

FAQs re the new Trash Discount

How do I get service? Contact: Potomac Disposal 301-294-9700 or email them – their website is www.potomacDisposal.com. To get the discount you need to make sure that they note that you are a paid member of the Luxmanor Citizens Association.

What is the discount? Their normal rate is \$17/month (billed quarterly) for twice-a-week pickup. PAID LCA members will get this service for \$9 a month – a savings of \$8/month

What if I get special service (back door pick-up, etc)? Potomac Disposal charges a basic rate and then “extras” like back-door pickup are added to that fee. You will still get the discount on the basic service, but you will pay for the “extras” – they will explain the charges for those services but they are not part of the discount.

The discount applies to paid LCA members as of November 1 but I have already paid my quarterly bill through December 31 – what now?? The company has graciously agreed to issue a credit for the discounted rates on your next bill. For example, if you are paid through 12/31 at the rate of \$17/month, your next bill will reflect both the new rate and a \$16 credit (Nov and Dec).

I live in Windemere/The Oaks and I already pay less than that? Unlike Luxmanor, your communities operate under a homeowners association and your property management company has the ability to negotiate on behalf of all their clients, so you will see no real benefit, as your HOA fees cover this. That being said, we hope to offer other kinds of discounts in the future, and we hope to offer you additional values.

I love my current company – I don't want to change. That is fine, you don't have to – it's an offer, not a mandate. Your LCA membership still offers you plenty of benefits, from the Directory to the Special Events, etc. This is just an option.

IF I haven't paid my LCA membership by November 1, is it too late?

The membership status will be updated quarterly. If you become a paid member after November 1, you will get the discount for service for the next quarter, but will not receive a retroactive credit.

I don't know if I have paid my membership or not/ Why isn't my bill showing a discount?

If you have paid your membership dues and your bill does not reflect the discount, please contact Potomac Disposal. They will contact the LCA and we will verify your membership status. If our records do not reflect that you are a paid member, we will contact you to resolve the issue. PLEASE DO NOT CONTACT THE LCA TO SIGNUP FOR SERVICE – We can only verify that you are a paid member so that you can get the discount. If you have complaints about service or billing, you need to contact the company directly – however, you should also let the LCA President know if the issue is not resolved, as we will advocate on your behalf.

Why this company?

This opportunity was brought to our attention by a neighboring community who has had a very satisfactory experience with this type of arrangement for several years. Two other companies that do a substantial amount of business in the neighborhood were approached but were uninterested in offering a discount. Based upon our neighboring community's history, this was a way to offer a benefit without requiring a lot of effort on behalf of your already-over-extended Board 😊 and we felt that their track record with the other Civic Association gave us some comfort that it could be successful.

If you are aware of any other companies that might be interested in offering discounts to paid members – firewood delivery, chimney cleaners, etc – feel free to ask them to email our President, Della Stolsworth – dellast@comcast.net or any of our other Board members. The Board will discuss it. We simply don't have the manpower resources to go out and investigate/solicit this type of thing on our own, but would welcome anyone who would like to do this or who can point us to a solid lead. We are earnestly trying to serve the community and think that discounts like this, as long as they are non-mandatory and appropriate, are a great way to bring value to our members. We will not consider any arrangement in which Board members have a direct or indirect financial or business interest and the Board and the Association have not benefited in any way from this discount, apart from individuals choosing to take advantage of the discount you are being offered (and we have many Windemere Board members who won't benefit at all but were happy to see their neighbors get a break).