



**Environmental Services Department**

**SUBJECT: IMPORTANT NOTICE:** Your Property Is **Not** Eligible for City of San Diego Residential Waste Collection Service. **Action Needed** to Change to Private Franchise Hauler Waste Collection Service

Dear Property Owner:

As part of the City of San Diego's ongoing efforts to improve waste management services and ensure compliance with City regulations, we are writing to notify you that **the property listed below has been recently identified as not eligible** for residential waste collection service provided by the City of San Diego.

**(RESIDENT ADDRESS)**

The City is continuing to review property information and service conditions as part of the implementation of updated residential waste collection requirements. Based on this review, your property has been determined to not meet the City's eligibility requirements for collection by City forces described below. Please follow the instructions in this mailer to identify and secure Solid Waste Management services with a City-approved private franchise hauler within 60 days.

*The City Ordinance specifies that "at least once each week, City forces shall collect and transport residential solid waste for transfer, transport, and recycling or disposal and the City may charge a cost-recovery fee, as allowed by law, for all solid waste management services" (66.0127). The Ordinance further explains that "residential solid waste means solid waste, of the type and quantity normally generated by a residential property, that is placed at the designated collection point at the curb line of a City public street or City public alley in a City-approved curbside collection container on the designated collection day" and that "residential property means a single-family*

*residential property or a multi-family residential property, with up to four residences on a single lot, that meets City requirements for collection by City forces.”*

### **How do I know if my property meets the City requirements for collection by City forces?**

Eligible properties must meet all of the following criteria:

- Residential properties with one to four residences on a single lot. For the definition of **Lot**, please refer to the Waste Management Regulations: <https://www.sandiego.gov/sites/default/files/2025-11/waste-management-regulations-c-010-25.pdf>
- Properties that are **not** mixed-use or commercial properties.
- Properties located on a public street and serviceable on a public street.
- Properties with sufficient space to store containers needed to hold all trash, recycling and organic waste generated by the property between collections.

### **How do I know if my property does not meet the City requirements for collection by City forces?**

Ineligible properties include:

- Residential properties with five or more residences on a single lot.
- Mixed-use and commercial properties.
- Properties located on private streets or within gated communities.
- Properties whose access requires crossing a private street or is serviced on a private street, even if the property address is on a public street.
- Properties with insufficient space to store enough City-issued containers needed to hold all trash, recycling and organic waste generated by the property between weekly collections.
- Properties in a housing complex where some of the properties do not meet the City's eligibility requirements. To qualify for City service, all properties in a complex must be eligible.

Our analysis indicates that your property **is not eligible** for City-provided waste collection services and therefore **must enroll with a City-approved private Franchise Hauler for trash, recycling and organic waste collection services within 60 days of receiving this letter.**

If you believe your property meets **all** eligibility criteria for City collection service listed above, please visit **[sandiego.gov/trash](https://sandiego.gov/trash)** to file an Eligibility Appeal. If your property is already enrolled in trash, recycling and organic waste collection services with a Franchise Hauler, no action is needed.

### **Next Steps**

To ensure a smooth transition, please take the following steps:

#### **1. Review Each Franchise Hauler and Service Offerings**

Please refer to the enclosed list of City-approved Franchise Haulers. You are encouraged to contact more than one Franchise Hauler to determine which may be the best fit for your property. If your property is part of a homeowner association (HOA), please contact the HOA board to coordinate waste collection services.

#### **2. Select a Franchise Hauler and Establish Waste Collection Service**

Establish trash, recycling and organic waste services with one Franchise Hauler and determine a service start date. To comply with the City Recycling Ordinance Container and Signage Guidelines, you must subscribe to sufficient collection service so containers do not overflow and are used properly without contamination.

#### **3. Leave City Containers at the Collection Point on the Date the New Service with a Franchise Hauler Begins**

The week your new Franchise Hauler containers are delivered, please ensure all City containers are left out in an accessible location after collection for at least 48 hours to facilitate container exchange. Your new Franchise Hauler will deliver new containers and remove the City containers.

#### **4. Notify Residents and Tenants of Upcoming Changes**

If your property is occupied by others, it is important to communicate updates regarding waste collection services with residents or tenants, including the new service start date, new collection day and recycling best practices.

## Resources and Assistance

- Stay up to date on upcoming workshops and webinars and find transition fact sheets, approved hauler options, frequently asked questions, and other resources at **[sandiego.gov/trash](https://sandiego.gov/trash)**.

- Visit **[SDRecyclingWorks.com](https://SDRecyclingWorks.com)** for information on compliance with the City Recycling Ordinance and Container and Signage Guidelines.

- For questions or additional assistance, contact the City of San Diego Environmental Services Department at **619-533-4440** or **[wasteservice@sandiego.gov](mailto:wasteservice@sandiego.gov)**.



**Scan For available languages:**

**Espanol - Tagalog - Tiếng Việt**

We understand that transitioning to a new waste collection service may be an adjustment, and we are committed to supporting you through this process. We appreciate your cooperation as we work to ensure compliance with City requirements. Thank you for your partnership in creating a cleaner, greener San Diego.

Sincerely,

City of San Diego Environmental Services Department