

Resident Service Provider Schedule & Information

Trash Collection



Rock Island resident trash pick-up is every Friday.
Recycle pick-up occurs every other Friday.
See Recycling Collection for dates.

2025 Recycling Collection



Jan	3, 17, 31	Feb	14, 28	Mar	14, 28
Apr	11, 25	May	9, 23	Jun	6, 20
Jul	4*, 18	Aug	1, 15, 29	Sep	12, 26
Oct	10, 24	Nov	7, 21	Dec	5, 19

*Indicates a week that is affected by a holiday.

Schedule above shows the week recycling pick-up will occur.

Holiday Schedule



The following holidays will result in a one day service delay.

New Year's Day Jan. 1	Memorial Day May 26	Independence Day - July 4
Labor Day Sept. 7	Thanksgiving Nov. 27	Christmas Dec. 25

Please note inclement weather may cause a delay in service.

Residents can drop bulk items off at our receptacle located at building 159 (Cadence Communities maintenance shop). Residents needing assistance to transport large bulk items can contact us to schedule a pick up.

Items that will not be picked up include: Motor oil, wet paint of any kind, large batteries, flammable liquids, freezers or refrigerators that still contain Freon, dirt, rocks, concrete and lawn mowers. Large items such as trampolines must be broken down. Tree branches must be 48 inches or less in length and tied in a bundle weighing less than 40 pounds.

Please be sure to have trash cans out to the curb early on trash day or the night before. Cans must be pulled back to the home on the same day trash is collected.

For additional information, please contact us at (615) 203-0727.

Lawn Mowing Schedule



WED	Chamberlain and Walker Drive
THUR	Baker and Durnin Avenue
FRI	Terrace Drive and East Circle

Residents wishing to maintain their own yards are asked to contact the office to be placed on the "no mow" list. You will receive a sign for your yard. Mowers are located in sheds in each neighborhood for residents to use. Please note trimmers, blowers, weed cutters, and any other lawn-care tool needs to be checked out as a self-help item by putting in a work order for delivery of the items by our maintenance team.

Resident Responsibilities

- Please ensure flowerbeds are maintained and kept free of grass, weeds, dead plants and trash
- Please reach out to receive prior written approval before installing personal landscaping features
- Please know the planting of trees and/or bushes is prohibited. Decorative flowers are permitted, however, you may be required to remove these items and restore the landscaping to its original condition prior to move-out.

Self-Help Hours



Residents are asked to put in a work order for all self-help items and we will gladly deliver to your doorstep. Items available include:

- Filters (HVAC & refrigerator)
- Light bulbs
- Lawn items including grass seed, weed and feed, rakes, trimmers, shovels, wheel barrows, spreaders, and blowers.
- 40-pound bags of salt in winter months



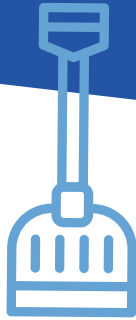
WINTER SAFETY



There is no place like Illinois in the winter (literally!) It is a magical winter wonderland and we want to help prepare you and your family for a safe and comfortable winter season.

SNOW REMOVAL

Snow and ice are inevitable during the winter months at Rock Island. Here are some important snow removal responsibilities and tips.



CADENCE COMMUNITIES RESPONSIBILITIES

- Cadence Communities at Rock Island contracts with Calsyn and Sons for snow removal and landscape services.
- Calsyn and Sons is responsible for removing any snow accumulation from all community roads, sidewalks, and common areas (to include bus stops and mailbox kiosks).
- Snowplows remove snow from the middle of the roads and push it to the right outer edge. This will result in snow at the end of driveways; it happens everywhere and there is just no way to avoid it. Some of this snow will be cleared when sidewalks are completed. Snowplows cannot stop or raise the plow at each driveway, as this would leave a pile of snow in the roadway.
- Snow is removed in the following priorities:
 - Main community roads
 - Alleyways
 - Sidewalks and bus stops
 - Fire hydrants
 - Mailbox kiosks
- Priorities may shift based on conditions and school schedules.
- In the event of a major snow event, one initial lane will be cleared on all main roads, with widening to follow as conditions allow.
- Salt is used on the roads and in front of bus stops/mailbox kiosks. Salt can also be used on the sidewalks. Please wear appropriate footwear and exercise caution when walking on sidewalks.

RESIDENT RESPONSIBILITIES

- Residents are responsible for removing any snow accumulation from their driveway, sidewalks, and stairways leading to their home within 24 hours.
- If planning to leave the area for any extended period of time, residents must arrange for snow removal.
- All entrances to the home must be accessible (including back door entrances). In the event of an emergency, it is imperative that safe access is available for emergency services and for the safety of residents.
- It is best to keep up with snow accumulation, if possible. Shoveling three inches is easier than shoveling three feet.
- If you need snow removal assistance, visit our Resident Resources page on our website at www.thecadencecommunities.com.

ADDITIONAL INFORMATION

- On-street parking is prohibited from November 1 - April 1. Please do not park your vehicle on the streets as this creates a safety hazard and limits snow removal capabilities.
- When parked in your driveway, try to stay as close to the garage as possible during snow events.
- Consider relocating exterior decorations or any items kept outside (i.e., trash and recycle totes).
- Please do not let children play in or on snowbanks by the road. While they may look fun to play in or on, it is extremely dangerous as plows, machinery and traffic come through. Children playing in these areas will delay snow removal efforts.

WINTER SAFETY



EXTREME COLD

Illinois winters can bring frigid temperatures and wind chills. When temperatures dip below 0 degrees, follow these preventative tips to help keep your home warm and prevent frozen pipes:

- Let your faucets drip.
- Open doors of cabinets and vanities that have sinks.
- Make sure all windows and doors are closed tightly.
- Keep garage doors closed. Only open doors when entering or exiting with your vehicle. If left open for long periods of time, pipes can freeze.
- Keep your heat ON. If your family leaves the area for any length of time, please be sure to leave your thermostat at a minimum of 60 degrees. This ensures your home stays at a temperature that prevents any frozen water lines.
- Close your common hallway door (where applicable). Your water lines are located in the walls of this hallway.



PREPARE FOR WINTER WEATHER

Don't wait until it's too late! Winter weather can make driving difficult. Follow the tips below to make sure you are prepared to commute safely.

- Make sure your tires are ready for winter. Check your tread and air pressure often.
- Keep emergency products in your car such as a blanket, water, brush, and ice scraper.
- Brake and excel slowly! Sudden pushes on the gas and brake can cause you to lose control in slippery conditions.
- Expect the unexpected. Snow bands can be very unpredictable and can produce heavy snowfall in a short amount of time.
- Make sure you have enough windshield washer fluid.
- Stay off the roads as much as possible during inclement weather.



INSPECT FOR SUCCESS

Winter weather approaches quickly and we want to help keep you and your family warm and safe this winter season. Here are some tips to prepare your home for winter:

- Change out your air filter every 30-days. Keep the air in your home as filtered and clean as possible to reduce allergens, increase efficiency, and allow your system to heat your home properly.
- Familiarize yourself with the water shut off valve in your home so you can stop the water if your pipes burst.
- Going on a trip? Keep your thermostat set at a minimum of 60 degrees to prevent frozen or burst pipes. Always inform your community office of extended away time and put your home on our Home Watch program.
- Remove all hoses from outside spigots.
- Pets should be kept inside as much as possible during cold weather.
- Keep a three-day food supply ready at home. You never know when school or the installation may be closed due to weather.