

Collection of Bulky Waste (for a charge)

Bulky waste items denote waste items from everyday household activities that are longer than 30 cm along their longest side or in diameter, or longer than one meter if stick-shaped. A large volume of bulky waste from extraordinary activities, including household moving and general house cleaning, can also be collected for a charge. The amount of the Disposal Charge depends on the item. Inquire about Disposal Charges at the Reception Center for Bulky Waste Collection.

* Osaka City will not collect items designated in the Act on Recycling of Specified Kinds of Home Appliances. (See page 2.) Provide recyclable used paper for the collection of separated used paper and clothes. If you intend to dispose of a large volume of used paper or clothes temporarily, ask a recyclable resource dealer to dispose of it. (See page 6.)

Reception Center for Bulky Waste Collection



Apply online

<https://s-kantan.com/kankyo-osaka-u/>

Apply online any time, 24 hours a day, 365 days a year.

Access the website via PC, smartphone or tablet and follow the directions on screen to apply.

* The Reception Center for Bulky Waste Collection may contact you to confirm the details of your application.



Now even easier on smartphones!

Apply via your household's landline

0120-79-0053 (only in Japanese) (free call)

Apply via cell or smartphone

0570-07-0053 (charged call)

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 reception center will ask you:

- Address
- Phone number (contact)
- Location of your bulky waste
- Item type, size and number of your bulky waste items

* The disposal charges of certain types of items, or items that are not included in the prescribed item types, are set according to the sum of their width, depth and length. For that purpose, the staff will ask you the size. For the same reason, items of the same types may differ in their disposal charges.

The reception center will inform you of:

- Collection date
- Reception no.
- Charge amount by item



* Bulky waste items will be collected four or more days (or five or more days if the period includes a Sunday) after your application. You can also apply for collection within one month after your application, and designate the collection date convenient for you (excluding Sundays).
* If you wish to use the Fureai waste collection service (see page 1), directly apply to the Environment Management Center in charge of your area (see page 8).

Notes on what you should do before having bulky waste collected

- Write your reception no. or name on the 手数料券 (Disposal Charge Ticket), and attach the ticket to **each item** in a prominent location.
- Then, place the items in front of your house (or at the designated spot) **by 9 a.m.** on the collection date.
- Safekeep the 購入者控 (領収証) (Counterfoil [Receipt]) of the Disposal Charge Ticket until the item has been collected.



Notes

- ① Items that are not included in the application, items without a Disposal Charge Ticket attached, or items whose charges have not been completely paid cannot be collected.
- ② Tie up bedding items or the like to decrease their volume.
- ③ Remove any oil or batteries from an oil heater before placing it at the designated spot.
- ④ Even if you disassemble an item, you will be charged the amount calculated before the item was disassembled. However, you may be requested to disassemble a certain type of item before placing it at the designated spot.

How to purchase Bulky Waste Disposal Charge Tickets

- ① After checking the amount of your disposal charge at the Reception Center, purchase a 粗大ごみ処理手数料券 (Bulky Waste Disposal Charge Ticket; hereinafter "Disposal Charge Ticket") for **each item** at a store that handles such tickets. Disposal Charge Tickets comprise four types: 200-yen, 400-yen, 700-yen, and 1,000-yen tickets.

Sample of the 200-yen Disposal Charge Ticket



Please note that the ticket cannot be peeled off once attached.

- ② Disposal Charge Tickets are stickers. Attach a sticker to a bulky waste item in a prominent location before placing the item at the designated spot.

- **The money you pay for a Disposal Charge Ticket cannot be refunded.** Be sure to avoid purchasing the wrong ticket.
- **A Disposal Charge Ticket cannot be reissued.** Be sure to avoid losing or damaging it, or attaching it incorrectly.
- Disposal Charge Tickets will not expire before use.

- ③ Disposal Charge Tickets are available at convenience stores, supermarkets, post offices (excluding Osaka North Post Office, Shin-Osaka Post Office, and postal service agencies), Environment Management Centers, etc., which display the sign "粗大ごみ処理手数料券取扱店" (Bulky Waste Disposal Charge Tickets available here), in Osaka City.



If your hearing, speaking or language function is impaired, you can apply by fax or postcard.

Apply by sending a fax or postcard with your address and name, the type, size and number of bulky waste items (as well as your fax number if you apply by fax), following the guidelines on the right.

Please place your bulky waste items in front of your house (or at the designated spot). If your house or the designated spot cannot be approached by a waste collection vehicle, please write "No car access" on the application sheet before sending.

If you use fax

- ① Send a fax to the following number:
0120-53-4153 (free call) (only in Japanese)
- ② You will receive a fax from the Reception Center with information on the collection date, your reception no., and the charge amounts by item.

If you use a postcard

- ① Apply by postcard to the Environment Management Center in charge of your area.
- ② You will receive a postcard from the Reception Center with information on the collection date, your reception no., and the charge amounts by item. (See page 8.)

* Exemption from the disposal charge is available on request to citizens who are receiving public assistance and those who are eligible for financial assistance provided for in the Act on Measures to Expedite the Smooth Return of Remaining Japanese in China and to Assist Remaining Japanese in China and Designated Spouses in Self-support after Their Permanent Return to Japan. For details, please contact the Environment Management Center in charge of your area. (See page 8.)