

BULKY HOUSEHOLD WASTE COLLECTION REQUEST GUIDANCE NOTES

Before completing an application form for a bulk collection, please read the following notes:-

This service is intended for a variety of large household items. A general description of a qualifying item would be “**Any item that you would take in a removal van when moving house**”.

TYPICAL ITEMS OF COLLECTABLE AND NON-COLLECTABLE ITEMS

Collectable Items (Household Waste)	Non Collectable Items (Industrial/Commercial Waste)
✓ Beds and Mattresses	✗ Aerials & Satellite dishes
✓ Bicycles	✗ Asbestos
✓ Bedroom Furniture (free standing)	✗ Baths, Sinks, Toilets, Bidets
✓ Carpets	✗ Boilers and Radiators
✓ Computers	✗ Building Materials (bricks tiles & rubble)
✓ Cookers	✗ Car Parts of any description
✓ Dishwashers	✗ Coal bunkers (concrete/metal)
✓ Fridges and Freezers (domestic appliance only)	✗ Fitted kitchen/bedroom units
✓ Kitchen furniture (free standing)	✗ Worktops
✓ Room furniture (free standing)	✗ Garages, Greenhouses, Sheds
✓ Settees and Arm Chairs	✗ Gates and Fences
✓ Swing, slides (free standing)	✗ Hazardous waste items
✓ Tables & Chairs (free standing)	✗ Internal/External Doors
✓ Televisions & Hi-fi	✗ Mirrored wardrobe doors
✓ Toys	✗ Oil tank and Gas Cylinders
✓ Washers & Tumble Dryers	✗ Soil, earth, stones, concrete,
	✗ Storage heaters (due to asbestos)
	✗ Trees
	✗ Windows (frames and/or Glass)
	✗ Garden Waste (Please use green bins)

How Much Does It Cost

Number of Items	£/Cost
One Item (See below for fridges and freezers)	15.00
Two to Five Items	20.00
Six to Ten Items	25.00
FRIDGES AND FREEZERS (Domestic style appliances only.	15.00 PER UNIT
Over ten items or specific large items Fridges and Freezers (Commercial Style appliances)	By Quotation Only (No Concessions Available)
The collection will be made within 10 working days of receipt of payment	

PLEASE NOTE IF THERE ARE 2 FRIDGES FOR COLLECTION AND, FOR INSTANCE, A SETTEE, THE CHARGE WILL BE £15.00 FOR EACH FRIDGE AND £15 FOR THE SINGLE ITEM TO BE COLLECTED WHICH WOULD BE A TOTAL OF £45.00.

WE DO NOT COLLECT GARDEN WASTE ON THE BULK COLLECTION SERVICE – PLEASE USE YOUR GREEN BIN TO DISPOSE OF THIS. FOR EXCESS QUANTITIES OF GARDEN WASTE WE CAN ARRANGE A QUOTATION FOR REMOVAL OF THE ITEMS.

What is an Item?

One mattress	Bed base	One armchair
One wardrobe	One settee	One sideboard
One dining chair	One carpet	One television
One chest of drawers	One washing machine	One cooker
One table	One dressing table	One microwave
<i>Two, three-quarters full standard refuse sacks are equal to one item (do not overfill sacks)</i>		

Are there Concessions Available?

Concessions are available as follows:

- Households on low income receiving benefits will receive a reduced rate of 50%. (Evidence requirement: Housing Benefit, Council Tax Benefit, Pension Credit, Income Support, Job Seekers Allowance).
- Householders who due to reasons of disability do not have the capability and mobility to deliver their own bulky waste to a civic amenity site will receive a reduced rate of 50%. (Evidence requirement: Disability Living Allowance, Attendance Allowance, Mobility Allowance).

In order to qualify for a concession customers must demonstrate that they are low income families receiving benefits or unable to arrange for their own disposal due to reasons of infirmity and capability.

How Do I Pay?

We need to take payment in advance. You can do this by paying by credit / debit card, cash, cheque*, or postal order by the following methods:

- (a) Call ConnectNorthEast Clean and Green Line on 01246 217610 and pay by debit or credit card over the phone.
- (b) Complete a 'Bulk Collection Request Form' and send it with your cheque* or postal order to: **North East Derbyshire District Council, Bulk Collection Service, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield, Derbyshire, S42 6NG** (Please don't post cash in the mail).
- (c) Visit one of the Council's area payment offices, complete a 'Bulk Collection Request Form' and make your payment by cash or cheque*. Payment offices are conveniently situated at:
 1. District Council Offices, Mill Lane, Wingerworth (Mon to Fri 9.00am – 5.00pm)
 2. Dronfield Sports Centre, Dronfield (Mon to Fri 9.00am – 4.30pm)
 3. Eckington Swimming Pool (Mon, Tues, Thur, Fri - 9.00am–4.00pm)
(Wed 9.00am - 2.00pm)
 4. Stanley Street, Killamarsh (Mon, Tues 9.00am –2.00pm)
(Weds – closed)
(Thur, Fri – 9.00am – 4.00pm)
 5. North Wingfield Resource Centre, Whiteleas Avenue, North Wingfield (Mon, Tues, Thur, Fri 9.00am–4.00pm)
(Wed 9.00am-2.00pm)
 6. Market Street, Clay Cross (Mon, Tues, Thur, Fri 9.00am–4.00pm)
(Wed 9.00am-2.00pm)

Cheques* and postal orders should be made payable to: **North East Derbyshire District Council.**

We will give you a date when your items will be collected when the booking is processed by our Call Centre. This will be within 10 working days of receipt of payment. *Where payment is made by cheque, the booking will not be made until the payment has cleared. **You will be required to leave items for collection outside in an accessible place at the front of the property as close to the property curtilage as possible. Items need to be presented from 6.00am on collection day. We reserve the right to refuse to take items that are left at the rear of the property.**

The prices quoted previously are for items left outside at the front of the property as close to the property curtilage as possible. We will not enter garages or houses to collect items. However, if you are unable to present items outside at the front of properties, we can provide you with a quotation for removal of the items.