

# **The Lincoln**

## **Solid Waste Operational Plan**

Date: January 5, 2026  
Project Location: 1440 Crismon Rd, Mesa, AZ 85209

## **1. Purpose and Scope**

This Solid Waste Operational Plan (the Plan) describes how The Lincoln will manage household solid waste using a valet trash system operated under the HOA, in addition to on-site refuse enclosures and dumpsters located throughout the community. The Plan establishes collection procedures, roles and responsibilities, resident rules, overflow controls, litter control measures, and a complaint response process. For purposes of this Plan, “HOA” (or “Association”) means the entity responsible for community operations, which may include the owner, declarant (during any period of declarant control), property management, or their designee.

## **2. Service Overview**

### **2.1 System Type and Operating Days**

Doorstep-to-dumpster Valet service is currently planned to operate up to five (5) nights per week; frequency and route timing may be adjusted based on occupancy, waste volumes, staffing, and operational needs, with resident notice.

- Operating days are initially planned as Sunday through Thursday and may be adjusted with resident notice.
- Collection typically begins at or after 8:00 PM; exact start times may vary by route and conditions.
- Recycling, if offered as part of the program, will be administered under separate posted community rules and may differ from trash collection procedures.

### **2.2 Resident Set-Out and Bring-In Window**

- Set-out window: Residents place their container outside their entry typically between 6:00 PM and 7:30 PM on pickup nights.
- Bring-in requirement: Residents bring their container back inside by approximately 9:00 AM the following morning.
- Times may be adjusted with resident notice.

### **2.3 Holiday Schedule (No Collection)**

No valet collection is provided on the following holidays:

- New Year's Day
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Halloween
- Thanksgiving
- Christmas Eve
- Christmas Day

- New Year's Eve

When a holiday affects service, management will notify residents in advance and will increase monitoring of refuse enclosures and dumpster capacity as needed.

## 2.4 Service Nature and Resident Responsibility

Valet trash service is an operational amenity administered by the HOA and may be modified, suspended, or delayed as needed due to weather, staffing, emergencies, safety conditions, access issues, or other operational constraints. Nothing in this Plan guarantees uninterrupted service. Residents remain responsible for securing bagged waste to prevent nuisance conditions and may dispose of waste at the designated on-site refuse enclosures/dumpsters when accessible or during posted access hours.

## 3. Roles and Responsibilities

The following roles support administration, collection operations, and compliance. Responsibilities are assigned by role.

Role	Primary Responsibilities
HOA (Owner/Operator)	<ul style="list-style-type: none"> <li>• Funds valet service through the community operating budget (e.g., assessments, fees, rents, or other charges as applicable).</li> <li>• Adopts and enforces community rules related to waste handling and nuisance prevention.</li> <li>• Ensures service agreements exist for dumpster hauling and, if applicable, recycling hauling.</li> </ul>
Community Manager / Property Management (Program Administrator)	<ul style="list-style-type: none"> <li>• Primary point of contact for City coordination and resident inquiries.</li> <li>• Maintains resident onboarding materials and service communications.</li> <li>• Tracks service issues (missed pickups, contamination, rule violations) and coordinates corrective actions.</li> </ul>
Valet Service Team (Collection Operations)	<ul style="list-style-type: none"> <li>• Collects properly prepared trash from doorsteps on scheduled nights.</li> <li>• Transports bagged waste to designated on-site refuse enclosures and dumpsters.</li> <li>• Maintains route standards to reduce litter and nuisance conditions.</li> </ul>
Maintenance Team (Site Support)	<ul style="list-style-type: none"> <li>• Monitors dumpster fullness, enclosure condition, gates, lighting, and cleanliness.</li> <li>• Performs routine litter pickup and enclosure-area housekeeping.</li> <li>• Coordinates repairs (gates, screens, signage) and requests additional hauls when needed.</li> </ul>

Solid Waste Hauler (Disposal/Transport)	<ul style="list-style-type: none"> <li>• Provides scheduled hauling and emptying of on-site dumpsters per service agreement.</li> <li>• Responds to overflow conditions with additional pick-ups as requested by management.</li> </ul>
Residents (Generator)	<ul style="list-style-type: none"> <li>• Follow bagging, weight limits, container use, and set-out and bring-in requirements.</li> <li>• Break down boxes and avoid prohibited items.</li> <li>• Use designated procedures for bulk and special waste.</li> </ul>

## 4. Resident Set-Out Standards (Operational Rules)

Residents must comply with the following requirements on collection nights. Items not meeting these standards may be refused. These operational rules may be updated by the HOA from time to time and will be communicated to residents and maintained in posted community rules.

### 4.1 Bagging and Container Requirements

- Trash must be bagged and each bag must be tied securely.
- Trash bags must be placed inside the provided container (no loose trash).
- Pet waste must be double-bagged.

### 4.2 Limits and Condition

- Two-bag limit per unit per night.
- No bag may exceed 15 pounds.
- No ripped bags or bags with holes.

### 4.3 Prohibited Items

- No oversized items or furniture items.
- No loose trash outside the container.
- No hazardous materials (construction debris, auto fluids, sharps, biohazard materials, chemicals, flammables, hot ashes) or other prohibited waste.

### 4.4 Cardboard

- All boxes must be broken down prior to disposal.

### 4.5 Set-Out and Bring-In

- Set containers out during the posted set-out window on pickup nights (typically between 6:00 PM and 7:30 PM).

- Bring containers inside by the posted bring-in time (typically by approximately 9:00 AM the following morning).
- Containers left out during the day may result in interrupted service and may be subject to HOA enforcement.
- Temporary service interruptions or delays may occur due to weather, emergencies, or staffing; missed service will be addressed through the complaint/remedial process.
- Containers must not obstruct sidewalks, stairways, landings, ADA routes, or required egress.

## **5. On-Site Dumpster and Refuse Enclosure Operations**

### **5.1 Overview**

The Lincoln includes refuse enclosures and dumpsters located throughout the community. The valet system is designed to move waste promptly from doorsteps to the designated dumpsters while maintaining clean, screened, and orderly refuse areas. Residents may dispose of waste directly at the on-site refuse enclosures/dumpsters; valet service is intended to supplement on-site disposal and support cleanliness and consistent operations.

### **5.2 Operational Compatibility with City Expectations**

- Refuse service operations are administered to minimize litter, overflow, and nuisance conditions.
- Refuse enclosure use and hauling frequency are managed to reduce overflow and to keep collection areas functional.
- Where feasible, refuse collection sites are managed to support consolidation of collection activity and to keep walking distances reasonable for the spaces served.

### **5.3 Refuse Enclosure Maintenance Commitments**

- Enclosures, gates, screening, and related site features will be maintained in serviceable condition.
- Enclosure areas will be maintained in a reasonably clean condition consistent with ongoing operations.
- Lighting and access will be maintained to support safe operations.

Exhibit A identifies refuse enclosure and dumpster locations.

## **6. Overflow, Bulk Items, and Special Waste**

### **6.1 Overflow Monitoring and Additional Hauls**

- Maintenance and management will monitor dumpster capacity routinely, with increased monitoring after non-service holidays.
- When dumpsters are approaching full capacity, management will implement corrective action to prevent overflow and litter, which may include requesting an additional haul, adjusting collection operations, and/or increasing monitoring.

## **6.2 Bulk Items**

- Bulk items and furniture are prohibited in valet collection.
- Residents must use the community's designated bulk disposal procedures (move-out guidance and/or scheduled bulk arrangements if provided).

## **7. Litter Control and Site Cleanliness**

The following measures are used to prevent litter and maintain community cleanliness:

- Valet collection is limited to properly bagged, tied waste placed inside the provided container.
- Maintenance performs periodic litter pickup around refuse enclosures and along primary routes.
- Windblown litter observed on-site is addressed promptly when feasible.
- Refuse enclosures are monitored for illegal dumping; recurring issues are escalated to HOA enforcement.

## **8. Complaint Response and Enforcement**

### **8.1 Primary Point of Contact**

Program Contact: The Community Manager/Property Management Office (contact information posted on-site and in the resident portal; updated as needed).

### **8.2 Complaint Handling Process**

Complaints and service issues are managed using the following process:

- Intake: Resident or City reports an issue to management.
- Investigation: Management reviews route conditions and enclosure conditions and consults service staff as needed.
- Remedial action: Address missed pickup reports as practicable through investigation and corrective action, which may include return service, resident guidance, operational adjustments, and/or scheduling additional hauling.
- Follow-up: Confirm resolution with the complainant and document the outcome.

### **8.3 Enforcement**

Repeated noncompliance (exceeding limits, overweight bags, prohibited items, containers left out) may be addressed through HOA enforcement procedures, including warnings, education, and escalating compliance actions consistent with governing documents.

## **9. Resident Education and Program Administration**

- Move-in onboarding includes distribution of a resident valet trash rules sheet.
- Management periodically issues reminders (email or community portal) on set-out times, holiday impacts, and common rule violations.

- Program contact information is maintained in resident communications for service questions or problem reporting.

## **10. Recordkeeping and Continuous Improvement**

The HOA may amend this Plan from time to time to maintain clean and functional refuse operations. Material operational changes (e.g., service frequency, set-out times, or procedures) will be communicated to residents in advance and maintained in the community rules.

Management maintains basic operational records to support continuous improvement and compliance, which may include:

- Holiday notices and service communications
- Missed pickup logs and resolutions
- Overflow incidents and extra haul requests
- Recurring resident noncompliance trends (for targeted education)

## Exhibit A: Refuse Enclosure and Dumpster Location Map

Site exhibit identifying each refuse enclosure and dumpster location and general service coverage.

