
From: Joshua Francis <joshua.p.francis@gmail.com>
Sent: Monday, October 3, 2016 10:09 AM
To: WMeadows@greenvillecounty.org; Haley, Nikki; governor@govoep.state.sc.us
Subject: Greater Greenville Sanitation - Comments / Concerns from Resident - Additional Info

So you can easily read, here are the poor reviews of Greater Greenville Sanitation from their Facebook page:

Heather Falon reviewed Greater Greenville Sanitation — 1 star

August 22, 2016

After dealing with your customer service dept to have your company's trash Container removed off my property (never did business with your company, just moved into this house a month ago) and customer service responded with it "must have been stolen, And put there" ????? So apparently i have your stolen property in my front yard that i am trying to resolve with your company and still no help. I see why your company is rated 1 out of 5 stars. And im glad im not doing business with you!

Brandy Matthews Byrd reviewed Greater Greenville Sanitation — 1 star

June 3, 2016

I have put up with my trash can being tossed wherever they please and recycling bins THROWN in my yard weekly. I have asked them personally to stop and have found the bins against my husband's car and cracked but yesterday was the last straw. I came home to once again finding bins laying against my husband's car and my flower pot shattered to pieces beside it. A flower pot that was given and made for me by the children at Serenity Place during my internship. A flowerpot that can not be replaced that was in my yard and what I thought a safe distance from danger. How hard did you have to throw a plastic bin to shatter a flowerpot? I have called but of course the office is closed for the week. I am so angry and I plan on continuing to try and make contact until something is done. This is ridiculous!

John Epps reviewed Greater Greenville Sanitation — 1 star

June 30, 2016

I just found out there was a deadline of FEBRUARY 29TH! for the new recycling bins they'll use for the remainder of the year. The next registration period is next January, so we won't be able to have recycling pickup from our home for SIX MONTHS! This is absolutely ridiculous! The county wants to act like they're doing everything they can to make it easy for folks to recycle, then make it hard for them to do so. We've literally cut our trash output in half by recycling. I've read the other reviews on here but it doesn't seem that anyone at Greenville Sanitation cares. I guess customer service isn't exactly a priority for them. I am so frustrated with them right now!

Alyssa Koontz reviewed Greater Greenville Sanitation — 1 star

July 21, 2016

If it was possible to give them a negative star, I would! HORRIBLE CUSTOMER SERVICE dept!!! For 2.5 weeks, I have been waiting on them to pick up an "extra" recycling bin that was left at our house by the previous owners. After 6-7 phone calls with multiple promises made to pick up the bin in the "next day or two" and promises that a supervisor would call me back (which he never did), I saw one of their pick-up trucks down the street dropping off new recycling bins to neighbors. I asked if he would kindly pick up my old one and he did. I didn't catch his name but kudos to the one person at Greater Greenville that understands the definition of good customer service!

Forgot to mention one other comment....yesterday I received two letters from Greater Greenville Sanitation informing customers about the scheduled dates for pick-up of recycling bins. Both letters were addressed to my home address and were the same form letter EXCEPT for the notation that told me which week is my recycling pick-up scheduled for. One letter said my address is a "side one customer" and the other said my address is a "side two customer" so I guess that mean I'm a special customer and get my recycling picked up every week?! geez!!!!

Sarah Kizer Grubb reviewed Greater Greenville Sanitation — 1 star

March 21, 2016

Wish I could give less than one star. Very upset with how the recycling program is changing and we completely missed the deadline (why is there a deadline?) and will not be able to register (lol) for recycling until January 2017. Taking recycling to a drop off location is not an option as that would not be very fun with a 5 month old. I like to do everything I can to promote a healthier planet but feel you are inhibiting me as well as the other citizens of the community to do so. Thank you.

Shaunsay Nicole reviewed Greater Greenville Sanitation — 1 star

July 18, 2016

Since a majority of the people missed the February deadline, we can't recycle until the new year. Which means tons of trash I'm the landfills. So now we have tons of trash. This is by far the stupidest thing they could do.

Thomas Gray Hurley reviewed Greater Greenville Sanitation — 1 star

August 9, 2016

Horrible! We pay over \$30,000.00 a year in county taxes and you can't even accept all of these tube televisions that people just leave behind! Greenville Sanitation: the place you go to work to get paid a lot to do NOTHING!

Renay Kent Todd reviewed Greater Greenville Sanitation — 1 star

July 7, 2016

I received a notice (the first and ONLY notice) that was left in my recycling bin this morning regarding new

rollout bins. I did as suggested in the notice and signed up online to register to participate. I received an email that I missed registration and would have to wait until Jan 2017. I called and got nowhere. Very disappointing.

Steven Seeger reviewed Greater Greenville Sanitation — 1 star

September 5, 2016

Obtained my Recycle cart, and followed the the schedule (side1) but have yet to have my cart(or anyone's in the neighborhood) emptied in a month. Have called 3 times with assurances that a truck would sent out but that hasn't happened either. I guess I will attend the next County Council meeting to address the situation.

Sara Sanders-Carson reviewed Greater Greenville Sanitation — 3 star

July 11, 2016

I was pleased to get my new recycle bin. On the down side we never got our new pick up schedule before the 7/1/16. Please post the new schedule.

Tom Berg reviewed Greater Greenville Sanitation — 2 star

February 25, 2016

You will get a higher number of people recycling if you will come when you are scheduled. Coming by before 7am does not work for our neighborhood. We keep our recycling inside since we've got a history of people driving through our neighborhood during the night stealing from our trash cans and recycling containers. We wait until the morning to put our containers out. When the truck drives by at 6:45, they won't find much recycling out. Most people just take their recycling and dump it in the trash so it will be taken away later in the morning.

Fix what's broken with your system and you'll get more homeowners helping you.

By the way, I'm one that is holding my recycling til next week when hopefully they will come on time. I've had to do this at least once per month because your timing is wrong.

Rebecca Bass reviewed Greater Greenville Sanitation — 1 star

January 31, 2016

I'm raising the bullshit flag on GGS for no longer accepting glass for recycling. I don't mind paying the one-time \$25 fee for a new bin and I don't mind collection being reduced to every other week. But no longer accepting glass is unacceptable. The environmental benefits far outweigh the cost to recycle glass. Shame on you Greenville.

Update: They will also not accept the old recycling bins, which are #2 plastic. I emailed them to ask what to do with them and was told to put them in the trash cart. I then asked why they cannot be recycled and they declined to respond.

Michael Vassallo reviewed Greater Greenville Sanitation — 1 star

December 28, 2015 ·

The handlers do not care about the instructions we are given:

They do not bother touching cardboard, they always shove the broken-down boxes next to the trash container for the trash guys to toss into their compactor.

And yet GGS tells us that is our instructions? (url not allowed, so go to their website to read) They do not care about recycling, it's just a front to try and placate those who recycle. If you stay at home or have a camera, take a look when they come around on trash day, and you'll see firsthand - what they pick for recycling, and what from your recycling they actually choose not to touch and leave for the trash.

Was no way to attach picture in review, here is picture proof. Also the link I mentioned for their instructions:http://www.ggsc.gov/images/2015/recy_addendum_15.pdf

Like · Reply · December 28, 2015 at 10:53am

Lilmojo Wilson reviewed Greater Greenville Sanitation — 1 star

March 8, 2016

They actually returned my check and told me that I could not recycle because I was passed the deadline to sign up..... A courtesy would have been an extension if you really want people to recycle and do what's right for the environment and community and whatnot

Kendya Reddick reviewed Greater Greenville Sanitation — 2 star

December 23, 2015 ·

I pulled my containers out last night and one was emptied and one wasn't. Will the recycle bins be emptied today? I know that today ends holiday pick up until next week.

Jonathan Davis reviewed Greater Greenville Sanitation — 1 star

October 20, 2015 ·

Workers who seem, at least on our route, to go to extremes to do a poor job. This, I had gotten used to, however, the new habit of driving down a street in the wrong lane, and nearly causing my daughter and I to veer from the road is new, and a bit unwelcome.

My neighbors yard, as well as most of the street, is littered with scattered trash thanks to the skillful hands of Greenville Sanitation. Stellar work.

Also, I'm really in love with the "leave every can in the street"

Tommy Chappetta reviewed Greater Greenville Sanitation — 1 star

December 10, 2015 ·

Service sucks !!!!! If we had a chance we would use another company

Lori Rhodes Armstrong reviewed Greater Greenville Sanitation.

February 14, 2013 ·

Do you realize that annexing Taylors and other parts of Greenville County is putting smaller, locally owned sanitation companies out of business?? Instead of making Greenville "greater", it sounds more like you're trying to monopolize the market, not giving residents the option to choose the smaller companies. SUPPORT SMALL BUSINESSES - STOP TRYING TO DESTROY THEM!!

Denise Nece Patterson reviewed Greater Greenville Sanitation — 1 star

January 11, 2016

It seems as if they are trying to FORCE us into purchasing THEIR rolling cart recycling bins now for residential recycling pick up. They are NOW taking personal recycling bins as trash if they are placed out with your regular trash. I have been putting my small personal bin that I keep inside my home out on pickup day with my overflow bins from Greater Greenville Sanitation & regular trash bin for YEARS. My PERSONAL BIN CLEARLY has a RECYCLING SYMBOL on both side of the bin. Now all of a sudden they send these letters out last week saying that we will need to pay \$25.00 and register for recycling pick up and purchase a bin from them starting July 2016 my personal bin is considered trash to them and was picked up this morning. So I guess staring IMMEDIATELY everything put out on trash pick up day will be considered trash if it's not theirs. When I noticed it had been taken I called immediately and The lady I was transferred to had such a condescending attitude which is representing GREATER GREENVILLE SANITATION as a business. I asked her since this was not in the letter they sent out and it was not July 2016 yet and I've been sitting my bin out for YEARS and they had to still be in my neighborhood because I just heard the trucks, could she radio them and have them to return my bin not because I paid \$35.00 for it but because it was my personal...her answer was NO because it's considered trash. She proceeded to say the bins cost \$50.00 and we are selling them for \$25.00. Like I told her my attitude will be one of oh well my commitment to minimize waste and conserve the landfill by doing my SMALL part will be no longer. In the trash it will go because GREATER GREENVILLE SANITATION WILL NOT STRONG ARM ME INTO BUYING A RECYCLING BIN FOR \$1.00 let alone \$25.00. So much for "GREENING GREENVILLE TOGETHER"