

From: [Abraham Zebian](#)
To: Todd Janes
Cc: [Kayla Leary-Pinch](#); [Jenny LaPierre](#); [Deanna Snair](#)
Subject: Re: Residential waste collection Cozy Crescent, Falls Lake, Vaughan, NS
Date: July 16, 2025 11:33:19 PM

On Jul 16, 2025, at 12:19 PM, Todd Janes [REDACTED] wrote:

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Mayor Zebian,
Councillor Leary-Pinch,

I write to you in plea of assistance with an ongoing problem we are experiencing with our residential waste collection.

We currently reside at [REDACTED] Cozy Crescent at Falls Lake in Vaughan. We are new to this area as recent retirees.. We have invested heavily in developing our property to be our retirement home in which we live full-time permanently. Since arriving we have been told that our street is a private road and that we are required to carry our garbage bins all the way to the entrance to Destination Way from New Ross Rd. This is about a 15 minute walk each way. So it takes us 1/2 hour to drag our bin behind us to the road and return home. (This is a task often performed in the rain or snow.) Then we have to repeat this process to bring our recycling bags and cardboard which increases our journey to at least 1 hour if we can carry all of it in one trip which is not always the case. The following morning we have to repeat the process to retrieve our bin. This is a frustrating and daunting task, and extreme in expectations as I have recently undergone heart surgery, or for my wife to perform alone.

Enhancing these frustrations is a repeating problem we are experiencing with our compost bin. We are careful to ensure we follow all of the rules and guidelines for composting. We even freeze our compost prior to putting it out on collection day to avoid the smell and insects it creates around our home. We drag our bin all the way to New Ross Road on the Sunday evening before the Monday morning collection. However, on 3 occasions now, when we return to pick up our bin we

find it has not been emptied and there is a green sticker attached to the top stating that there are non-compostable products in the bin. Upon opening the lid we find that someone passing by has disposed of their garbage in our bin on top of our compost making it unacceptable to the employees doing the collection. We are unsure who is doing it. It may be people passing by on New Ross Rd, or the tenants of the AirBnb's of Destination Way, disposing of their garbage on the way home on a Sunday evening. Either way, it leaves us to deal with the stench of rotting compost and insects at our house for another 2 weeks which is something we worked diligently to avoid in the first place. If we are not going to be afforded the service of residential pick-up, I am unsure how we can be accountable for what goes into our bin when it is out of our supervision.

In an effort to avoid this reoccurrence, I even tried moving our bin back a little way from New Ross Rd, however I then got another green sticker stating that my bin was more than 10 feet from the curb and was unacceptable to the employees doing the collection.

I have approached the developer of this subdivision and he has informed me that he is not responsible for waste collection as his company does not create the garbage nor are they responsible for its removal. Further he says he went above and beyond the requirements for road construction in the development as to allow for usage by large trucks such as those used for waste collection. He says he has contacted the waste disposal company and they said they have no issue performing residential collection in our area but first they need approval from the municipality.

I have called the municipal waste coordinator who informed me that the matter was brought to council to be resolved but was voted down? I am being told that we are responsible for our own road maintenance and snow clearing, our own water and sewer, our own street lights, but our waste collection is one service that we should receive in return for our municipal tax payments. Council may claim that we are indeed receiving that service, but I have to question if it is anywhere near the same level of service as other residents in this area?

I have followed up with the developer to see if there may be any other solution I could develop with him, such as a dedicated garbage corral, however he has no interest in giving up any further land for such use. His suggestion is to sue the municipality to get the service we should be receiving. This is not a route we desire to take, as we feel this residential collection is not a large ask from the municipality in return for the large municipal tax paid on these the properties in this development that come with high municipal assessments.

I respectfully request that the council could re-examine this ongoing concern in hopes a more reasonable waste collection service can be established.

I offer our sincere gratitude in advance for your consideration and assistance to us in this matter.

Todd and Staphanie Janes

[REDACTED]

Vaughan, NS

B0N 2T0

[REDACTED]