



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 can 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 block capitals. Then return with your payment to either one of the Council's offices (see *overleaf*) or post to: Cashiers, Stratford-on-Avon District Council, Elizabeth House, Church Street, Stratford-upon-Avon CV37 6HX.

Name	Title <input type="text"/>	Forename <input type="text"/>	Surname <input type="text"/>
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Collection Address

Postcode

Daytime Telephone No. (*inc STD code*)

Item(s) - (*maximum of 6 - please specify clearly, eg WARDROBE - see notes 7 & 8 overleaf*)

1)

2)

3)

AMOUNT = £25.00 by cheque (£25.50 credit card)

4)

5)

6)

AMOUNT = £35.00 by cheque (£35.70 credit card)

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 £25.00 (credit card payment £25.50) 4-6 items £35.00 (credit card £35.70)

You can pay by cheque, postal order, debit or credit card at any one of the Council's offices. Alternatively you can send your payment by post but 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 to Switch issue no.

Validation Number

Signature/Name Date

For Office Use Only

Advised no refund / no alterations Officer taking request Date Time

Advised 6 items can be collected Date payment processed Receipt No Date received R&SC

6 31 16 13 10 1

Date Input Officer Special Collection No Date complete

601N/6050/JUL0

Terms and Conditions

1. A single collection is limited to **six** items. If more than six items are listed only six will be taken. **If any item is requested from the list in condition 8 below it will not be taken and conditions 5 and 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. All items must be liftable 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.
4. Collection will only be made from one address and is **RESTRICTED TO DOMESTIC PROPERTIES.**
5. **The charge is not refundable should you cancel your request or where unacceptable items have been requested. It is also not transferable to a later date or another address.**
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)

Bookcases, Bedbases, Bicycles, Chairs, Cupboards (free standing), Cookers, Carpets, Carpet Sweepers, Chests of Drawers, Computers, Cots, Desks, Dishwashers, Dressing Tables, Electric Radiators, Fires (Electric and Gas), Freezers, Fridges, Fridge/freezers, Garden Swings (see note 3 above), Garden Rollers (see note 3 above), Headboards, Hi-fi Systems, Hoovers, Ironing Boards, Lino, Lawn Mowers (not tractor type), Mattresses, Monitors, Music Centres, Ottomans, Paraffin Heaters (paraffin must be removed), Playpens, Printers (computer), Radiograms, Rotary Clothes Lines, Settees, Sideboards, Sewing Machines, Storage Heater Shells, Tables, Tumble Dryers, Televisions, Videos, Washing Machines, Wardrobes (free standing), Wheelbarrows.

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 (Verdant) at a commercial cost; please telephone 01789 293722.

Asbestos Cement Sheeting, Bricks, Baths, Bidets, Boilers, Concrete, Coalbunkers, Car Parts, Commercial Freezers, Cupboards (Wall or Fitted), Doors, Fences, Fire Surrounds (Concrete or Wooden), Fitted Bedroom items, Fitted Kitchen units, Garden Waste, Gas Bottles, Glass Fibre, Greenhouses, Guttering, Ladders, Metal, Motor Cycles, Pianos, Pipes, Roofing Material (slates, tiles, corrugated iron, corrugated asbestos cement*, corrugated and flat plastic and felt), Radiators, Shower Trays, Sheds, Slabs, Sink Units, Trailers, Water Butts, Water Tanks, W.C.'s, Window Frames, Wood (all Types), 40 gallon Drums, 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:

**Church Street
Stratford-upon Avon**

**Globe House
Priory Road
Alcester**

**44 Telegraph Street
Shipston-on-Stour
(closed 1-2pm)**

**Southam Library
High Street
Southam**

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

If you are happy for us to contact you please tick

DATA PROTECTION

Stratford-on-Avon District Council will use the information you provide on this form for refuse collection purposes. The Council will show the information you provide to such of its employees and agents as need to see it to achieve the purpose stated above and to provide the service you require. Your information will not be disclosed other than within the District Council's Data Protection Act registration, unless the law allows us to do so.

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