

SPECIAL REFUSE COLLECTION SERVICE

1. WHAT IS THE SPECIAL COLLECTION SERVICE?

It is a service provided for the collection of bulky items of household refuse only, ie; items which you would take with you if you moved home eg: furniture, white goods etc but not items of construction/demolition waste. Also not included are items weighing more than 100kg and/or items where alternative collection and disposal arrangements need to be made. A separate estimate will be provided on request at the discretion of our contractors e.g. a piano can currently be collected and disposed of for a fixed price of £58.75. (see paragraph 5 overleaf)

2. HOW MUCH DOES IT COST?

There is a charge of £25.50 for up to 6 items (inclusive of electrical & white goods)

If however the applicant is in receipt of one of the following benefits, **the service is free of charge: Housing Benefit, Council Tax Benefit, Job Seekers Allowance, Income Support, Working Tax Credit (not Child Tax), Pension Credit (Guarantee Credit only).**

If you claim Housing Benefit or Council Tax Benefit please provide your Benefit Reference Number which can be found on your most recent Benefits letter. If you claim any of the other benefits listed above please send a copy of your DWP/Jobcentreplus/Pension Credit letter with your application.

- Only 1 free collection is allowed every 4 months.
- **Refunds are not available.**
- Please ensure all food is removed from fridges/freezers before collection.
- All items should be placed outside at the front of your property but within the boundary for collection, ie: not on the public highway.

If there are more than 6 items for collection, **EVERYONE** must pay for the service. The contractor will visit the applicant and provide an estimated cost of collection and disposal. All waste arising from construction, demolition or excavation is classified as *industrial waste* and therefore such waste, with the exception of single items or very small quantities, will not normally be taken as part of this service. Such items include: sheds, fencing/posts, boilers/radiators, doors, bathroom/kitchen suites, soil, rubble etc – a skip or private contractor should be hired for these materials. However, Household Waste Recycling Centres will accept a small quantity, ie: to fill the boot of a normal saloon car. Enquiries to Waste Aware Helpline on 08457 425 000 or www.wasteaware.org.uk

3. HOW DO I APPLY?

EITHER: by telephone (01727) 819285, the form can be filled out and payment taken over the phone or the form can be posted to you.

OR: in person at the Main Office Reception at either the Civic Centre, St Peters Street, St Albans or at Harpenden Town Hall, Leyton Road, Harpenden to collect a Special Collection Application Form.

In either case, payment, if applicable must accompany the completed form with the exception of estimated collections. **NB: Cash payments are not accepted.**

Please make your cheque payable to *St Albans District Council* and write your address on the back of the cheque. Card payments are accepted at the Civic Centre. In the event of the customer cancelling the collection request, refunds will not be given.

4. HOW LONG WILL IT TAKE?

The collection will, under normal circumstances, be carried out within 14 working days of a written application being received and processed. (The time may be longer for estimated collections and at Bank Holidays). The applicant will be given 24 hours notice of the day of collection - by telephone or letter.

N.B. This service is not available to businesses

WASTE MANAGEMENT SPECIAL COLLECTION APPLICATION FORM April 2011 - April 2012	Please complete in BLOCK CAPITALS and return to: Contact Centre Customer Services St Albans District Council Civic Centre, St Peters Street St Albans, Herts, AL1 3JE
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1. Applicants FULL Name	Mr / Mrs / Ms
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2. Address	House No / Street		
	Town / Village Post Code	Daytime telephone no. Home / Work	E-mail:

3. UP TO 6 ITEMS for Collection and Disposal **NB** a bed & mattress is 2 items
Description:- size & estimated weight for heavier items & if electrical

1	
2	
3	
4	
5	
6	

4. IF OVER 6 ITEMS for Collection and Disposal - Give General Description Below:-

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5. Over 6 Items or individual items over 100kg will require an Estimate When during normal office hours can items be inspected?	6. Precise EXTERNAL FRONT Location of items On your property
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7. Are you in receipt of any of the following benefits (Delete as Applicable) **Housing Benefit / Council Tax Benefit (not Single Persons Discount or SMI) / Job Seekers Allowance / Income Support / Working Tax Credit (not child tax credit) / Pension Credit (Guarantee Credit only)**.
If YES to Housing Benefit or Council Benefit, Please quote benefit reference number not insurance number:.....
If No to Housing/Council Tax Benefit but YES to any of the other benefits listed above, please provide a copy of your most **recent** Benefits Agency Letter.
If NO to all benefits listed above, please enclose a cheque for £25.50, made payable to "St Albans District Council". Payments may also be made at the Customer Service Centre at the Council Offices or by phoning 01727 819285. NB: Cash payments are not accepted.
The Council and its contractors shall exercise all reasonable care in the executions of the work, but shall not be responsible for damage or loss to persons unless occasioned by the negligence of its officers or servants and notice in writing of any such damage or loss is given to the Council forthwith.

I confirm that this information given is correct and I understand that refunds will not be given.
SIGNATURE: **DATE:**

For Waste Management Office Use Only:	
Delete as Applicable:-	Amount...£25.50.....
Standard Charge / FOC / Estimate – Ticket to contractor	Cashiers ReceivedDate.....
Cheque Details	Authorisation.....
V/O No	Date.....