



Mid Michigan Waste Authority

2063 S Miller Saginaw, Michigan 48609
Phone: 989-781-9555 Fax: 989-781-9559

Non-RCL Issue Code

- <B = too many Bulkies
- BL = blowing trash litter yd/st
- <C = oversized/weight can
- CI = can issue: broken, blown
- CSD = current service day
- D:(= dissatisfied with rules
- LSO = late set out
- IP = Improperly Prepared
- Other = other reason

Resident Complaint Log Refuse / Recycling / Yard Waste / Service Issues

RCL#

Name: _____ Phone #: _____
 Address: _____ Cross-street(s): _____
 City/Twp/Village: _____ Date of Incident: _____ Regular Pick-Up Day: _____

Type of Complaint: (select box)

- | | | |
|-------------------------------------------|-----------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Trash Issue | <input type="checkbox"/> Bulky Item(s) Issue | <input type="checkbox"/> Ongoing/Multiple Week Issue |
| <input type="checkbox"/> Recycling Issue | <input type="checkbox"/> Brush Issue | <input type="checkbox"/> Customer Service Issue: |
| <input type="checkbox"/> Yard Waste Issue | <input type="checkbox"/> Can / Bag Size Issue | <input type="checkbox"/> Other: |

Note:

Complaint taken by: _____ Date: _____ Time: _____

MMWA staff: _____ Date: _____ Time: _____

- Info sent to resident Completed RCL sent to community

Move-outs, foreclosures and landlord set-outs are NOT included under the curbside program. Direct resident to call a hauler in Yellow Pages to arrange for a pick-up or other special services needed.

WM Staff Response/Action to MMWA Resident Complaint Log

WM staff: _____ Date: _____ Time: _____ COU's: # _____ # _____ # _____

Trash

- oversize container - 33 gal max
- can/bag too heavy - 50 lb max
- trash stuck in can
- no trash in cardboard boxes
- loose trash; bags torn, waste spilled
- not included in trash program
- over Saginaw City 20 bag limit
- boxes need to be broken down
- yard waste mixed with trash

Bulkies

- more than 2 bulk items
- bulky not contained
- No error:** bulk pick-up scheduled

Ticket # [Click here to enter text.](#)
 Ticket # [Click here to enter text.](#)

Brush

- not bundled properly
- too big; max. 3' x 4' bundle
- more than 1 bundle
- not brush; under 2" = yard waste under state law

Recyclables

- not sorted properly
- items not recyclable
- no plastic bags allowed
- no recyclables in boxes
- cardboard too large
- no greasy pizza boxes
- Styrofoam in bin
- wrong week

Yard Waste

- oversize container - 33 gal max
- no plastic bags allowed
- too heavy / stuck in can
- branches too big; max 2"
- container not marked
- bags ripped open
- contents exceed 6" above can

OTHER

- materials not out by 7 am
- glass item needs prep (tape/OCC)
- Other [Click here to enter text.](#)

WM Response

- driver not there yet
- sending driver for return service
- Forwarded to route manager

WM Notes: [Click here to enter text.](#)

Final WM Action: Click here to enter text.	Date/Time: Click here to enter text.
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