

Bin Butler



Elevate Your Property with Bin Butler's Premier Door to Door Valet Trash Service
Offer a luxury amenity for your residents at no cost to you that
boosts NOI, Resident Satisfaction, and Asset Value

Discover Bin Butler

Your Local Door to Door Valet Trash Solution

Our amenity as a service improves resident retention and generates risk free, ancillary revenue.

At no cost to you, this improves your net operating income (NOI) and meaningfully raises your asset value.

Almost no typical amenity can directly prove it's value for both you and your residents this way.

For example, a 300 unit building at a 5.3 cap rate could **boost asset value by \$1.4 million – \$2.7 Million**

It's a true Win-Win!

Family owned and operated.

“79% of residents want valet trash service; recycling services bundled” - AP News

Boosts resident retention by up to 5% where implemented per NAA data

About Us



Eric Penman - Founder

Bin Butler started as a side hustle, turned sweaty startup while Eric worked his 9-5 in the tech research sector. Prior to a career in research, Eric spent 8 years running facility maintenance providing valuable lessons learned to leverage serving your community. Eric also owns and operates rentals.

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Megan Penman - Founder

Megan is the logistics expert behind the operation, keeping everything running smoothly. Megan has 10 Years rental property management experience and a Tech sector background as well in project management and customer success.

Local

Bin Butler is a **local family owned business** based in Wendell Falls in Wendell, North Carolina. We bring a home field advantage. We care deeply about playing a positive role in the communities we are invited to serve. **We sponsor and lead community events in the areas we service, and feel strongly about maintaining the best possible rapport with the residents in those communities.**

Committed

We go above and beyond with every single service. Our commitment to thoughtful service, thoroughness, professionalism, and quality ensures that **we provide reliable and efficient solutions. We fully commit to ensuring the best possible partnership with our clients.**

Caring

We care deeply about people and the places they live, striving to deliver exceptional service with a personal touch. **Every Butler we hire is designed to be an extension of your property management team.**

We go the extra mile, sometimes literally- where other providers may post an infraction and move on to finish service as fast as possible, **we will take the time to take a second pass** through units for stragglers or **correct most infractions ourselves** in order **to service all units and ensure we never let a resident down.**

We leverage our skills in research and customer success to help continually improve our service - we love to objectively evaluate how residents feel we are doing and improve based on data. If you already have a service, we also offer a free service to take your residents' pulse via a very short survey and identify opportunities to drive an uplift in resident satisfaction.

Service Driven

We pride ourselves on our ability to meet your needs and deliver above and beyond what's typical for valet trash. We offer a range of services designed to make waste management effortless for both residents and property managers. **Bin Butler is a preferred partner offering 100% completion rates, second sweeps, and excellent communication, creating high resident satisfaction resolving many of the pain points where other vendors disappoint.**

How Bin Butler Works



Customizable to Your Needs

1. Residents simply place their bagged trash and recyclables (if included in the service) in provided containers outside their front doors during the designated pickup window.
2. Our trained Butlers discreetly collect from every floor, transporting waste securely to the associated chute or the property's onsite dumpsters / compactors up to 5 nights per week. For each service, a team member will send out text notifications upon arriving and departing the property so all opted in residents know of their arrival, location, and ending of collection.

Bin Butler is a preferred partner offering 100% completion rates, second sweeps, and excellent communication, creating high resident satisfaction resolving many of the pain points where other vendors disappoint.

Operations:

Bin Butler manages all collection, customer support communication, and resident education via flyers, FAQs, and portals, ensuring compliance and reporting. Trash bins are cleaned/ replaced on a cadence.

Pricing:

You price the service as an amenity for residents at a rate you feel comfortable with based on what amount you would like to retain beyond our pass-through fee. Typical resident rates in our area are \$35 - \$50 per month per unit, and properties usually retain \$8-\$25 per unit, generating significant revenue for the property while boosting resident satisfaction.

Already have a service?

To help you enhance your service and/or retained revenue by partnering with us, beyond our local care and attention to exceed your current service, we offer:

- Multi-property discounts
- Competitive add-ons at no charge
- Improved terms or better service rates
- And more

Service options and add-ons

Our flexible service model can be tailored to your unique needs. Our core service offers Trash Pickup and optional Recycling supporting green living goals.

We also offer related services around enhancing the resident experience:

- **Micro-mart vending placement and service** - More info in appendix
- Common area trash service
- Parking lot cleanup
- Pet waste disposal refresh services
- Clean out services / hauling
- Dumpster cleaning
- Coordination of commercial window services / pressure washing
- Pool area reset
- Flyering services
- Maintenance checks
- Small deliveries
- And more

Benefits for Property Managers

No Cost and Risk Free: The pass-through amenity model ensures no upfront investment, making it risk-free way to deliver an NOI uplift.

Operational Efficiency: Outsourcing trash management reduces maintenance staff workload, keeping grounds tidy and freeing resources for other higher value tasks.

Reliable Service: You'll have a single point of contact and direct owner access, with ongoing owner involvement. Owners personally handle each new property to ensure careful attention to its unique nuances. For each service, a team member will send out text notifications upon arriving and departing to the property so all opted in residents know of their arrival, location, and ending of collection. 100% pickup standard via Second passes to catch late bins ; we fix issues on-site, avoiding skips that can lead to hallway messes and disappointed residents. Every Butler we hire serves as an extension of your property management team. All Butlers complete detailed training and ongoing education. All employees pass thorough background checks. We are fully insured and registered.

Effortless Management: We handle all aspects of pickup, reporting, and compliance (service completion and resident infractions). Bin Butler will provide resident education on new processes and supply residents with trash bins suitable for pickup service as well as schedule any needed bin cleaning.

Consistent Reporting: Our technology provides real-time collection tracking and detailed service logs noting the time service was started and completed and sub-services rendered, notes, supporting transparency and reliability.

Boosted Resident Satisfaction: Happy residents renew leases. Our service is one of the most appreciated amenities in multifamily living. Offering our amenity provides differentiated value to highlight to secure new and maintain existing residents.

Flexible Scheduling: We work with you to set up optimal collection times and frequency, ensuring minimal disruption and maximum effectiveness.

Customer Support: Our dedicated management portal and support chat are available to answer questions and address any concerns promptly. Because we are local and fully invested in the relationship it's not uncommon for us to simply visit the property to address any urgent concerns directly and immediately.



Benefits for Residents

Benefits

An affordable luxury that elevates the resident experience.

We enhance residents' lives by offering convenient valet trash pickup, allowing them to focus on what they love and avoid trips to dumpsters or trash areas. Our bulk removal coordination services ensure safety and ease when disposing of larger items. Our pet waste stations service keeps the community tidy. We prioritize convenience, cleanliness, and peace of mind, creating a more enjoyable living experience.

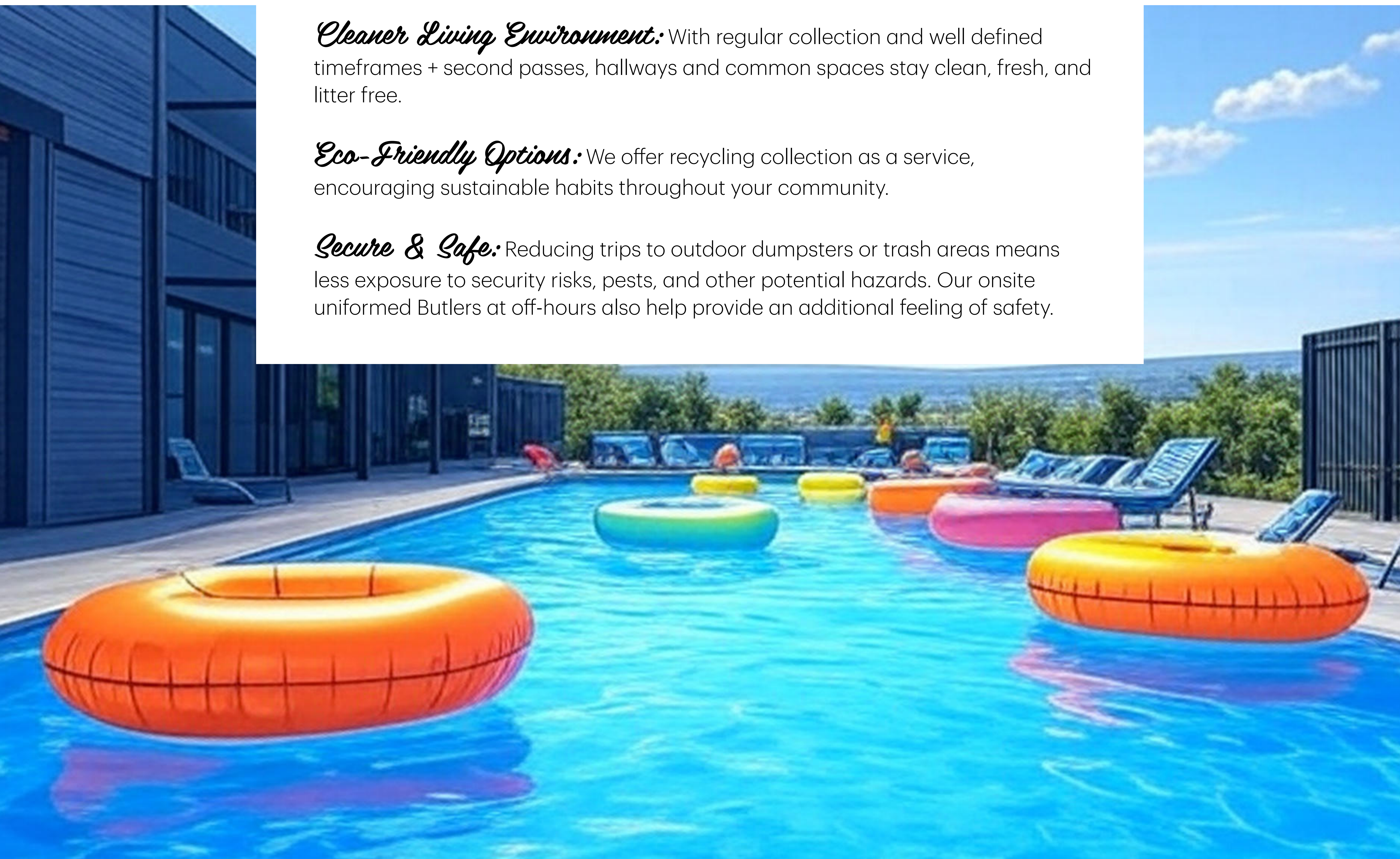
Ultimate Convenience. No more late-night walks to remote dumpsters or trash collection points. Simply place your trash outside your door during the service window and enjoy your evening.

Discreet & Reliable. Our Butlers are uniformed, courteous, and make pickups quietly and efficiently. We take a second pass to ensure 100% pickup, we aim to always correct resident issues and service the unit, rather than post an infraction and move on so we never leave a resident disappointed.

Cleaner Living Environment. With regular collection and well defined timeframes + second passes, hallways and common spaces stay clean, fresh, and litter free.

Eco-Friendly Options. We offer recycling collection as a service, encouraging sustainable habits throughout your community.

Secure & Safe. Reducing trips to outdoor dumpsters or trash areas means less exposure to security risks, pests, and other potential hazards. Our onsite uniformed Butlers at off-hours also help provide an additional feeling of safety.



Benefits to the Property

\$1.4M–\$2.7M

Asset Value Increase at No Cost to You!

Example Financial Impact:

For a 300-unit property, the service can **increase net operating income (NOI) by \$74,000–\$144,000** annually through:

Retention Savings:

A typical 5% retention boost reduces turnover by ~15 units, **saving \$45,000–\$90,000 per year** (\$3,000–\$6,000 per unit for vacancy, maintenance, and marketing costs).

New Revenue:

A \$35/month **resident fee generates \$29,000–\$90,000 per year**, with \$8–\$25 per unit retained by the property.

Asset Value Boost:

At a 5.3% cap rate, typical for many Raleigh-Durham multifamily properties, the **NOI increase translates to a \$1.4 million–\$2.7 million increase in asset value.**

Competitive Advantage:

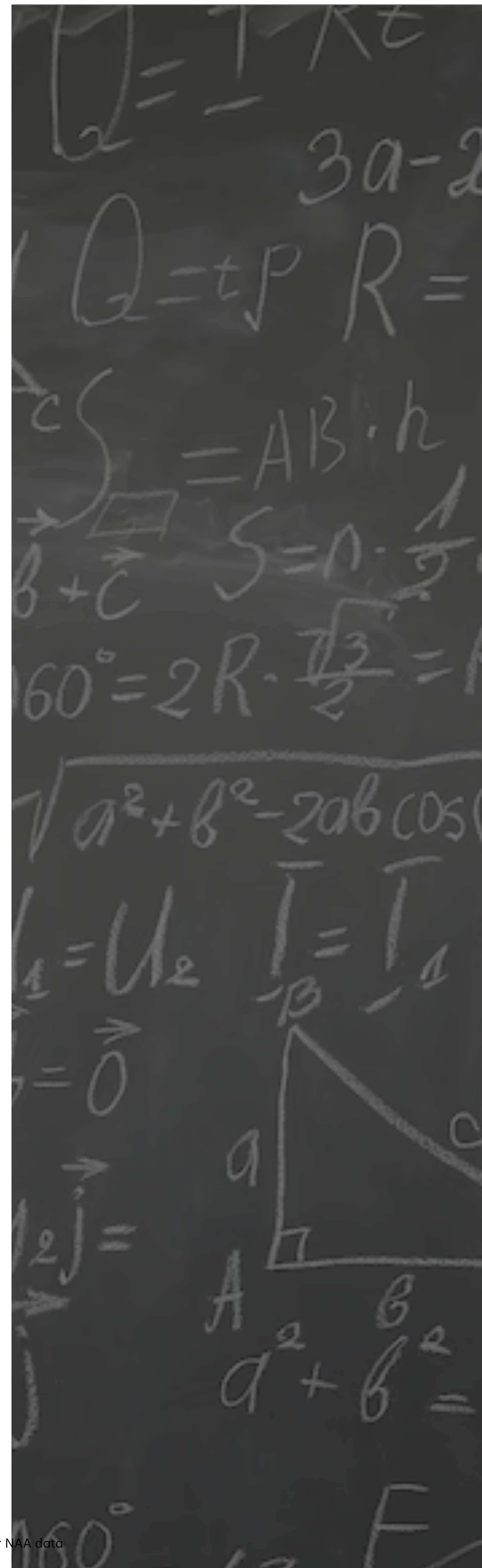
As a premium amenity, valet trash differentiates properties in Raleigh's competitive market, attracting high-quality tenants.

Over 50% of apartment complexes now offer some form of valet trash service per the National Multifamily Housing Council. Bin Butler is a preferred partner offering 100% completion rates and second sweeps creating high resident satisfaction via routine data collection and resolving many of the pain points where established vendors disappoint.

"79% of residents want valet trash service; recycling services bundled" - AP News

Boosts Resident retention by up to 5% where implemented per NAA data

Example for illustrative / educational purposes, your experience will vary based on factors determined by your unique circumstance. 5% retention per NAA data

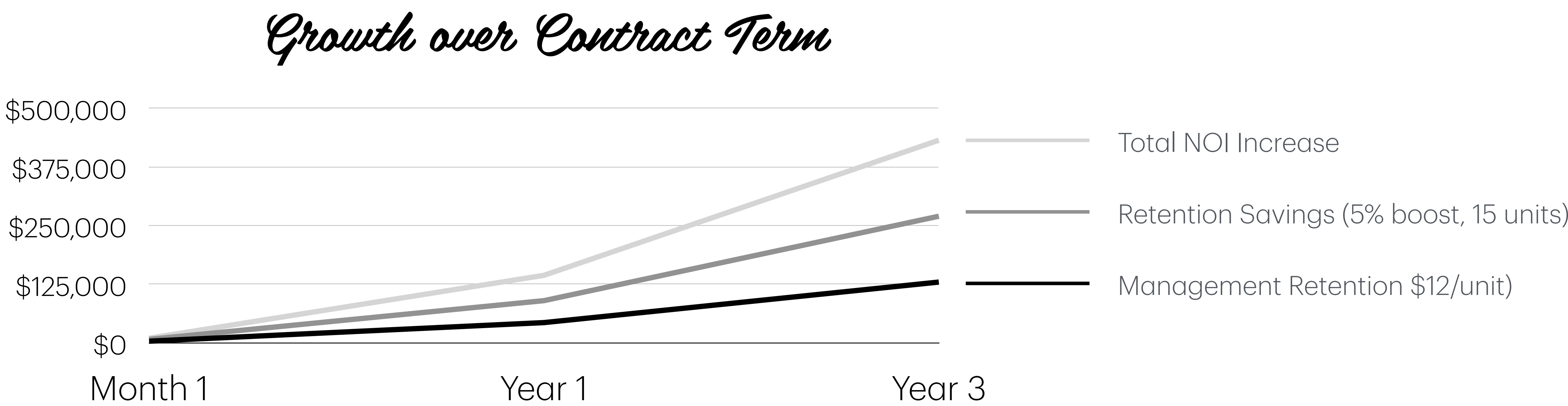


Your Revenue & Asset Growth Projections

Financial example for a 300-unit property & 3-year contract with \$12 per unit per month

\$1.4M–\$2.7M

Asset Value Increase at No Cost to You!



	Monthly	Annual	3-Year Contract
Management Retention (e.g., \$12/unit)	\$3,600	\$43,200	\$129,600
Retention Savings (5% boost, 15 units)	\$3,750–\$7,500	\$45,000–\$90,000	\$135,000–\$270,000
Total NOI Increase	\$6,150–\$9,900	\$74,000–\$144,000	\$222,000–\$432,000
Asset Value Boost (5.3% cap rate)	—	\$1.4M–\$2.7M	\$1.4M–\$2.7M

How Operations Work



Schedule - Service will occur on an agreed schedule up to 5x per week. **We understand service schedule changes are highly disruptive** undermining our reliability. We are extremely sensitive to that. **We only adjust our schedule when absolutely necessary e.g.,** When uncontrollable events like extreme weather, other serious situations occur.

A team member will send out two text notifications upon arriving and departing to the property so all opted in residents know of their arrival, location, and ending of collection.

Holidays - Our holiday schedule will be provided to residents at the start of service and as new community members move in.

Resident infractions will be documented and provided to residents to aid education and to property managers to implement any further action at their discretion. That said, **We ensure a 100% pickup rate** regardless of infractions. We will make needed adjustments ourselves whenever possible barring any prohibited or dangerous items.

How do we prevent leaks and damage - Our Butlers are equipped with leakproof totes / bags and padded carts to collect and dispose of the trash.

Chute use - this is highly recommended, we are also able to coordinate chute cleaning - The community decides whether the Butlers can use the chutes. We make a point to proactively tidy trash collection areas like chutes areas to keep a clean environment knowing these areas often accumulate waste.

Resident feedback - Residents can submit feedback or complaints via our online portal. We review every message and use feedback to inform ongoing training and updated resident education materials.

Prohibited items - We can not collect hazardous material, furniture, bulk items, anything with broken glass, or anything biohazardous during our normal pickup slot. We can however coordinate bulk removal, help provide residents with sharps containers, and secure similar services as needed.

Recycling - if contracted we are happy to help achieve green initiatives and enable compliant recycling.

Dedicated Butlers

Our Butlers:

Every Butler we hire is designed to be an extension of your property management team.

Our Butlers provide a convenience for your residents, give more time back to your maintenance teams, beautify your community and increase property value.

All of our staff are professionally trained, background-checked, and dedicated to respectful, courteous service.

Our dedicated butlers provide a second set of eyes that contributes to an environment where residents feel valued, safer and secure. These amenities are proven factors in resident satisfaction surveys.

Our Butlers' interests and yours are aligned - incentive pay drivers include:

- Resident satisfaction scores (NPS -Net promoter score survey, Customer satisfaction surveys - CSAT)
- Resident feedback via the resident portal.
- Punctuality & 100% completion standard via automated tracking.
- Noted service above and beyond what's expected
- Community manager feedback

We also strive to assist community managers achieve their goals / targets and growth whenever possible.



Why Partner

Ready to Elevate Your Resident Experience?

We have established ourselves as the preferred partner for property owners who demand the highest standards of reliability and resident satisfaction. Our company was founded on the belief that residents deserve refined amenities that simplify daily life and deliver as promised, while property management teams deserve solutions that add value, save time, and support a healthy bottom line.

What we bring:

Local Expertise: We bring a home field advantage - Wendell Falls in Wendell, NC based for seamless operations. Because we are local and fully invested in the relationship it's not uncommon for us to simply visit the property to address any urgent concerns directly and immediately.

We are invested: We care about truly partnering and exceeding your expectations.- We bet our personal reputations on it. You will always have direct owner access. We are committed to exceeding your expectations and aim to raise the bar.

Owner Involvement: Each new contract receives direct attention from our founders, who provide hands-on service and continuous oversight.

Double Sweep Process: Recognizing that larger vendors may overlook late pickups, frustrating residents, we conduct a second sweep after our initial collection to accommodate residents who may have placed their cans out later than requested.

Reliability: We ensure reliability, aiming to deliver thorough and satisfactory service to all residents via a 100% pickup standard - While residents are encouraged to break down boxes and tie bags, we proactively address instances where common infractions happen rather than simply recording infractions and moving on. With an unwavering focus on accountability and transparency, we leverage the latest in tracking and reporting technology, ensuring that every collection is completed as promised. A team member will send out two text notifications upon arriving and departing to the property so all opted in residents know of their arrival, location, and ending of collection.

Minimizing Inconsistencies: We take active measures to reduce service inconsistencies, understanding that reliability and delivering on promises is a key concern for property managers working with other vendors. We leverage our skills in research and customer success to help continually improve our service - we love to objectively evaluate how residents feel we are doing and improve based on data. If you already have a service, we also offer a free service to take your residents' pulse via a very short survey and identify opportunities to drive an uplift in resident satisfaction.

Our Butlers' interests and yours are aligned- incentive pay drivers include: resident satisfaction scores (NPS, CSAT), punctuality, noted service above and beyond what's expected, community manager feedback. We also strive to assist community managers achieve their own goals for targets and growth whenever possible.

We only hire high agency individuals with strong character, who think for themselves, have leadership potential. Owners interview / are final say and help directly train everyone as a rule. We invest in our staff and promote from within. We are fully insured and happy to provide proof on an ongoing basis.

Competitive Edge: set yourself apart in a competitive market. Over 50% of apartment complexes now offer some form of valet trash service per the National Multifamily Housing Council. In surveys "79% of residents want valet trash service; recycling services bundled" per AP News. When executed well, Valet trash is an incredibly sticky convenience, when handled poorly it is a pain point and frustration to residents. Our service provides a competitive edge overcoming competitors common execution gaps to truly deliver value to properties and residents alike. Bin Butler is a preferred partner offering 100% completion rates, second sweeps, and excellent communication, creating high resident satisfaction resolving many of the pain points where other vendors disappoint.

What's Next

Ready to learn more or move ahead.

Let's get you a quote based on your specific property and get an agreement in the works.

To do that, if we haven't already, we will plan a visit onsite where we can meet and learn more about your goals and existing pain points, identify any key cost considerations you have or important internal goals we can help you meet.

Already have a service?

We should connect and cover all the ways we can improve things for you based on where you are today and where you would like to be tomorrow. We view these relationships as true long term partnerships and want to approach things with a big picture understanding of how we can deliver for you now and on an ongoing basis, as well as scale that delivery for you.

To help you enhance your service and/or retained revenue by partnering with us, beyond our local care and attention to exceed your current service, we offer:

- multi-property discounts
- competitive add-ons at no charge
- improved terms or better service rates
- and more

We would love to discuss where we can go above and beyond for you while helping you improve your resident satisfaction and current revenue and property values.

Let's Connect



Eric Penman - Founder

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Bin Butler



Appendix

Additional Services to help boost resident satisfaction and retention

MicroMart Amenity

Complement valet trash with MicroMart: 24/7 healthy grab-and-go at no cost—boosts satisfaction further

What is a Smart / Micro Market?

A smart market—also called grab-and-go solution, micro market, or unattended retail—is a secure, self-service cooler-and-shelf setup that accepts cashless payments and tracks inventory with AI sensors. Residents get 24/7 access to Healthy snacks, drinks, and everyday essentials without leaving the building, while management adds a high-value amenity with zero payroll or upkeep.

This is an amenity often offered at luxury residences.

How does it work

Unlock

Customers tap their card to pre-authorize and open the door

Grab

AI recognition sensors detect what a customer has taken.

Go

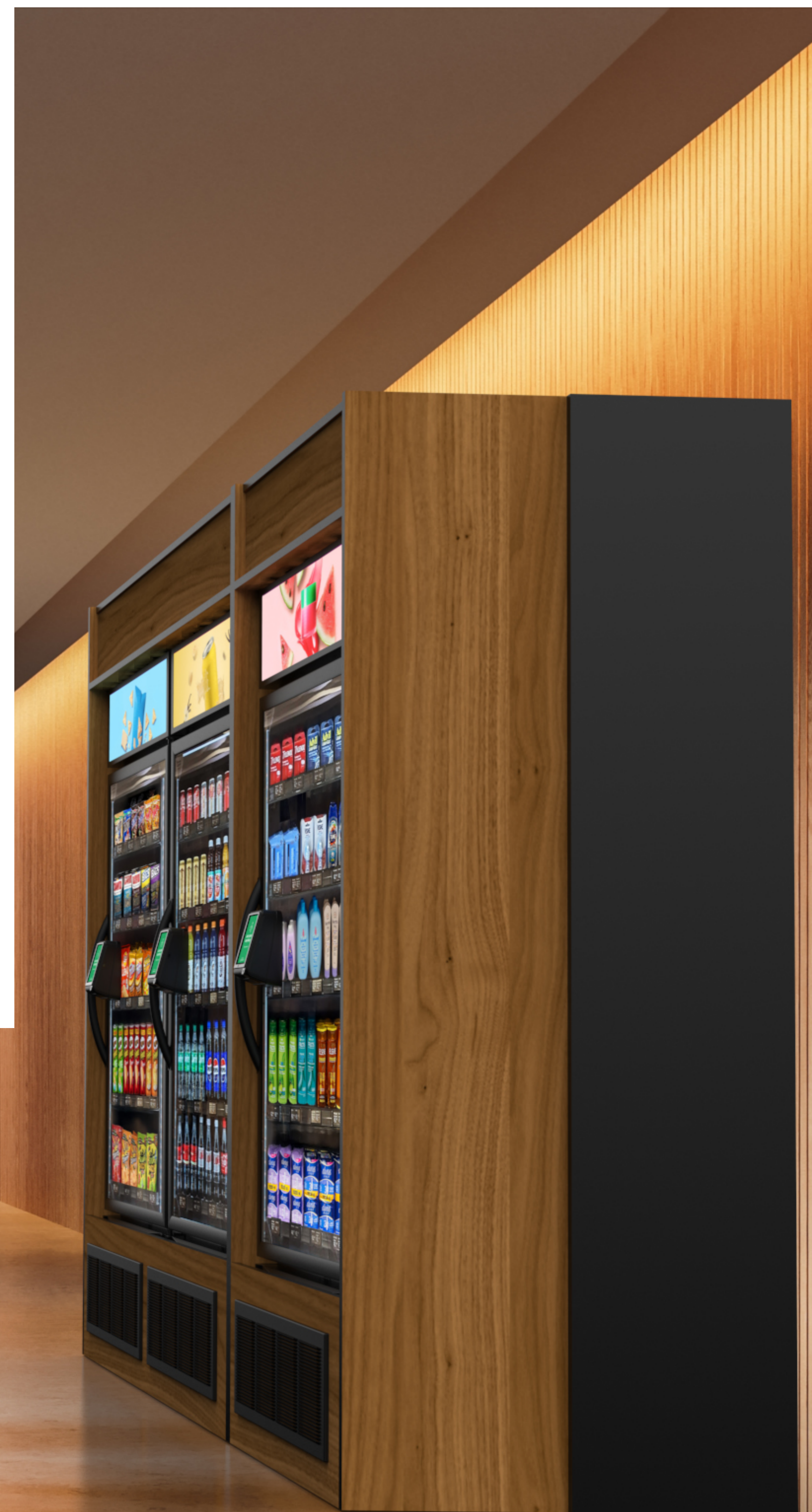
Customers will only be charged for the items taken.

Resident Pain Points We Eliminate

- **Late-night essentials:** No more 15-minute drives for medicine or refreshments.
- **Safety & convenience:** Cashless checkout means no ATM runs or carrying cash.
- **No Empty-shelf frustration:** Real-time stock alerts keep popular items available.

Property Benefits

- **Higher renewal rates**—the market becomes a standout talking point on leasing tours.
- **Stronger first impressions** that boost leasing tours and client visits.
- **Additional ancillary revenue** if you choose a commission model; otherwise, it remains a cost-neutral amenity with transparent monthly reports.



MicroMart Amenity



Frequently Asked Questions

Who handles product sourcing and compliance?

- Our operating team manages all purchasing and food-safety checks.

Can we set our own pricing or commissions?

- Yes. Many communities choose a service-only model; others negotiate a modest commission to offset utilities.

Is special insurance required?

- The operator carries full liability coverage. The property's role is limited to providing space and power.

How often is it serviced?

- Most locations require 1-2 quick restock visits per week; operators receive low-inventory alerts before shelves run empty.

Can we customize the product mix?

- Absolutely. Popular options include premium coffee drinks, upscale snacks, OTC pain relievers, and travel-size essentials.

Key Enhancements

AI theft-prevention keeps shrinkage below 3% by unlocking the cooler only after a valid tap and verifying items with overhead cameras.

Dynamic product mix updates automatically using usage data, ensuring residents always see relevant brands and reducing waste.

Automated restock alerts prompt operators before shelves run low, preventing “empty machine” complaints.

Compact footprint needs only a 120 V outlet—perfect for lobbies, mail-room corners, or fitness areas.

Logistics

We offer this at no machine cost to you and we handle all service and stocking while it boosts your resident convenience and satisfaction.

We offer an optional revenue share or a cost-neutral amenity backed by transparent monthly reports.





Bin Butler