

## **Bulky Waste Collection Service Terms and Conditions**

1. A collection is limited to twelve items. If more than twelve items are listed only twelve will be taken. Only one collection may be requested in any working week.
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 day 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. Changes to requested items can be made and extra items can be added by giving us reasonable notification before the collection day by contacting us on 01789 260616. In the case of additional items; an additional fee will be charged where the number of items has moved into a higher fee band.
7. Items that can be removed as part of the service (generally anything that you would normally take with you when you move house) this list is not exhaustive.

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 4 above), Garden Roller (see note 4 above), Headboard, Hi-fi System, Hoover, Ironing Board, Lino, Lawn Mower (not ride-on 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.

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:

If you require any help or advice about completing this form, please telephone the Council's Streetscene Team on 01789 260616

**HOW YOUR INFORMATION IS USED** The way in which your information may be used and shared by the Council is set out in the Council's Full Privacy Notice / Fair Processing Notice. This is available via our website at <https://www.stratford.gov.uk/privacystatement>, or you can ask for a copy by writing to the Council at Legal Services, Stratford-on-Avon District Council, Elizabeth House, Church Street, Stratford-upon Avon, CV37 6HX