

## Terms and Conditions for Household Bulk Waste Service - Standard (and WEEE) Items

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### **Introduction**

In terms of Environmental Protection Act (EPA) 1990, the Controlled Waste Regulations (CWR) 1992 and current Council policy, the Council has introduced a charge for the uplift of household bulk waste. The Household Bulk Waste Service will be provided in accordance with the following terms and conditions:

### **Council obligations**

We will provide a collection and disposal service for Household bulky waste items on receipt of a valid Request and payment.

We will provide details of orders including the charge and collection date and where to find these Terms and Conditions. Customers should retain this information for their files.

The Charges for the Bulk Waste Service can be found on the Council website

We will schedule a Collection Date and will endeavour to collect bulky waste items within 28 days of Request.

We will arrange to collect only the items listed on the Request Form

We will treat your personal data as per our Privacy Policy which can be found on the Council website

We will dispose of or recycle the items as per current Scottish Waste Guidelines and Legislation

We hold all appropriate Waste Management licences

### **Customer obligations**

The customer acknowledges and agrees that by placing a Request and providing payment, customers accept these Terms and Conditions.

Customers must describe their items as accurately as possible on the Request form.

Customer will make payment prior to the Service being provided. Payment will be calculated based on the published Charges.

Customers are required to place only the items described out for collection.

Items must be placed at the Collection Point agreed with the Council.

Electrical items must be placed separately to other items.

Items must be presented in a way as described on the Council website, copied here in Schedule 1.

Customers with shared outside space will place items out no earlier than the day before the Collection Date indicated by the Council

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Customer allows access to their outside property to the Council for the purposes of waste collection.

### Collection Point

Bulky waste should not be placed on pavements or lanes. The Collection point will be agreed with the Council.

Bulk items should be placed in an accessible location on your own property (e.g. garden or back court). \* (2 exceptions below)

- If your property has no outside place leave your waste outside adjacent to your property
- We have risk assessed some properties as unsafe or inaccessible for our crew to collect bins and bulky waste. These properties will usually have their large communal bins placed on the street instead of within the grounds of the property. Where this is the case with your property, please present your bulky waste no earlier than the day before your scheduled Collection Date in front of your property. Do not leave it in your back court as it will not be collected. Please ensure you do not obstruct the street.

Items must be placed in a manner that will not cause an obstruction or a hazard.

Large electrical items should be placed separately as these will be collected by a different vehicle.

### Collection Date

On receipt of a Request, we will notify the Customer of their Collection Date or dates. There may be a separate Collection Date for large electrical items. This completes the contractual information.

We will make best efforts to arrange collection within 28 calendar days from the date of Request.

### Excluded items

A detailed list of items that will not be collected is available on the Council website and copied here in Schedule 2.

### Special Bulk

Special Bulk items are managed by a different request process. These are listed on the Council website and in Schedule 3 – please refer to the Council website for information on how to place a request for collection.

### Non-collection

In cases where the collection could not be fully made, the customer will be notified. The notification will provide reasons why the collection could not be fulfilled.

Non-collection may be due to operational reasons or customer reasons.

Operational Reasons include but are not limited to vehicle failure, resource issues, weather issues.

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Where the collection could not be made due to an operational reason we will reschedule the job and provide a new Collection Date to the Customer. We will endeavour to reschedule the job within the original 28-day period but in some cases the rescheduled date may be beyond this period. The Customer should leave their items out until that rescheduled date.

Customer reasons include but are not limited to: items not as described on the Request form, items not presented, items presented in an unsafe manner, lack of access to the property.

The collection crew reserve the right not to uplift any items not detailed or not as described on the Request form or considered hazardous.

In cases where only a partial collection can be made due to customer reasons, we will collect correctly presented items only and will not reschedule to collect the remaining items.

### **Charge**

Charges are published on the council website.

### **Payment**

Payment for collection of Standard items must be made prior to a job being accepted. Payment should be made online or over the phone by an acceptable credit or debit card.

### **Debt Recovery**

In the case of payments subsequently being refused after a job has been accepted and prior to any cancellation received, we will initiate debt recovery procedures.

### **Cancellation**

Cancellation for all orders can be requested up to 48 hours from the date of Request.

Under current legislation, if the value of your service is greater than £42 you have a right to a 14-day cooling off period after you enter into a contract with us. This is from the date when you receive the notification of your Collection Date. During this time and prior to the service being delivered you can cancel your service and if payment has been made you will be entitled to a refund.

If we have already provided the service during the cooling off period you will receive no refund.

### **Refunds**

A Refund will be provided in cases of Cancellation defined above.

No refund will be given where a collection has been attempted and could not be fulfilled due to customer reasons.

No refund will be given where the items have been uplifted by a third party prior to our attendance and no cancellation was made.

We will consider Refunds in other cases of non-collection after 28 days following initial Request and subject to photographic evidence being provided.

### **Enquiries and Complaints**

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If you have an enquiry regarding your Request please wait until 28 days following the date you placed your Request. You can then enquire via the Enquiry form on [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)

Information on our formal complaints process can be found at <https://glasgow.gov.uk/complaints>

### **Privacy Statement / How we use your data**

<https://glasgow.gov.uk/article/22764/Residential-Bulky-Waste-Privacy-Statement>

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### Schedule 1

### Items and presentation requirements

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#### A: Standard Items

Note – Any textile items must be kept dry for collection. If the items become waterlogged we may not be able to collect them.

Standard Item	Presentation Instructions
Aerial	
Armchair	
Baby Chair	
Rubble	Must be bagged, 1 bag equals 1 item
Sawdust	Must be bagged, 1 bag equals 1 item
Bag	1 bag equals 1 item
Bannister	Must be cut to 4ft lengths
Barbeque	
Barrel	
Basket	
Bath Panel	
Bed Frame / Divan	Must be dismantled
Bed Springs	
Bedroom Unit	Must be cut to 4ft lengths
Bench	
Bike	
Bin	
Bird Cage	
Blinds	
Bookcase	
Box	
Bread Tray	
Brick	Must be bagged, 1 bag equals 1 item
Brush	
Bunk Beds	Must be dismantled, each bed equals 1 item
Cabinet	
Canopy	
Bagged Cardboard	Cardboard can be recycled in your Recycling Bin. If you have too much cardboard to fit in your recycling bin it must be bagged for bulk collection, 1 bag equals 1 item.
Cardboard	Cardboard can be recycled in your Recycling Bin. If you have too much cardboard to fit in your recycling bin it must be bagged for bulk collection, 1 bag equals 1 item.
Carpet Sweeper	
Carpeting	Must be cut into manageable bundles, 1 bundle equals 1 item
Case	

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Chair	
Christmas Tree (Real)	Must be cut to lengths of less than 4 ft, 1 length equals 1 Item
Tree (Xmas Real)	Must be cut to lengths of less than 4 ft, 1 length equals 1 Item
Chute	
Cistern	
Clothes Horse	
Coat Stand	
Computer	
Concrete	Must be bagged, 1 bag equals 1 item
Cooker Hood	
Cot	
Crate	
Cupboard	
Curtain Rail	
Cushion	
Deck Chair	
Desk	
Door	
Drawers	
Dressing Table	
Drinks Bar	Must be dismantled into 4ft lengths, 1 length equals 1 item
Duvet	
Exercise Bike	
Fencing (Wood)	Ensure wood is in 4ft lengths and bundled. 1 bundle equals 1 item. We cannot take away metal fencing. More that 10 bundles of wooden fencing requires a quote.
Filing Cabinet	
Fire (Electric)	
Fire Debris	Must be bagged, 1 bag equals 1 item
Fire Guard	
Fireplace - Wooden	
Fish Tank	Glass must be secured
Floor Light	
Garage Door (Wood)	Wooden only. Cut to 4ft lengths. A 2 door garage counts as 2 Items
Garden Refuse	Items such as branches must be no longer than 4ft. Items must be bagged or tied into manageable bundles (No soil/sand), 1 bag/bundle equals 1 item
Garden Seat	
Gate (Wood)	We cannot collect metal gates
Glass	Glass must be secured
Glass Door	Glass must be secured
Glass Table	Glass must be secured
Heater	Not old brick filled storage heaters
Hi-Fi/Stereo	
Hob (Electric)	
Hose	

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Iron	
Ironing Board	
Junk	Must be described, each article equals 1 item
Karaoke Machine	
Kitchen Unit	
Knitting Machine	
Ladders	5ft or less (if longer - please break up)
Lamp	
Lawn Mower (Electric)	
Lino	Must be cut into manageable bundles, 1 bundle equals 1 item
Locker	
Mattress	
Mirror	
Miscellaneous	Must be described, each article equals 1 item
Mop	
Office Equipment	Must be described, each article equals 1 item
Oil Drum (Empty)	Drum must be empty
Organ	Must be broken down
Ottoman	
Paddling Pool	
Pelmet	
Picture Frame	
Plant Pot	
Plastic	
Play Pen	
Pole (Not Cast Iron)	Not cast iron. Must be cut to 4ft lengths.
Polystyrene	
Pouffe	
Pram	
Pulley	
Rabbit Hutch	
Radiogram	
Record Player	
Rug	
Satellite Dish	
Scooter (Non-Motorised)	Must be non-motorised
Couch	
Settee	
Sewing Machine	
Shelving	Must be cut to 4ft lengths and tied into manageable bundles, 1 bundle equals 1 Item
Shower Base	
Shower Screen	
Shower Unit	
Sideboard	
Sink	

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Sink Unit	
Slab	Must be bagged, 1 bag equals 1 item
Snooker Table	
Soil	Must be bagged, 1 bag equals 1 item
Speakers	
Stool	
Suite	Each item of furniture equals 1 Item (e.g. 3 piece suite equals 3 items)
Sun Lounger	
Swing	Must be dismantled
Table	
Tallboy	
Tarpaulin	
Tea Chest	
Tent	
Tiles	Must be bagged, 1 bag equals 1 item
Toilet	
Toilet Seat	
Tools	Must be bagged, 1 bag equals 1 item
Toys	
Trampoline	Must be dismantled
Tree (Trunk)	Must be cut to lengths of less than 4 ft, 1 length equals 1 Item
Trolley	
TV Stand	
Typewriter	
Underfelt	Must be cut into manageable bundles, 1 bundle equals 1 item
Units	
Vacuum Cleaner	
Video	1 bag equals 1 item
Wall Unit	
Wallet Sink	
Wardrobe	
Wash Hand Basin	
Water Tank	
Wheel	
Wheelbarrow	
Whirligig	
Window Frame	Glass must be secured
Window	Glass must be secured
Wire	
Wood	Must be cut to 4ft lengths and tied into manageable bundles, 1 bundle equals 1 item
Wood Pallet	
Wood Panelling	This must be cut into 4ft lengths, each 4ft length is 1 item
Worktop	This must be cut into 4ft lengths, each 4ft length is 1 item
Bath (Plastic)	
Headboard	

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Books	Must be bagged, 1 bag equals 1 item
Trunk (Chest)	
Baby Bath	
Laminate Flooring	Must be cut 4ft lengths and tied into manageable bundles, up to 5 bundles as 1 item
CD/DVD Rack	
DVD Player	
Bucket	
Strimmer	
Wardrobe (Dismantled)	
Monitor (Computer)	
Shoe Rack	
Printer	
Car Seat	
Hedge Trimmer	
Climbing Frame	Must be dismantled
Dolls House	
Pedestal	
Toaster	
Deep Fat Fryer	
Coffee Machine	
Electric Knife	
Hair Dryer	
Electric Shaver	
Epilator	
Scales	
Electric Toothbrush	
Digital Alarm Clock	
Digital Watch	
Radio	
Video Camera	
Video Recorder	
Keyboard/Synth	
DJ Mixer	
Electrical Equipment (Misc)	Must be described
Amplifier	
Scanner	
Mouse (Computer)	
Keyboard (Computer)	
Laptop	
Typewriter (Electronic)	
Calculator	
Telephone	
Fax Machine	
Telephone Answering Machine	
Electric Train Set	

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Car Racing Set
Games Console
Tablet PC
Hob (Gas)
Lawnmower
Fan
Stereo
Patio Heater
Water Cooler Unit
Water Cooler Bottles (Empty)
Chest Of Drawers
Sofa Bed
Parasol
Christmas Tree (Artificial)
Tree (Xmas Artificial)
Digital TV Receiver/Box
Buggy
Baby Walker
Bike Wheel/Tyre
Soundbar
Soundbar And Bass Speaker
Bread Bin
Kitchen Bench
Patio Heater (Electric)
Radio - Electrical
Small Electrical Item
Storage Heater (Not Brick Type)
This does not include older brick filled storage heaters
Suitcase
Wheelchair (Manual)

### B: Large Electrical Items

These incur a separate charge and may be collected by a separate vehicle.

Large Electrical Item	Presentation Instructions
Cooker (Electric)	
Cooker (Gas)	
Dishwasher	
Electrical Sports Equipment (Misc)	Must be described.
Freezer	All food waste must be removed.
Fridge	All food waste must be removed.
Fridge Freezer	All food waste must be removed.
Microwave	

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Oven (Electric)	
Oven (Gas)	
Photocopier	
Refrigerator	All food waste must be removed.
Scooter - Motorised	
Spin Dryer	
Sunbed	
Television	
Tumble Dryer	
Washing Machine	
Wheelchair (Electric)	

## Schedule 2

### Items we do not collect

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All food waste within fridges and freezers should be removed prior to placing the equipment out for bulk collection.

We do not collect any of the following:

- Cast iron washing poles
- Garden rollers
- Metal garage doors
- Supermarket trolleys - please contact the supermarket
- Asbestos
- Gyprock and Plasterboard
- Fire Extinguisher

The following items can be disposed of free of charge at one of our [Household Waste Recycling Centres](#) .

- Car batteries
- Gas cylinders
- Oil - all types
- Paint
- Safes

## Schedule 3

### Special bulk items

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We apply a separate charge for some items. Please use our [Bulky Waste Enquiry form](#) to request this service.

- Baths (cast iron)
- Boilers, Water Tanks, Central Heating Systems and Radiators
- Bricks / Rubble
- Brick Fireplaces and Hearths
- Bunkers / Coal
- Concrete
- Garage doors - we do not collect metal garage doors
- Greenhouses
- Sheds and Huts
- Soil and Tree trunks
- Slabs
- Storage Heaters - where they do not contain asbestos
- Tiles
- Windows and Window Frames

We apply a minimum charge for the first 30 minutes and every 15 minutes thereafter.