

Disabled On-Premise Service Information Sheet

Read this information carefully prior to completing the application. All applicants must be disabled or unable to move the cart. Return the signed and completed application with required **documentation** attached, to:

City of San José Customer Contact Center,
200 E. Santa Clara St., 11th Floor
San Jose, CA 95113.

Disabled On-Premise Information

- A persons applying for this service must be certified by a medical doctor that he/she has a physical condition which prohibits him/her from moving the garbage carts to the curb for collection, and there are no residents over the age of 12 living in the house that are capable of setting out the carts.
- The applicant must also live at the address for which the service is requested.
- The information provided will be used to determine eligibility for on-premise service. Disabled On-Premise Service is voluntary, if you choose to apply, you must provide the information requested.
- Failure to provide all required information will result in ineligibility.
- Applicants must notify the City of all changes in the household that effect eligibility.

Notification

No separate approval notice will be sent if it is determined that you are eligible for Disabled On-Premise Service, but you will receive a call from our office to confirm when your on-premise service will start. If it is determined that you are ineligible for the service and / or proper documentation is not submitted, a separate notice will be sent. Processing timeframe is 6 to 8 weeks.

Verification of Eligibility

You must provide current information at least once a year. The City of San Jose requires that you report any changes in your household as they occur. You will continue to be eligible for this service as long as you remain incapable of moving the carts and there is no one living in your house capable of moving the carts. Applications are not approved until all required documentation is received.

Audit/Review

In the Audit/Review Process, we request that verification of household members and medical certification is provided. If you receive an audit/review letter you must respond to avoid cancellation. ***Submission of false documentation will result in financial liability for the full price of on-premise service granted from original date of approval.***

Tips To Speed Processing

- 1) Answer all questions on the application.
- 2) Attach required documentation, including the section the doctor fills out, with all fields completed.
- 3) Sign application
- 4) Review address information and include a daytime phone number.