



Northumberland County Council

Bulky waste collection terms and conditions

1. The collection address must be from a property where you live in Northumberland.
2. Items for collection must represent household waste only and not be the result of a commercial or DIY activity.
3. Collections can only be booked after payment has been received.
4. Items must be placed outside the property by 7am on the day of collection.
5. Items must be placed outside the property, in a place as close to your usual wheeled bin collection point as possible, and not likely to cause injury or inconvenience.
6. The council's insurance policy does not allow for the contractor to assist in moving items to the collection point. Exceptions apply for residents who are elderly or have a disability, and may need assistance in getting their items out of the property.
7. We will do our best to collect your waste at the agreed time.
8. Items for collection must be owned by you.
9. Only those items listed for collection will be collected – additional items will not be removed.
10. If you have a need for us to collect more than eight items, please ask for a quote.
11. We have a concessions policy, which applies to standard items only, for those residents who are on certain benefits. Quote jobs do not qualify for concessionary rates.
12. Items must not be longer than 6ft.