

## Bulky Waste Collection Service – FAQs

### 1. What counts as one item?

One item is a piece of waste that can be safely lifted and loaded onto the vehicle by one crew member, or in the case of items of furniture, by 2 crew members.

Examples of one item include:

- a bed (includes bed base, mattress and head board)
- a box of bric-a-brac
- a piece of furniture e.g. a wardrobe, a chest of drawers
- a sack of garden waste
- a sofa
- a table (a table and 4 chairs are 5 items)
- tins of paint in a sack are classed as 1 item

When you book online (available soon), the drop down list will automatically show what counts as one item, or if its 2 or 3 eg a settee will count as one item but a three piece suite (settee and two chairs) counts as three items.

Our guide to what we can and can't collect also shows what is classed as one item.

### 2. What if I need assistance to put my items out?

We are able to help those people who are elderly or have a disability and may need help in getting their items out of the property. [More information is available here.](#)

If you do think you will need assistance, please let us know when you book this service.

### 3. How do I cancel or change my collection?

If you want to cancel your collection **you must inform us** so we can stop our collection van coming to your property and offer the slot to another resident. You also need to tell us if you want to amend your collection as it may affect how many items our collection van can carry.

You can do this by calling our customer services [contact us here.](#)

Make sure you have your reference number handy.

If you need a refund we will issue you a cheque.

### 4. Can I choose when my items will be collected?

We are working to improve our service and very soon you will be able to choose a collection day and time slot from those that are available upon booking.

Unfortunately we will not be able to give a precise time only that it will be between 7am and 5pm on your chosen day.

### 5. What do I need to do before the items are collected?

Put the items for collection outside your property. Please place them as close as possible to where your wheeled bin is collected. The items should be in an area that is easily accessible and not likely to cause injury or inconvenience.

If the items causes an obstruction, or you are unable to place the waste for collection outdoors, we will collect from just inside your property. However, you must be present and will be asked to sign an insurance disclaimer for any accidental damage that may be caused.

Loose materials must be bagged and light enough for one person to lift or they will not be collected.

### 6. What happens to the waste you collect?

All the bulky waste that we collect is processed at authorised recycling and waste management facilities. We make sure that as many items as possible are donated, reused or recycled. [Find out more](#)

### 7. What should I do with the items you can't collect?

The bulky waste service can only collect items that we class as household waste. If you have an item that we don't collect, please have a look at the advice below.

- **Waste from DIY / Construction or fixtures and fittings e.g. bathroom suites, carpets etc.** – the council can provide a quote for removing this from your home e.g. bathroom suites, carpets. Our quote will be based on the recovery and disposal costs. It may be cheaper to seek quotes from private companies e.g. skip companies instead.
- **Discarded business electrical items** – these are subject to the Waste Electronic and Electrical Equipment (WEEE) Regulations. Further information is available on the ['Commercial Waste – collection'](#) page.
- **Pianos** – these are too heavy for us to collect as part of the standard service but we could visit you and provide a separate quote for removal. It should be

noted that the piano will need to be broken up prior to collection for manual handling reasons.

- **Plastic oil heating tanks** - If they have been cut in half and disconnected from pipe work, you can take these to your HWRC or we can collect them. They must be completely empty of oil.
- **Metal oil tanks** - these cannot be safely collected by the Council. Specialist companies should be contacted to obtain a quote for this service e.g. Atlantis Tel 08448 440404.
- **Hazardous waste collections** – we cannot collect hazardous waste e.g. asbestos, pesticides, as part of our bulky waste service and you cannot take these to Household Waste Recovery Centres. However we can collect **small** amounts free of charge from your household. [More information here.](#)

### To get a quote from the council:

Please [contact us](#) and we will contact you to arrange for an officer to visit and provide a quote for removal. A member of staff will visit and calculate the price based on the quantity, weight, manpower needed and vehicle costs. If you would like a quotation please contact us prior to making a booking.

**Please note:** If you hire someone to move your waste, you must make sure they have a waste carrier license from the Environment Agency. You can contact the Environment Agency on 08708 506 506 and ask for a Waste Carrier Validation Check or go to the online [public registers section of their website here](#).