCLING AND TRASH CAN PLACEMENT**- We are asking all of our customers to separate their recycling and recycling out the night before. If possible, place trash to one side of the driveway and recycling to the other. Recycling must be placed in a container that is clearly labeled for the driver to see. It is difficult for employees to differentiate between trash and recycling if they are not clearly labeled. You know what you use for trash and recycling. Our employees pick up hundreds of stops a day. If you do not have it clearly labeled, it is sitting together, if it is left behind, we will not be able to take it.
5. **MULTI STOPS ON COMMON DRIVEWAYS**- We are asking that if you have a common driveway with multiple stops, please call us to schedule a pickup.

be the homeowner's responsibility for any and all medical attention  
need.

8. **REMINDERS REGARDING BILL-** When a customer's bill goes beyond 30 days, we will reach out to that person regarding payment. We try to text or email you in the most convenient and less time-consuming way. Please make your bill current so we can contact you if necessary. If we cannot text or email you, we will call by phone or letter in regards to missed payments. We cannot guarantee a paper statement due to the postal service. After we send out a reminder, if the bill is not paid by a certain date the only option is to pay the bill over service until the account is current. You can go online to [www.hughesnet.com](http://www.hughesnet.com) to pay your bill via our website. You would need your account number and your password is posted on the homepage of our website. You can also pay over the phone, send a check or we also offer the option of a payment plan.
  9. **RETURNED PAYMENTS-** Any check that is returned for any reason will incur a returned check fee. If you are enrolled in autopay and your card is expired, a fee of \$20.00 will be assessed to your account. We ask that all autopay customers check their expiration dates on their cards and contact the office before they expire.
  10. **STOPPING SERVICE-** You must call our office to notify us when you want to stop service. We will continue to be billed until we are notified to stop pick-up. The office has the sole discretion for any cancellations or pausing of service's. Any refund given will be at the sole discretion of the office. Just remember, you called to set up the service, so you are responsible to stop the service.
  11. **TOTER RENTAL-** Please keep in mind that if you rent a toter from HughesNet, that you keep your toter clean and move it from the side of the road. Do not do steal trash cans, if this happened, we need you to contact the police and get a stolen property report number.
  12. **WEEKLY TRASH ALLOWANCE-** Our weekly rates are based on 50 pounds of trash, which is equivalent to one 95 gal toter, or 7-8 kitchen size trash bags. We occasionally have more trash due to events or cleaning, and that being said if there are continuously large amounts of trash each week, we will be increasing services. It is imperative that we follow weekly weight constraints.
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