



CITY OF GLENDALE, CALIFORNIA

Public Works
Administration

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glendaleca.gov

February 1, 2022

Dear HOA/Property Owner/Manager,

We are contacting you today regarding important updates to the City's waste collection services. On December 1, 2021, waste collection services for Glendale's commercial properties were transitioned to four private ("franchised") haulers selected by the City. All commercial accounts have been transferred to the hauler for their [designated zone](#), so no actions are needed from account holders at this time. The intent of this letter is simply to provide additional information regarding the reasons for the changes you are experiencing as a commercial account holder.

Why has the City made changes to waste collection services?

The introduction of California Senate Bill 1383, which requires that all residents and businesses in the State recycle organic waste, prompted the City's decision to transition all business and multifamily accounts of equal or greater than five units to private hauling companies. This transition to a franchised hauler system enabled the City to comply with increasingly complex and costly State mandates while controlling long-term costs to account holders and the City. For more information about this transition:

- Use [this interactive map](#) to find out who your hauler is.
- View our [Franchise Hauler FAQs](#) on our website
- Click [here](#) to learn about new organics recycling and bulky item collection requirements

Why are my rates changing?

The City's rates were last set by the City Council in 2010. Since 2010, the cost of managing the City's waste and recycling has increased significantly due to:

- Changes in State law that forced cities like Glendale to significantly expand recycling activities, modify city-run facilities and purchase new equipment.
- Sharp increases in free bulky item collection service requests from property owners. The volume of bulky and abandoned item pickups nearly tripled between 2013 and 2020.

The Glendale City Council worked hard in ensuring that the new rates are competitive compared to other cities in Los Angeles County; Glendale's rates rank 34th lowest (or the bottom 50%) when compared to rates throughout the County's 88 cities. To view the City-approved maximum rates for all four haulers, click [here](#).

What am I required to provide my tenants?

You must provide all tenants with information about how to sort their garbage, recycling, and organics service annually and upon new tenant move-in.

I have questions about my service. Who do I contact? While transition efforts have been underway for nearly eight years, the City recognizes that changes of this extent can be uncomfortable for many residents and business owners who are adapting to new schedules, new waste sorting requirements, and new costs. We hope that residents can be patient as we address the impact of these transitions, which are occurring citywide.

If you have questions or concerns about your collection services, contact your hauler directly using the hauler's contact information which is available on the [City's website](#). Your hauler will work with you to "right-size" your services and insure your compliance with state laws and City ordinance. To report unsatisfactory service, you can also contact the Public Works Integrated Waste Call Center at 818-548-3916 or email franchise@glendaleca.gov.

SERVICES AVAILABLE FOR MULTI-FAMILY COMPLEXES

MANDATORY TRASH, RECYCLING, AND ORGANICS COLLECTION

Maximize your service options

Recycling service costs 50% of equivalent trash service

Overfilled and contaminated containers may receive warnings and penalties

BULKY ITEM AND E-WASTE REMOVAL

Up to four (4) items or ten (10) bundles of greenwaste per pickup

Four free pickups per year per account; small fee for additional

Must be coordinated through building manager

HOLIDAY TREE RECYCLING

Through the 3rd Saturday in January

Cut trees longer than six (6) feet

Remove all ornaments, garlands, tinsel flocking, and non-wood stands

SCOUT SERVICE

We'll take your containers out for service and return them to their original spot

LOCKING LIDS

Secure your recyclables and keep out scavengers

GRAFFITI REMOVAL AND BIN CLEANING

Keep your containers looking good

ON-SITE RECYCLING EVALUATION

Get help in determining the most cost-effective program for your location

RECYCLING GUIDES

Information for management and employees / residents

Starting January 1, 2022, New State Regulations require all residents to separate and recycle their organics to reduce greenhouse gas emissions at landfills. What does this mean for you?

In Glendale, all accounts will have containers for recycling and mixed organics recycling. See other side for the NEW LIST of what goes in which container.

Do you part to reduce waste in Glendale by maximizing your recycling and organics! Remember to follow these simple steps:

1. Collect and separate recyclables throughout your home. Place them loose in your **BLUE recycling** container.
2. Separate food scraps and food-soiled paper in a clear bag. Need ideas on bag sources? Visit our website! Place the bags in your **GREEN mixed organics** container.
3. Keep any yard trimmings unbagged and place them loose in your **GREEN mixed organics** container.

Compliance is MANDATORY and contamination fees may apply for accounts that do not comply with proper container usage. Be a good steward for the environment by recycling the right way!

STATE MANDATES REQUIRE NEW AND EXPANDED SERVICES THROUGHOUT GLENDALE

Mandatory Recycling

calrecycle.ca.gov/Recycle/Commercial/

Mandatory Organics Recycling

calrecycle.ca.gov/recycle/commercial/organics/


California's Short-Lived Climate Pollutant Reduction Strategy (learn about how organic waste will be handled and why these changes are necessary)


calrecycle.ca.gov/organics/slcp

Scan to learn more about the new laws



Customer Service: M-Sa 7am to 5pm

 (888) 467-7600 or (310) 366-7600

 (310) 366-7606

 wasteresources.com/glendale

 glendale@wasteresources.com



Keeping the world **green** with a touch of **orange**

Oct 2021

Feb-2022

What Goes Where*

Mixed Organics

NEW

Keep it Loose

- Grass, leaves, and flowers
- Small branches less than three (3) inches thick and four (4) feet long.
- Untreated, clean wood scraps



Bag It (Clear Bags Only)

- Biodegradable paper plates and bowls
- Coffee grounds and filters, tea and tea bags
- Food scraps and leftovers
- Soiled/greasy paper and boxes
- Paper napkins and towels



Recycle

- Cartons
- Glass containers
- Metal cans and clean foil
- Paper, newspaper, magazines, phone books, envelopes, cardboard (flattened)
- Plastic bottles, tubs, jars



3 Easy Steps for Recycling Success!

Keep it Loose - bags can hold liquid that will ruin a recycling load

Keep it Dry - wet paper can't be recycled (put in green cart)

Keep it Clean - clean out any food residue

Trash

REVISED

- Broken Glass and Dishes
- Hoses, Disposable Gloves, Hairnets
- Kitty Litter, Diapers, Bagged Pet Waste
- Plastic Cups, Lids, Utensils, Straws, Shrink/Cling Wrap
- Shoes, Clothing, Accessories, and Toys that Cannot be Donated or Sold
- Snack and Chip Bags, Candy Wrappers
- Wrapping and Tissue (Gift) Paper

