



Northumberland County Council

Household hazardous waste collection service Service standards and terms and conditions

The following areas define the expectations and limitations of the hazardous waste collection service:

1. Service description

The household hazardous waste collection service is provided to enable residents of Northumberland to dispose of some categories of asbestos and those hazardous chemicals which cannot be accepted at the Household Waste Recovery Centres. Further details in Point 3.

2. Service eligibility

Subject to the limitations described in Point 3,4, 5 and 10, the Council will offer its hazardous waste service to all households in Northumberland which are domestically rated. The household hazardous waste service is not currently offered to business rated premises, landlords, care homes, schools and other such non-domestically rated properties. Please contact us for advice if you fall into those latter categories or similar - for advice.

3. Materials which can be included in the collection

The materials collected within the household hazardous waste service are as follows:

Chemical waste

- Inorganic solids and liquids
- Organic liquids and solvents
- Pharmaceuticals
- Biological Specimens
- Acids (pH<4)
- Alkalis (pH>12)
- Polychlorinated biphenyl compounds (PCB's)
- Pesticides
- Reducing agents
- Oxidising agents

- Cyanides
- Mercury
- Organic peroxides
- Water or air reactive chemicals
- Unknowns

Asbestos waste

- Bonded asbestos in flat or corrugated sheets or moulded in the form of tanks, trough, pipes etc.
- Electric storage heaters containing bonded asbestos and/or fibrous asbestos
Boilers containing bonded asbestos and/or fibrous asbestos
- Fibrous asbestos in small quantities (1 x 120 litre bag or less)
- Other waste materials by prior agreement between all parties

4. Materials which cannot be included in this collection service (This list is not exhaustive)

- Explosives
- Nerve gases
- Radioactive waste
- Clinical waste
- Flammable film stock (cellulose acetate)

5. Material limits per property

There is a lifetime limit, per property, of 90Kg of hazardous chemicals and 360KG of asbestos. Once these limits are reached, then the householder is obliged to make their own arrangements for disposal of the excess. Check our website for suggested contacts if you have excess to your property quote:

[Please click here to visit our website.](#)

6. Charging policy and reasons for charging

The council levies a charge to leave a contribution towards the costs of providing this discretionary service. The fees received from customers represents around 40% of the council's costs.

7. Application process/payment

- Apply online or contact us by phone or info points
- Give us detailed list of items - it's name, container type and quantity
- Have ready your payment
- Check you have included everything

- Choose whether you want to proceed - make sure that all your items are listed, as extra amounts or items will not be collected
- Proceed to payment

8. Refunds

- Refunds will only be considered if the request is cancelled two or more full working days before the collection was scheduled to take place
- If the material presented for collection is not as per described and agreed with the council, there will be no refund for a failed collection
- If a collection has been missed as a fault of the contractor providing the service, a repeat collection will be arranged and no additional collection charge will be levied to the customer
- If a collection has been missed as a fault of the customer and another appointment is made, an additional collection fee is tendered

9. Collection dates

The contracted collection dates for the service are published on the council website and available if you contact the council customer services by phone or at an info point.

10. Preparation of materials

The items to be collected must be packaged in parcels which are not too heavy for one person to lift (approx 25Kg) and labelled in order that it can be identified on pick up day.

The material must be sealed in a wrapping of two layers of heavy gauge polythene or leak proof containers. [Please click here for further details.](#)

11. Presenting the materials

The items to be collected must be packaged as per section 10. and presented at the agreed safe collection point by the agreed time and date. The council does not offer a wrapping service and wrapping is not part of this contract.

12. Failed collections

In the event of sustained adverse weather such as severe snow and ice the service may be suspended. Attempts will be made to carry out the collection at a later time or date as agreed with the customer.

13. The right to cancel the service

If the needs of the customer change and they no longer require the service then the appointment can be cancelled up to two working days prior to the agreed collection day and the payment will be refunded via the original payment route. Cancellation must be made in writing or email or by phone and received by the council by the agreed time limit (where a reference must be obtained and noted). The council reserves the right to cancel the offer of the service and to refund the fee as appropriate.

14. Statutory rights

The terms and conditions for the hazardous waste collection service do not affect your statutory rights.

15. Data Protection Act and the General Data Protection Regulation (GDPR)

Northumberland County Council is collecting this information in order to perform this service or function, and if further information is needed in order to do so, the customer may be contacted using the details provided.

In performing this service, the council may share the information with other organisations or departments, but only when it is satisfied that it is necessary to perform a public task, or to exercise its statutory duties to do so. The council may also share your personal information for the purposes of the prevention, investigation, detection, or prosecution of criminal offences, but will not share your personal information, or use it for this, or any other purpose, unless provided for by law.

More detailed information about the council's handling of your personal data can be found in its privacy policy, available online:

[Please click here for more information about GDPR.](#)