

LARGE NMHC OWNER GROUP **IMPROVES AESTHETICS AND RESIDENT SATISFACTION SCORES** WITH SUBSCRIPTION BULK REMOVAL



Ally Waste

OVERVIEW

One of the largest owner groups in the National Multifamily Housing Council (NMHC) has teamed up with Ally Waste to tackle a looming issue: persistent bulk trash dumping within its rental communities.

One source within the owner group reported that dumping was so frequent at multiple large communities that “people driving by would see accumulating bulk trash. ”

These messy trash areas created headaches for maintenance staff and negatively impacted resident NPS metrics.

Something had to change.

The owner group chose nationwide waste manager Ally Waste to provide ongoing bulk trash removal services for over 20 multifamily communities in Florida, each serving 200 to 400 residents. Ally’s exceptional customer service and consistent pricing structure made it the obvious choice to do the dirty work.





THE PROBLEM WITH DECENTRALIZED WASTE MANAGEMENT

Before Ally Waste entered the scene, the owner groups' properties had completely decentralized processes for managing bulk waste. Property managers relied on a patchwork of different providers, including independent junk haulers, appliance recyclers, and municipal trash services. Pickups happened anywhere from three times per week to once per month.

This lack of consistency led to unpredictable costs, negatively affecting NOI and creating a lack of visibility for leaders within the owner group. Not to mention, the system simply didn't work. Resident surveys complained about trash, and executives routinely saw bulk waste sitting around during property walk-throughs. Prospective residents could be deterred from living there.

"We use NPS and resident surveys on a regular basis, and we knew that trash was a concern," reported a source within the owner group.

Everyone from upper leadership to maintenance staff and residents needed a more consistent bulk waste removal service with reliable customer support and transparent processes.

WHY ALLY WASTE WAS THE ANSWER

Ally Waste is a nationwide waste support services company specializing in valet trash, bulk hauling, and waste leveling. With over 900 W-2 employees nationwide, Ally provides consistent, recurring bulk removal services to multifamily communities with hundreds of residents.

To the NMHC owner group, Ally Waste stood out from the pack for its responsiveness, transparency, and proactive customer support. As a full-service bulk trash solution, Ally Waste was ready to transform the jumble of waste removal processes communities were using.

Plus, Ally could create a single point of contact for stakeholders at all levels—from maintenance staff to owner-group executives.

“One nice thing is the district manager [at Ally Waste] has proactively asked for feedback on ways to improve. That’s not something you typically see with any sort of waste company,” reported a source within the owner group.

THE RESULTS: CLEANED UP COMMUNITIES, INCREASED EFFICIENCY, AND BOOSTED NPS METRICS—ALL AT A LOWER COST

Ally Waste implemented biweekly bulk removals for all Florida metro-area properties, immediately reducing the trash accumulation problem. Consistent bulk pick-ups from Ally’s seasoned team of professionals stopped trash from piling up as frequently and discouraged further dumping.

Both residents and maintenance staff noticed the difference. Maintenance staff have stated they’re happier with the Ally Waste approach, and NPS results showed a decrease in the percentage of resident complaints mentioning trash.

Communities also gained more insight into how well their bulk removal service worked. Ally Waste sends detailed reports after every bulk pickup, including before and after photos. These reports open the door for customer feedback and create accountability. Both property managers and owner group leaders have access to these reports for full transparency.

Finally, Ally Waste eliminated the unpredictable costs of decentralized bulk waste removal. Ally offers a consistent pricing structure that helps properties avoid overage fees without relying on expensive, inconsistent mom-and-pop junk haulers. Overall, Ally Waste’s subscription model resulted in net savings for the owner group.



ALLY WASTE: THE OBVIOUS CHOICE

Ally Waste is the only provider in the country that sends customer reports with before and after photos for bulk waste removal. The owner group has come to rely on this level of proactive customer support and consistent communication.

The owner group said, “The customer service is the best that we’ve had with any waste management company,” which makes Ally Waste’s subscription bulk removal the obvious choice for more efficient maintenance staff, happier residents, and lower costs.

READY TO SOLVE YOUR COMMUNITY’S BULK TRASH HEADACHES?

Good choice! We’re here to help.

Scan the QR code to receive your custom quote.

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