

# COLOMBO LAW OFFICE

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May 14, 2025

Val Ruoff, Senior District Manager  
Waste Management  
1661 Mt Read Blvd  
Rochester, NY 14606

Corporate Services, Inc. as Payment Agent  
PO Box 13577  
Philadelphia, PA 19101-3577

Email addresses from WM Services Agreement (attached):

[ntoacs@wm.com](mailto:ntoacs@wm.com)

[prearbnotice@wm.com](mailto:prearbnotice@wm.com)

Re: Huntington Hills of East Irondequoit, NY  
Center Entrance, Hoffman Road, etc  
LACK OF SERVICE

Dear Sir/Madam:

Be advised that the customers of Huntington Hills in East Irondequoit, Monroe County have been ill served since January 1, 2025 to date. The issues of all of the customers on this Waste Management Route are as follows:

1. Inconsistent pickup or no pickup at all.
2. No proper human response to that issue.
3. No weekly pickup even though all of the residents have contracted, and paid in advance, for said service (which has become expensive).
4. A computer system that will no longer allow the customers to speak to a local person at the Rochester Mt. Read depot location.
5. The inability of Waste Management to hire a driver to replace the one that left at the end of 2024.

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Page 2

- a. There is no excuse for WM not hiring a permanent driver.
- b. The pickup date is Tuesday, and then it is moved by computer to Wednesday, then Thursday, and then the computer just kicks it to the next Tuesday, and the cycle of non responsive behavior/procedure begins again.

6. This breach of all customers' contracts is now bordering on Theft of Services, NYS Penal Law Section 165.15, which generally is a Class A Misdemeanor, but certainly could be considered a Felony, since the value of services can be construed to exceed \$1,000.

7. This type of not providing the contracted for and paid for services could also be considered Consumer Fraud, as it is bordering on a scam, defrauding many customers by this scheme of delaying each week and then just not coming to fulfill WM's responsibilities.

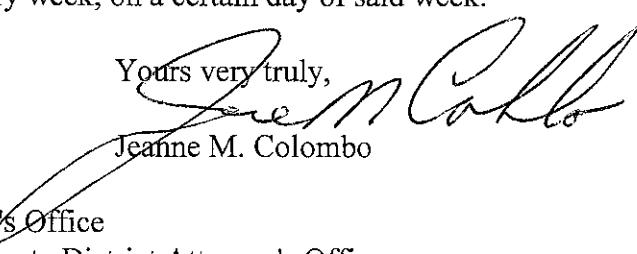
8. Waste Management needs to rectify this problem immediately, and refund each and every customer their full contracts from January 1st to present for this poor and nonexistent service.

- a. While the customers can go to the competition, most have been loyal customers for years, and this is no way to treat said customers.

9. The Town of Irondequoit grants the permit for operation to WM. We will be asking the Town to pull said permit for the entire Town of Irondequoit, since we are all members of that community and deserve proper treatment.

10. This formal complaint is being sent to the New York State Attorney General's Office, the Town of Irondequoit Board, and the local Television Channels for further investigation.

Upon receipt, we expect a human representative to respond in writing as to when you are hiring a full time person who will have Huntington Hills as a dedicated route, with pick up of refuse and recyclables each and every week, on a certain day of said week.

Yours very truly,  
  
Jeanne M. Colombo

JMC/bac

cc: New York Attorney General's Office  
Sandra Doorley, Monroe County District Attorney's Office  
Town of Irondequoit, Town Board  
TV Channels