



Town of Abington

OFFICE OF
BOARD OF HEALTH
500 GLINIEWICZ WAY
ABINGTON, MA 02351
TEL.: (781) 982-2119 • FAX (781) 982-2127

April 28, 2005

To Whom it May Concern;

The purpose of this letter is to provide a reference for our current trash hauler, Waste Solutions. On July 1, 2004, Waste Solutions was awarded the contract to provide curbside pick up services for the solid waste and recycling generated in the Town of Abington. I am very pleased with the quality of their service and have received positive feedback from our residents.

In addition to calling the Board of Health, the residents have a toll free number for Waste Solutions for appliance pick-up, questions or other concerns. Lines of communication with my office and the Operation Manager, Michael Panciocco, are always open. If my office has a concern, we contact Mr. Panciocco on his cell phone and he responds to the situation immediately. Mr. Panciocco is very courteous and professional when telephoning or dealing directly with the Abington residents. If our office requests follow up with a concern Mr. Panciocco will telephone the resident and explain the company policy and/or the Board of Health rules and regulations regarding trash and recycling. He has the drivers keep a daily log of violations, which is faxed, to the office daily. The log is a helpful tool to have when addressing resident's calls.

Abington's solid waste tonnage has decreased and recycling has increased due to the watchful eyes of the drivers and the operation manager. They help us enforce the town's mandatory recycling regulation by not accepting trash without a recycle bin curbside. If they view recyclable materials in the trash they explain to the residents the proper handling of such items, which I feel has contributed to the decrease in our solid waste totals and in turn, has decreased our overall trash budget, a rarity in today's economy.

Again I am very pleased with the job Waste Solutions is doing in Abington and look forward to working with them in the future. If you should have any questions please feel free to call the office at 781-982-2119.

Sincerely,

Michelle J. Roberts
Health Officer