

# HOA and 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



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

It's no surprise that these managers choose a local business to care to those needs, and it's no surprise that they choose Texas Disposal Systems. Because of TDS' deep wealth of experience and top-notch customer service, more than 160 HOAs and MUDs have contracted TDS to handle the solid waste of more than 115,000 homes.

By providing holistic and innovative services, TDS is different from the industry standard. Services such as the Waste Wizard, a free widget that sends syncs service dates to calendars, sends notifications about service changes and educates what is and isn't recyclable, demonstrate the level of customer service TDS provides.

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 keep a long-time partnership.

"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 as services such as waste containers in community areas and waste diversion education. Roberts said education initiatives by TDS programs such as the 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 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 training professional, courteous drivers to employing local, experienced account representatives, the company provides the highest quality and most environmentally friendly waste processing services available in the best interests of its customers and partnered community.

"Managers know that when they work with TDS, they know they don't have to think or worry about their service," said Jay Howard, sales manager at TDS. "We understand that if you have to think about your trash service, that's a problem. That's why we offer a level of service that's consistent week after week, year after year."