



## SOLID WASTE COLLECTION



### Morning Collection:

Solid waste must be placed curbside by: **04:00 am**



### Evening Collection:

Solid waste must be placed curbside by: **05:00 pm**  
(French Quarter Commercial and DDD areas only)



Solid waste **must be contained** in a City issued, 35 gallon roll cart **unless a waiver has been granted** by the Dept. of Sanitation for use of thick black plastic bags (3ply or 0.5mil or greater)



Cardboard not set out for recycling **should be broken down** and placed in roll cart or thick black plastic bags



Items **not eligible for collection** include hazardous materials and concrete

## BULKY WASTE PICKUP



Bulky waste collection is for eligible, **residential properties only.**

Please **call 311 in advance** to schedule a bulk waste pick-up on Wednesday.



### Eligible bulky waste items include:

- More than 6 bundles of tree branches cut in less than 4 feet in length and 12" in diameter
- Metal materials weighing 25 pounds or less
- Pipe less than 1" in diameter and less than 4' long
- Furniture, mattresses, and appliances (washers, dryers, refrigerators, and stoves)
- More than six bags of yard waste
- 25 pounds or less of construction and demolition solid waste generated by a resident and properly containerized and/or bundled. (Solid waste generated by contractors is not eligible)
- Carpet, less than 4 feet in length, rolled and tied
- Tires (maximum 4)

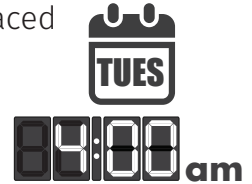


Branches must be bundled



## RECYCLING

Recyclables must be placed curbside **by 4:00 a.m. on Tuesday mornings.**



### Items eligible for recycling include:



- Newspapers
- Phone books
- Catalogs
- Office paper
- Bagged shredded paper
- Plastics #1 - #7
- Small metals (aluminum cans)
- Flattened cardboard
- Boxboard (cereal boxes)
- Wax board (juice boxes)



CITY OF NEW ORLEANS  
Mitchell J. Landrieu, Mayor




# EMPIRE

S E R V I C E S



The City of New Orleans has contracted with Empire Services to collect solid waste and recyclables from eligible units in the French Quarter and DDD. Each eligible unit, with an existing 35 gallon roll cart, will be supplied with a replacement cart. If you have any questions, please **call 311 or email [sanitation@nola.gov](mailto:sanitation@nola.gov)**.



## GUIDELINES & RESTRICTIONS

- White trash bags, grocery/paper bags, and cardboard boxes are **NOT acceptable** for collection of solid waste
- It is illegal to sweep, blow, or pour items into storm drains
- Cardboard is not to be used as waste containers
- There **should not be** any roll carts, recycling bins, or bags on public right-of-ways between 10:00 a.m. and 4:00 p.m.
- Solid waste containers and bags are **not to block streets or sidewalks** at any time.
- Public litter cans are **not to be used** for residential or commercial waste
- All permanent dumpsters must be screened from public view
- Keep grass cut and remove grass cuttings, leaves, and waste from your property
- Property owners are responsible for the removal of graffiti from their structures

### Eligibility

Properties which contain four (4) or fewer units and which generate less than thirty-five (35) gallons of solid waste at each regular collection are eligible for collection under the City's contract.

Hotels, restaurants and bars are not eligible. Owners of ineligible properties must arrange for private collection service and file a Litter Abatement Affidavit with the City's Treasury Department.



**Q:** What should I do if my solid waste or recycling collection was placed curbside before the correct time and missed?

**A:** *Call 311 to open a case and notify the contractor.*

**Q:** What should I do if I do not have space to store a roll cart or if I am disabled?

**A:** *Call 311 and request a waiver from use of a roll cart and for permission to utilize thick black plastic bags.*

**Q:** What should I do if my roll cart is damaged?

**A:** *Call 311 for repair or possible replacement.*

**Q:** What should I do if my roll cart is stolen?

**A:** *Obtain an NOPD item number by calling (504) 821-2222 then call 311 for replacement, if this is the 1st incident.*

**Q:** How to do I start solid waste collection service?

**A:** *Call 311 to request service and a roll cart will be delivered to you within 5 days.*

**Q:** How do I request a blue recycling bin?

**A:** *Call 311 and request a free recycling bin. Residents are responsible for replacement bins, if lost or stolen.*

**Q:** What is the "Oops Card" I found?

**A:** *If for some reason we cannot collect your solid waste or recycling, we will attach an "Oops Card" to the item outlining the reason we could not provide service.*