

## FREQUENTLY ASKED QUESTIONS

### **Why did I receive this notice?**

This property has delinquent solid waste collection service charges (charges that have been unpaid 60 days or more) and may be placed on the property tax bill for Fiscal Year 2023-24 for the property receiving solid waste collection services. Once the charges are placed on the property tax bill, a lien may be placed on the property until the charges are paid in full.

### **How do I make payment, so the delinquent charges are not placed on the property tax bill?**

Contact the City of San Bernardino's solid waste hauler, Burrtec Waste Industries ("Burrtec"), Monday through Friday from 8:00 a.m.-5:00 p.m., by telephone at (909) 804-4222 or at their office located at 111 E. Mill Street, San Bernardino, CA 92408.

### **When is the payment deadline?**

Burrtec will accept payments until close of business on Monday, August 19, 2024.

### **I already paid the delinquent charges. How do I verify that the property will not be placed on the property tax roll?**

Contact Burrtec Monday through Friday from 8:00 a.m.-5:00 p.m., by telephone at (909) 804-4222 or at their office located at 111 E. Mill Street, San Bernardino, CA 92408.

### **The delinquent charges were generated after I sold the property. What do I do?**

Contact Burrtec Monday through Friday from 8:00 a.m.-5:00 p.m., by telephone at (909) 804-4222 or at their office located at 111 E. Mill Street, San Bernardino, CA 92408.

### **What is the purpose of the Administrative Hearing?**

The City prepares a report of properties with delinquent solid waste collection charges and initiates proceedings to place the charges on the property tax bill by creating a special assessment and lien on the premises to which the solid waste collection services were provided. The Administrative Hearing provides property owners and tenants the right to contest the amount of the delinquent solid waste charges and object to the placement of those charges on the property tax bill.

### **What is the purpose of the Public Hearing?**

After the Administrative Hearing, a final report is submitted to the City Council for confirmation and placement of the charges on the property tax rolls. Property owners and tenants can also contest the amount of the delinquent solid waste charges and object to the placement of those charges on the property tax bill at the Public Hearing.

### **Do I have to attend the Administrative Hearing and Public Hearing?**

No. You have the right to appear at the Administrative Hearing and the subsequent Public Hearing to state your objections to the delinquent solid waste collection service charges, the report, and proposed special assessment and lien. Approximately 7-14 days following the Administrative Hearing, the Administrative Hearing Decision and Order and report on the delinquent solid waste collection service charges will be available on the City's website at: <https://www.sbcity.org/AHDO>.

**I am the property owner. Who is responsible for these charges?**

The property owner per San Bernardino Municipal Code Section 8.24.040(B). Property owners should contact their tenants to recover any unpaid amounts that the property owner must pay.

**Are property owners notified when tenants fail to timely pay their solid waste bill?**

Yes. Burrtec mails out past due notices to the property owner's contact address on file when the solid waste bill is 45 days past due from the invoice date. Please make sure that Burrtec has your current contact address. Contact Burrtec Monday through Friday from 8:00 a.m.-5:00 p.m., by telephone at (909) 804-4222 or at their office located at 111 E. Mill Street, San Bernardino, CA 92408.

**What is Burrtec's billing cycle?**

Residential Service: Customers receive a bill every two months.

Commercial Service: Customers receive a bill every month.

**What if I still have questions?**

Contact the City of San Bernardino, Public Works Department at (909) 384-5375.