

Case Study: HOA & MUD Services

"It is without a doubt that my vote of confidence is with them.
TDS is customer-driven service."

- Cecilia Roberts | Vice President, Block House MUD Board of Directors

LOCAL WASTE DISPOSAL SERVICES

Just about every community produces household solid waste, which is why HOA managers and MUD district representatives alike need to be able to provide quality resource management services to their communities.

It's no surprise that these managers choose a local business to care for those needs, and it's also no surprise that they often choose Texas Disposal Systems. Because of TDS' deep wealth of experience and superior customer service, more than 130 HOAs and MUDs have contracted with TDS to handle the solid waste disposal for more than 115,000 homes.

That element of local and effective customer care is why Block House MUD has partnered with TDS for more than 20 years. Cecilia Roberts, the vice president of the MUD's board of directors, said it was an easy decision to switch to TDS and maintain a long-term partnership.

EXCEPTIONAL CUSTOMER RELATIONS

"We weren't just a number being thrown into someone's collection service," Roberts said. "They actually care about the way they pick up the containers, put back the containers and represent us. Details like that matter."

TDS provides Block House with solid waste collection, curbside single stream recycling, bulk waste pick-up and green waste collection, as well providing waste containers in community areas and offering waste diversion education. Roberts said education initiatives by TDS programs such as Waste Wizard and exceptional customer relations have made waste disposal and recycling simple for her MUD.

Charlie Madere, president of the West Rim HOA in West Lake Hills, cited similar reasons as to why he renews TDS service contracts. The ability to make waste service "no-hassle" gives him peace of mind, he said.

"This is why I pushed so hard to renew," Madere said. "I really don't lose sleep at night with them."

That level of service is a point of pride at TDS. From our courteous drivers and experienced account representatives, to providing the highest quality and most environmentally friendly waste services, we keep the best interests of our customers and community partners in mind.

