



# Bulky Waste Collection Service

## Terms and Conditions

Elizabeth House, Church Street, Stratford-upon-Avon. CV37 6HX

Telephone: 01789 260616 Minicom: 01789 260747 Website: [www.stratford.gov.uk](http://www.stratford.gov.uk)

If you find the text in this form difficult to read

we may be able to supply it in a format better suited to your needs

### Terms and Conditions

1. A collection is limited to twelve items. If more than twelve items are listed only twelve will be taken. If any item is requested from the list in condition 8 below it will not be taken and condition 6 will apply. There is currently no limit to the number of separate collections that may be requested.
2. After your payment and request has been processed, the collection will be made within five working days.
3. You have the right to cancel your collection by giving us reasonable notification before the collection by contacting us on 01789 260616. After we receive your notification of cancellation, we will refund any money you have paid to us within ten working days.
4. All items must be able to be lifted shoulder high, for loading, by no more than two collection staff and must be left available for collection in the open. Fridges and freezers must be empty. Collection staff are under instruction not to go into your house, garage, shed etc to remove items. Please ensure there is access to the collection point from 6.00am to 6.00pm. Collection may be made on one or more days dependent on the items requested to be taken.
5. Collection will only be made from one address and is **RESTRICTED TO DOMESTIC PROPERTIES**.
6. No substitutions to items can be made or extra items added once the request has been made. This is to avoid the risk of items being taken away in error. This includes where unacceptable items have been requested.
7. **Items that can be removed as part of the service** (generally anything that you would normally take with you when you move house with the exception of any items in 8 below)

*Bookcase, Bed base, Bicycle, Chair, Cupboards (free standing), Cooker, Carpet, Carpet Sweeper, Chest of Drawers, Computer, Cot, Desk, Dishwasher, Dressing Table, Electric Radiator, Fire (Electric and Gas), Freezer, Fridge, Fridge/freezer, Garden Swing (see note 3 above), Garden Roller (see note 3 above), Headboard, Hi-fi System, Hoover, Ironing Board, Lino, Lawn Mower (not tractor type), Mattress, Monitor, Music Centre, Ottoman, Paraffin Heater (paraffin must be removed), Playpen, Printer (computer), Radiogram, Rotary Clothes Line, Settee, Sideboard, Sewing Machine, Storage Heater Shell, Table, Tumble Dryer, Television, Video, Washing Machine, Wardrobe (free standing), Wheelbarrow.*

8. **Types of items that cannot be removed as part of the service.** These items may be collected by the Council's Refuse Collection Contractor (Biffa) at a commercial cost; please telephone 01789 293722.

*Asbestos Cement Sheeting\*, Bricks, Bath, Bidet, Boiler, Concrete, Coalbunker, Car Part, Commercial Freezer, Cupboards (Wall or Fitted), Door, Fence, Fire Surround (Concrete or Wooden), Fitted Bedroom items, Fitted Kitchen units, Garden Waste, Gas Bottle, Glass Fibre, Greenhouse, Guttering, Ladder, Metal, Motor Cycle, Piano, Pipes, Roofing Material (slates, tiles, corrugated iron, corrugated asbestos cement\*, corrugated and flat plastic and felt), Radiator, Shower Tray, Shed, Slabs, Sink Unit, Trailer, Water Butt, Water Tank, W.C, Window Frame, Wood (all Types), 40 gallon Drum, other Do-it-Yourself debris, Home Car Repairs and Builders' items.*

\*All asbestos is classed as Hazardous Waste under The Hazardous Waste (England and Wales) Regulations 2005 and requires different arrangements for its collection and disposal.

The Council's offices are located at: **Elizabeth House, Church Street, Stratford-upon Avon, CV37 6HX**

For performance monitoring and service improvement, we may wish to contact you in the future regarding this collection.

If you would not like us to contact you please tick this box:

### DATA PROTECTION

Stratford-on-Avon District Council is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

**If you require any help or advice about completing this form,  
please telephone the Council's Refuse Collection Hotline on 01789 260616**