

How to request a Bulky Item Pickup online

1. Using your web browser, go to <https://www.brooklinema.gov/Permit>
2. Once you have reviewed the online application guide click the **Open Accela** button:

Request a Pickup Online (Option Only Available Starting July 1, 2023)
Please note there is a small, non-refundable service fee for credit card payments made online.

1. First, register an account on our online permit portal, Accela. Follow this guide:
You may skip this step if you already have an account.

Guide to Registering

2. Click the following link to **request a bulky item pickup and pay online** through Accela.

Request a Pickup

Need help? Try our guide to requesting a bulky item pickup through Accela:

Guide to Request Pickup

3. If you have not registered with the online system yet, click the [Register for an Account](#) link. For instructions on registering, please see <https://www.brooklinema.gov/DocumentCenter/View/12298>

The screenshot shows the Brookline Massachusetts website. On the left is the town seal. The main heading reads 'Welcome to Brookline MASSACHUSETTS'. Below this, there are links for 'Accessibility Support', 'Register for an Account' (highlighted with a red box), and 'Login'. A search bar is also visible. A navigation menu includes 'Home', 'Building', 'Board Of Health', 'Licenses', 'Fire', 'Planning', 'Clerk Office', and 'more'. Below the menu, there is an 'Advanced Search' section. The main content area contains a 'Welcome to the Town of Brookline Citizen Access Portal' message, 'Online Payment Information', and a 'Login' form with fields for 'User Name or E-mail' and 'Password', and a 'Login »' button.

4. Once you have logged in, choose **Public Works** from the **more** menu and click the **Create an Application** option:

This screenshot shows the navigation menu with 'Public Works' highlighted in a red box. Below the menu, there are two buttons: 'Create an Application' (highlighted in a red box) and 'Search Applications'.

Records

Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Act
No records found.							

5. Please review the terms and check the “I have read and accepted the above terms.” checkbox – then click **Continue Application**:

Please “Allow Pop-ups from This Site” before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

[Continue Application »](#)

6. Expand the Public Works option and select Bulky Item Pickup Request, then click **Continue Application**

Home Building **Public Works** Board Of Health Licenses Fire Planning more ▾

Create an Application Search Applications

Select a Record Type

Click the triangle to see the list of available types.

Please select Open Permit for the following items:

- Water Service Permit
- Sewer & Drain Service Permit

For assistance or to apply for a record type not listed below please contact us.

Public Works

- Bulky Item Pickup Request
- Commercial Landscaping Application
- Commercial Recycling Plan
- Drainlayer Application
- Fire Pump Test
- Hydrant Flow Test
- Hydrant Opening
- Irrigation Meter Application
- Open Permit
- Water Meter Application
- WSD Open Permit

[Continue Application »](#)

7. Enter the location information, click the **Search** button, then click **Continue Application**:

Bulky Item Pickup Request

1 Location	2 Application	3 Review	4 Pay Fees	5 Record Issuance
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Step 1: Location > Enter Address

You must click the Search button, and once the address is validated, please click Continue Application.

If your address cannot be validated, please call 617-730-2156 for assistance.

* indicates a required field.

Address

* Street No.: * Street Name: Unit No.:

[Continue Application »](#)

8. Enter the applicant information – to use the information provided upon registering, click **Select from Account**

Bulky Item Pickup Request

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Step 2: Application > Pickup Information

All fields with a red asterisk (*) are required. Also, you **must** enter at least 1 item with its description.

Click here for more information: <https://www.brooklinema.gov/3579/Bulk-Items-and-Overflow-Trash>

Please note, if items were entered under the wrong category, you might owe an additional fee once your pickup is reviewed by office staff. You will be notified if this applies to you.

* indicates a required field.

Applicant

Select from Account

Add New

Look Up

9. Enter all application information **Please note:** any field with a red asterisk is required:

Custom Fields

PICKUP INFORMATION

* Scheduled Trash Pickup Day:

3 - Wednesday

No of Mattresses:

1

Mattress Description:

twin

No of White Goods/Electronics:

0

White Goods/Electronics Description:

No of Special Items:

1

Special Item Description:

shelving unit

Mostly Metal Item:

* Pickup Area Description:

Front of Property

Save and resume later

[Continue Application »](#)

Click the  link for additional field information

10. After reviewing all information provided, read the Certification and check the “I agree” box. Then click **Continue Application**

TERMS AND CONDITIONS:

- NO REFUNDS
- ALL ITEMS MUST BE OUT BY 7:00 AM OF SCHEDULED COLLECTION DAY
- Once items are scheduled, all fees are final (even if removed by another party.)
- The items cannot be changed once scheduled

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I

By checking this box, I agree to the above certification. Date: 05/16/2023

[Save and resume later](#) [Continue Application »](#)

11. Pay for your application

Bulky Item Pickup Request

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Step 4: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Mattress Pickup	1	\$55.00

TOTAL FEES: \$55.00

Note: This does not include additional inspection fees which may be assessed later.

[Continue Application »](#) [Continue Shopping »](#)

12. Once you click the green Process Payment button, your application is submitted. Once it is reviewed, you will receive a notice for the scheduled pickup date, or will be contacted with any questions.