Collection of Bulky Waste (advance application required, fee applies)

Bulky waste comprises household waste items with a maximum dimension or diameter of 30 cm or more, or stick-shaped items over 1 m in length, or waste placed in a bag of up to 90 liters with items no larger than 30 cm. Non-household waste, for example waste from companies or stores, is uncollectible. Fees are set based on the type of item and its size. (Users will be notified of the required fees when requesting collection.)

* Air conditioners, televisions, refrigerators, freezers, washing machines, and clothes dryers are items designated in the Act on Recycling of Specified Kinds of Home Appliances, therefore cannot be collected by Osaka City. (See page 2)

〈Procedures〉 **Request bulky waste pick-up** → **Purchase disposal charge ticket** → **Put out bulky waste on collection day for pick-up**

Request bulky waste pick-up

Call Center for Bulky Waste Collection

Apply online (Cashless payment is available for the service.)

https://ecolife.e-tumo.jp/kankyo-osaka-u/

You can apply online anytime, 24/7, all year round. Please access the website via PC, smartphone, etc., and follow the directions on screen to apply.

Apply via landline

0120-79-0053 — Calls are free of charge

Apply via mobile or smartphone

06-6530-1530 — Call charges apply

The call center will ask:
- your address
- name
- phone number
- the location of bulky waste
- the type, size, and quantity of bulky waste

The calll center will inform you of:
- the collection date
- the reception number
- the amount charged by item



Application day and time

Monday to Saturday (Phone calls are also accepted on holidays.): 9 a.m. to 5 p.m.

Closed: December 29 to January 3

* The line is often busy due to a large number of incoming phone calls on Mondays and the days after holidays, and immediately after the center begins accepting phone calls in the morning.

* The collection date will be scheduled between 3 days and one month after the application date, excluding Sundays and January 1-3.
* If you wish to use the Fureai waste collection service (see page 1), apply directly to the Environment Management Center in charge of your area (see page 8).

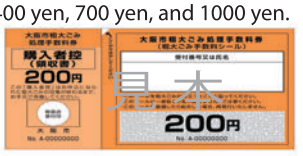
How to purchase Bulky Waste Disposal Charge Tickets

"Bulky Waste Disposal Charge Tickets" (hereinafter referred to as "disposal charge tickets") are sold at convenience stores, supermarkets, and Environment Management Centers in Osaka City that display the sign "粗大ごみ処理手数料券取扱店 (Disposal charge tickets available here)".



Please purchase a disposal charge ticket for the amount specified at the time of application for each item. Disposal charge tickets are available in four denominations: 200 yen, 400 yen, 700 yen, and 1000 yen.

(Sample)



- The payment you made for disposal charge tickets is non-refundable. Please make sure to check the amount before purchase.
- Disposal charge tickets cannot be reissued. Please make sure not to lose, damage, or attach them to the wrong item.
- For online application using cashless payment, there is no need to purchase a disposal charge ticket.

Proper Waste Disposal and Precautions

- Place items in front of your house (or at the designated spot for apartment/condominium buildings) by 8:30 a.m. on the collection date.
- Write your reception number or name on the disposal charge ticket (sticker), and attach the ticket to each item in a prominent location.
- When using cashless payment, write the receipt number on a piece of paper and attach it firmly with duct tape, etc., or write it directly on the item and leave it in the designated spot.



Notes
- Items that are not included in the application, items without a reception number, or items with incomplete or insufficient payment of charges cannot be collected.
- Please save the receipt (購入者控(領収書)) for the disposal charge ticket until the item has been collected.
- Tie up bedding items or the like to decrease their volume.
- Remove any oil or other fuel and batteries before leaving an item at the designated spot.
- Regardless of whether you disassemble the item or leave it intact, fees are based on the item prior to disassembly.

For those who are hearing, speaking or communication impaired, applications by fax or postcard are accepted.

Fill in the form with your address and name as well as the size, type, and quantity of the bulky waste items you wish to dispose of and submit it as described to the right. (If faxing your request, please include your fax number.)

Applying by fax
- Send fax to the Call Center for Bulky Waste Collection: **0120-53-4153** (toll-free)
- You will receive a fax confirming the collection date, your reception number, and the fee for each item.

Applying by postcard
- Send your request by postcard to your area's Environment Management Center. (See page 8)
- You will receive a postcard confirming the pick-up date, your reception number, and the fee for each item.

*** If you are receiving living assistance, the fee will be waived upon application, so please contact the Environment Management Center in charge of your area.**