City of Los Angeles
Department of Public Works
Bureau of Sanitation

CITY OF LOS ANGELES
SANITATION
DEPARTMENT OF
PUBLIC WORKS

BULKY ITEM
Collection Now Available To
APARTMENTS

On August 3, 2007, the Los Angeles City Council (with concurrence of Mayor Antonio Villaraigosa, unanimously voted to expand the Department of Public Works Bureau of Sanitation, Bulky Item Collection Program to include **residents and owners of apartment complexes comprised of five or more units**. If you live in the City of Los Angeles and you have any bulky item(s) that you need to dispose of, all you need to do is make an appointment to have your bulky item(s) picked up.

To make an appointment:
Send an email to **SAN.CallCenter@LACity.org** or **call 3-1-1** hotline number or 800-773-2489, Monday through Friday, between 7:30 a.m. and 4:45 p.m.

Please: When making an appointment, do have a ready list of items to be collected.

We collect or pick up: household furniture, mattresses, appliances, and e-waste (televisions, computer monitors, etc).

We DO NOT pick up: automotive parts, used tires, construction debris, commercial appliances and/or furnishings, cardboard, yard trimmings and household hazardous waste such as paint, lawn/garden-care, beauty products, medicine, fluorescent lights, etc. For information on how to dispose of these items, please **call the 3-1-1** hotline number or visit us online at **www.lacity.org/SAN/index.htm**

The Bureau of Sanitation, Department of Public Works provides this service to you. There is **no up-front fee** for this service. This service is funded via a **nominal fee included on your DWP bill** as follows:

Multi-Family Bulky Item Fee (BIF)	Per Month	Per Year
Apartment Owners Per Unit	$0.64	$7.68
Apartment Tenants: **Residents**	$0.64	$7.68
Apartment Owners Per Unit Master Metered	$1.11	$13.32
Apartment Tenants **Qualifying Low Income**	$0.44	$5.28
Apartment Tenants **DWP Lifeline Customers**	Exempt	Exempt

Note: As determined by the Department of Public Works, Bureau of Sanitation, certain large apartment complexes may qualify for an exemption to the above fees.

Call 3-1-1 or **800-773-2489**, Monday through Friday, between 7:30 a.m. and 4:45 p.m. or send an email to **SAN.CallCenter@LACity.org**

L.A.M.C. 66.25
It is ILLEGAL to abandon bulky items on the sidewalk or street.
The fine for illegal dumping is $1,000.

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. Produced by the Public Affairs Office. Printed on recycled paper.

Common Questions and Answers

1. How do I schedule an appointment?
Call **3-1-1** or **1-800-773-2489** and the customer service hotline operator will give the date and time of collection.

2. How much will it cost to have the bulky items collected?
No additional fees will be charged.

3. How many times a year can I call for bulky item collection?
There is no limit to the number of times you are able to request this service!

4. How many items can I have collected in one day?
There is no limit to the number of items you can have collected.

5. I want to dispose of my old television/computer. Will the bulky item crew be able to collect them?
Yes, televisions and computers are considered e-waste and will be collected at curbside.

6. Where do I place the bulky items for collection?
Bulky items should be placed in front of the street at curbside for collection the evening before collection day.

7. At what time do I place the bulky items out for collection?
Items can be set out no earlier than 6:00 p.m. the evening before the collection day, and no later than 6:00 a.m. in the day of appointment.

8. Can the City come into my apartment or property to remove the bulky items?
No.

9. Will I be penalized if I call for one item to be collected and in the morning 5-6 items show up for collection?
No, but it is very helpful for the Bulky Item Crew to know what they will be collecting ahead of time.

10. What happens if the item I put out for collection is scavenged before the city arrives to collect it?
If the need for service changes, please call to cancel.

11. Can the Bulky Item Crew collect other items such as paint?
No. Paint is considered a Household Hazardous Waste and must be taken to one of our S.A.F.E. Centers for appropriate disposal.

12. I just remodeled my bathroom/kitchen can I place the construction debris for bulky item collection?
No. Bulky Item Crews will only collect furniture and appliances. Construction debris must be disposed of properly, such as in a construction dumpster.

13. If someone dumps a couch outside on the curb can I call and report it for collection?
Yes.

14. Will dumped bulky items be collected from vacant lots?
Yes. Items such as furniture and appliances can be collected from vacant lots. Simply call our hotline and provide either the address of the vacant lot or the address nearest the vacant lot for collection.