Frequently Asked Questions for the Honolulu Bulky Item Collection Pilot

1. **Question:** When does the pilot start and end?
   **Answer:** Honolulu Bulky Item Collection Pilot residents may start scheduling appointments May 15, 2019. Collection crews will begin collection service June 3, 2019 and will continue through January 2020. The pilot may be extended beyond January 2020.

2. **Question:** How do I schedule a bulky item collection appointment? What if I do not have internet access?
   **Answer:** Through Opala.org, or, if you do not have internet access, by calling 768-3200.

3. **Question:** How many items can be included per appointment?
   **Answer:** Single-family homes may schedule up to five (5) bulky waste items* per collection appointment. Residents are required to keep their property frontages clean and free of refuse/bulky items between collection appointments.

   Individual units in multi-unit residential buildings are able to schedule up to five (5) bulky waste items* for disposal. Multi-unit buildings can opt to manage all units as a single entity. To switch, property managers should email collection@honolulu.gov.

   *These numbers may be adjusted as data and input are received.

4. **Question:** Does the City have informational flyers for multi-unit residential buildings to post in their public notice space?
   **Answer:** AOAOs, property managers and/or resident managers must inform their residents about the pilot program. Information, including downloadable fliers to assist with this notification, are available at Opala.org.

5. **Question:** What happens if someone else places a bulky item on my frontage? Will it be collected? Will I be fined?
   **Answer:** Collection crews will only pick up the items included in the collection appointment. Items not included in the appointment will be left behind. If someone dumped items on your frontage and you can identify the person or business, Refuse Inspectors will take action to have those items removed by the culprit and distribute educational materials to area residents to help address the problem. Should problems persist, Refuse Inspectors will take appropriate enforcement action. Issuing fines is the last resort, but may occur due to repeated failure to comply with the requirements of the pilot.

6. **Question:** What if I have more items than what are allowed?
   **Answer:** If the bulky items still have some usable life left, donation is strongly encouraged. If the items require disposal, they may be taken to a city drop-off facility. Visit Opala.org for a list of reuse donation locations and city refuse drop off facilities.

7. **Question:** What if I am moving before the appointment date? May I place bulky items at the curb earlier than the appointment date?
   **Answer:** No. It is illegal to place bulky items at the curb outside of collection appointment dates. Violations may lead to civil fines. If you are unable to wait until your appointment, we encourage you to utilize the city’s drop-off facilities. Visit Opala.org for more information.

8. **Question:** How frequently can residents make appointments?
   **Answer:** Only one appointment per address can be made per month except for in Waikiki, where residents can make weekly appointments.