

# CITY OF BRISTOL – PUBLIC WORKS

## 20.25 ILLEGAL BULK

### 1. Policy Name – 20.35 Illegal Bulk

### 2. Responsible Division and effective date.

Public Works Solid Waste Division

Policy effective date

### 3. Rationale or Purpose

This policy is designed to reflect the City of Bristol’s reporting, issuance of citations, and collection of illegal bulk.

### 4. Policy Statement

This policy defines the procedure for reporting illegal bulk, notifying property owners of an illegal bulk complaint, processing fines, and collection of illegal bulk.

### 5. Scope

This policy applies to property owners of Bristol that have items at the curb without a bulk pickup scheduled, or in violation of bulk pickup guidelines by placing the items at the curb more than 24 hours in advance of their scheduled bulk pickup.

Illegal bulk, defined by this policy, consist of materials left along the edge of the road that is classified as solid waste, rubbish and/or intended for disposal that is within 15 ft from the roadway curb. Material outside the 15 ft area is not under the authority of the Department of Public Works and will be referred to the Building Department Code Enforcement for action.

In accordance with this policy, the property owner (indicated on assessor card) is having sole authority and representative of the property. All Department of Public Works official communication will be with the property owner. The Department will not schedule appointments with tenants and property owners will be fined for illegal bulk generated by tenants.

### 6. Procedures

- A. Residential property owners qualify for bulk pickup for residential properties with an occupancy of 1-5 units, and they receive Solid Waste services from The City of Bristol. Property owners are entitled to one free bulk pickup per building, per calendar year. Additional pickups and extra-large pickups (exceeding the 3 ft. x 3 ft. x 15 ft. limit) within the same calendar year are \$25.00 each. Non-property owners (renters/tenants) of eligible properties can schedule a bulk pickup for \$25.00 each. Property owners/tenants can request a bulk pickup using our online bulk pickup request form, or by calling Public Works. Property owners/tenants are given an appointment date, and are notified they can only have the items at the curb 24 hours before their scheduled appointment date.
- B. Public Works receives reports of illegal bulk (items placed at the curb without a bulk pickup scheduled, or outside of the 24-hour window of their scheduled pickup) from

several sources, including, but not limited to, City employees and Bristol residents. Persons are able to report illegal bulk anonymously if they wish. Public Works receives illegal bulk complaints via phone calls, email, and online submission forms.

- C. When an illegal bulk complaint is received, Public Works checks the bulk pickup database to see if the address has a bulk pickup scheduled. If the property has a pickup scheduled for the next day, Public Works advises the complainant that the property is in compliance with bulk pickup guidelines. If the property has a scheduled pickup, but the items are out too soon (more than 24-hours before the pickup), or there is no bulk pickup scheduled, it is considered illegal bulk and a work order is entered. Work orders are sent to Accounts Receivable and the Solid Waste Supervisor. Accounts Receivable sends a warning letter to the property owner stating that they are in violation of Sec. 10 of the City Ordinances, and they have 24-hours to remove the violation. If the property owner has given their contact information for the landlord spreadsheet, Accounts Receivable contacts the owner via the phone number or email they provided. The Solid Waste Supervisor takes photos of the violation and sends them via email to Accounts Receivable.
- D. Once a week (the week after receiving the illegal bulk complaint) Solid Waste collects illegal bulk if the property owner does not remove the violation themselves. The Solid Waste Supervisor provides Accounts Receivable with a list of addresses that are marked out/not out. If the items are out, they are collected by Solid Waste, and Accounts Receivable processes an invoice and mails it to the property owner using the mailing address on file with the City's Assessor's database, Vision Appraisal. If the items are not out, the work order is marked complete and no further action is taken.
- E. Accounts Receivable mails the invoice, a copy of the original warning letter, and a copy of the photo of the items taken by the Solid Waste Supervisor. Property owners may appeal the invoice through the Board of Public Works, which meets the third Thursday of every month.
- F. Illegal bulk invoices are in the amount of \$108.00 for each violation, and can be paid to the Corporation Counsel's office, applied to the Code Enforcement account.

## **7. Roles/Responsibilities**

Property owners are responsible for contacting Public Works to schedule a bulk pickup.

Property owners are responsible for following the bulk pickup guidelines.

Property owners are responsible for removing any illegal bulk violations at their property, committed by themselves, their tenants, or any other persons.

Property owners are responsible for updating their mailing address with the Assessor's Office.

Public Works is responsible for notifying the property owner of the violation by sending a warning letter.

Public Works is responsible for entering a work order documenting the violation.

Public Works is responsible for confirming the address of the violation, and noting whether the violation has been removed by the property owner, or if Public Works removed the violation.

Public Works is responsible for mailing the invoice and supporting documents to the property owner if the violation is removed by Public Works.

## **8. Definitions**

See City of Bristol, Code of Ordinances  
Sec. 10-2

## **9. References**

See City of Bristol, Code of Ordinances  
Sec. 10-4, Sec. 10-11

**10. Consequences of Non-Compliance**

Residents are subject to citation if in violation of the bulk pickup guidelines in the amount of \$108.00 per violation.

**Approval authority: Board of Public Works**

**Approved date:**

**Review cycle: Annually**