



17121 Nichols Lane Huntington Beach, CA 92647  
o 657.840.6111 f 714.841.4660 republicservices.com

February 4, 2020

City of Costa Mesa  
Raja Sethuraman, Public Services Director  
Public Services Department – Administration  
PO Box 1200  
Costa Mesa, CA 92628

RE: Bulky Item Pick-up Process

We have approximately 67 multi-family customers in the city of Costa Mesa. Each customer will receive a letter in March 2020 letting them know that they are allowed 2 free pick-ups a year. (Sample letter attached)

The process for these customers to order a bulky item pick-up is as follows:

1. The manager of the facility can call into our customer service center to schedule a bulky item pick up at (714) 847-3581. (2 Free a Year)
2. The customer service agent will verify their account and address for pickup along with the quantity of pickups that have already been ordered.
3. If the number of pickups is greater than 2, then the manager will be billed for the additional pickup.
4. The customer service agent will enter an order for dispatch with the following:
  - a. The name of the items to be picked up
  - b. Location on the property the pickup will happen
  - c. Contact's name, phone number and address
5. Our dispatch department will schedule a pick up for the next business day.



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Community Name  
Property Manager  
Address  
Costa Mesa, CA 92628

RE: Bulky Item Pick-ups

Dear Manager,

As our customer in the city of Costa Mesa, you are entitled to 2 free bulky item pick-ups a year. You are limited to a maximum of one (1) such bulky item on any single special collection occasion and may request additional items for a fee.

Items eligible for collection include:

- Furniture, mattresses and box springs, area rugs (rolled and secured, not to exceed 6' in length)
- Household appliances - range, oven, cooktop, refrigerator, dishwasher, water heater, clothes washer or dryer, trash compactor
- Pool equipment
- Moving boxes and shipping cartons in excess of Recycling cart capacity
- Bagged trash in excess of Trash cart capacity - not to exceed 40 lbs. per bag
- Securely bundled palm fronds, or tree trimmings/branches in excess of Green Waste cart capacity - not to exceed 4 ft. in length and 40 lbs. per bundle

Items **NOT** eligible for collection include:

- Universal and hazardous waste items
- Remodeling items such as intact vanity cabinets, sinks, toilets, bathtubs, intact windows and doors; cast iron tubs
- Construction and demolition waste including items such as roofing, lumber, concrete, masonry, stucco, tile, carpet cuts, remnants, or pull-ups

To schedule a bulky item pick-up, please call (714) 847-3581 and your pick-up will be scheduled for the next business day.

Sincerely,

Republic Services