

Status Update:

Status:

- Sentry Management has collected a large amount of information for the Board to review and select an option prior to our contract expiration with Waste Management (referred to as WM hereafter) on April 30, 2021.
- We will announce a new/renewed vendor contract once in place, given the urgency of the situation and the sensitivity of contract discussions.

Actions Taken:

- Sentry Management has sought bids from alternative suppliers to WM to mitigate service changes and cost increases, and is awaiting final information from these vendors. All available options are being discussed.
- Sentry requested an extension of the April 20 WM decision deadline to April 30 to allow us to seek other bids.
- Sentry has confirmed options with WM to help with excess volume in case we need to move to a bi-weekly recycling schedule for families who may need that option.
- The Board has completed the analysis on a survey where homeowners were asked to make a difficult decision between a price increase and a service change. This information was solicited in case other efforts prove unsuccessful, and the Board is faced with this decision. (Survey results are below.)

Possible Outcomes:

1. If a new service provider is selected, please know we will likely need to go through the very painful exercise of returning and accepting new trash and recycle bins. While no one enjoys this thought, we need you to please be prepared in case this is required to avoid cost increases or a decrease in services provided.
2. We will work with any new vendor to ensure a carefully coordinated effort is planned and communicated to everyone.

Recognition Notice:

Circumstances involved in service modifications make it difficult for everyone to see and fully appreciate the type of skill and knowledge required to assist a community through service provider turbulence. Therefore, the Board would like to recognize Sentry Management for work well done under extremely challenging conditions, and thanks Jim and his team for all the extra hours spent to keep our basic services running smoothly.

Situation Recap:

- Hallbrook contracts with WM to collect our trash and non-glass recycling on a weekly basis.
- Earlier this year, WM announced it was reducing collection to a bi-weekly collection cycle and distributed a larger bin for recyclable materials.
- The City of Leawood informed WM that WM was under obligation to continue offering weekly collection services as part of WM's permit to operate in Leawood.
- As a result, WM has informed Hallbrook and other clients in Leawood that we have a choice to continue our weekly collection services for a \$42,000 price increase, or to move to the new bi-weekly collection schedule.
- Hallbrook's contract expires April 30.

Survey Results:

- Hallbrook neighbors choosing to respond to the survey were split 54% to 46% on the question of reducing weekly to biweekly service vs. annual dues increases of \$100 per year, with 54% choosing reduced collection frequency.
- Glass recycling participation and the desire to continue is a clear majority of neighbors at 62%, with 21% ambivalent and 17% not using or wishing the service to be discontinued.
- The survey closed with 197 responses returned, with 25 ineligible responses due to lack of address or duplicate responses, resulting in 172 homes used in the final results. This is an approximate participation rate of 41%.