



Bulky Waste Collection Service Request Form

Elizabeth House, Church Street, Stratford-upon-Avon. CV37 6HX
Telephone: 01789 260616 Minicom: 01789 260747 Website: 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

PLEASE READ THE INFORMATION OVERLEAF WHICH GIVES THE CONDITIONS FOR THE COLLECTION SERVICE AND ITEMS WHICH ARE ACCEPTABLE.

Please complete the following details in ink and capitals. Then return the form with your payment to:
Cashiers, Stratford-on-Avon District Council, Elizabeth House, Church Street, Stratford-upon-Avon CV37 6HX.

Name
Title Forename Surname

Collection address / postcode

Daytime Telephone No.

Item(s) - (maximum of 12 - please specify clearly, eg WARDROBE - see notes 7 & 8 overleaf)

1) _____	5) _____	9) _____
2) _____	6) _____	10) _____
3) _____	7) _____	11) _____
4) _____	8) _____	12) _____

Please specify collection point (eg back of property - see note 3 overleaf)

YOU NEED TO HAVE YOUR ITEMS AVAILABLE FROM THE TIME YOU MAKE YOUR PAYMENT (see note 2)

PAYMENT DETAILS The charge for the service is: 1-3 items £35.00 7-9 items £55.00
4-6 items £45.00 10-12 items £65.00

You can pay by cheque, postal order, debit or credit card at the Council office. Alternatively you can send your payment by post, please DO NOT SEND CASH THROUGH THE POST. No receipt will be issued unless requested.

EITHER: I enclose a cheque Postal Order payable to "Stratford-on-Avon District Council"

OR: Please charge my card: Switch Visa Mastercard Delta

Card Number **CNP (office use only)**

Valid from DD | MM | YYYY to DD | MM | YYYY Switch issue no.

Validation Number

Signature/Name Date DD | MM | YYYY

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 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**

For Office Use Only

Advised no refund / no alterations	<input type="radio"/>	Officer taking request	<input type="text"/>	Date	<input type="text"/>	Time	<input type="text"/>
Advised 12 items can be collected	<input type="radio"/>	Date payment processed	<input type="text"/>	Receipt No	<input type="text"/>	Date rec'd R&SC	<input type="text"/>
6 31 16 13 10 1		Date Input	<input type="text"/>	Officer	<input type="text"/>	Special Collection No	<input type="text"/>
						Date complete	<input type="text"/>