



BULKY WASTE COLLECTION

How do I get rid of household rubbish that is too big for the bin?

- **Bulky waste collections** - we will collect household furniture, furnishings and fittings which are too big or heavy for your bin.
- **White goods collections** - we will collect items such as cookers, fridges and washing machines.

What is bulky waste?

Examples include:

- Beds, Carpets, Curtains, Desks, Doors, Microwaves, Sofas, Tables, Televisions and Wardrobes

What is the charge?

The charge for collecting items such as those listed above is:

- **1 to 10 items - £10**
- **11 to 20 items - £20**
- **Over 20 items** - contact us for a quotation or try our skip hire service.
- **Fridges and freezers - £10 per item** (whether separate or part of another bulky household waste collection).
- **Loose material** - garden waste, small amounts of rubble, tiles, timber and other loose material must be in bags. Each bag will count as one item, should be standard bin bag size, weigh less than 25kg (55lbs) and be easy to lift to chest height.

How do I place and pay for my order?

When placing your order, we need details of the items to be collected and the appropriate payment.

There are a number of ways that we can take your order.

- **By phone** - call us on 01782 234234 between 8am and 8pm with your list of items and credit or debit card details.
- **In person** - take your list of items and a cheque or cash to your nearest Local Centre.
- **By post** - send a list of items to be collected; your contact details and a cheque or postal order to your nearest Local Centre.

Where do I leave the rubbish for collection?

It should be left outside your house, at the front of the property, as close as possible to the agreed collection point. Please ensure that it is in one pile where we can get to it as easily as possible. Items not listed on the order will not be collected unless prior arrangement has been made and, where necessary, additional fees have been paid.

For terraced properties either end of a rear alley can be the agreed collection point. Please arrange at time of booking.

When will it be collected?

You will be given a collection date when you place your order and pay for the service. This date will usually be within seven working days. Your items should be ready for collection by 7.30am.

