

Quick Guide to Commercial Waste and Recycling in the London Borough of Richmond upon Thames



Martin Steel from Brula Restaurant and Private Rooms, St Margarets



Products and services offered



For further information on the products & services below please visit: www.richmond.gov.uk/commercial_waste

Product/service	Description
General waste service	General waste collection of sacks and containers available 7 days a week. We can also cater for multiple collections.
Recycling collection	Recycling collection: <ul style="list-style-type: none"> • Mixed paper/card collections available Monday to Friday • Mixed glass collections available Monday to Friday
Container hire agreement	We offer 4 sizes of containers to meet every customer's need. Recycling and waste containers: <ul style="list-style-type: none"> • 1100 litre (capacity: 18 – 19 sacks); • 770 litre (capacity: 12 – 13 sacks); • 360 litre (capacity: 5 – 6 sacks); • 240 litre (capacity: 3 – 4 sacks).
Additional sacks provision	We provide customers with sacks twice a year in March and September. The number of sacks is based on contract, but we can take payment for additional sacks if they are used prior to the next allocation.
Ad hoc waste and recycling collection service	We can arrange a quotation for special waste and recycling collections if required.
Events waste and recycling collection service	We can arrange a quotation for a particular special event, which will include hire of the container plus collection fees.
Free waste and recycling collection for charities service	Registered charities are entitled to one free collection of waste and recycling per week.
Free waste and recycling collection for schools	Schools are entitled to one free collection of waste and recycling per week. If a second collection is required, this will be charged at the commercial rates.



Did you know: we cater for 2297 commercial waste and recycling collections within the borough every week?

Commercial Waste and Recycling charges

Waste collection

Container	Per annum collection charge (ex VAT)	Per annum container hire charge (ex VAT)	Total (ex VAT)
1 x Sack per week	£163.45	£0.00	£163.45
1 x 240 litre container	£302.97	£14.15	£317.12
1 x 360 litre container	£386.50	£23.58	£410.08
1 x 770 litre container	£665.16	£45.39	£710.55
1 x 1100 litre container	£891.38	£64.84	£956.22

Recycling collection

Container	Per annum collection charge (ex VAT)	Per annum container hire charge (ex VAT)	Total (ex VAT)
1 x Sack per week	£121.41	£0.00	£121.41
1 x 240 litre container	£216.53	£14.15	£230.68
1 x 360 litre container	£230.17	£23.58	£253.75
1 x 770 litre container	£361.32	£45.39	£406.71
1 x 1100 litre container	£451.31	£64.84	£515.97

Waste and recycling collections

- All collections are made between 6am and 2pm unless specified.
- Sunday waste collections are available and the charge is as detailed above plus an additional 25%.
- A second additional collection during the week will be charged as a second Per Annum Collection Charge.

Additional sacks

1 Pack	Charge	Payment is made via credit/ debit card over the telephone on 020 8487 5199
26 recycling sacks	£61.71 (ex. VAT)	
26 waste sacks	£81.73 (ex. VAT)	

This is what we will do for you:

- **We will** let you know if there are any changes to your day of collection.
- **We will** ensure that containers are fully emptied and the area left without any spillages.
- **We will** return your containers to the point of collection.
- **We will** continue to investigate ways to expand on recycling collection service for businesses.
- **We will** monitor and check our contractor to ensure these standards are met.

Step by Step guide to access the service



Step 1: Fill in a 'New Customer Form' which details your business requirements. You can find this on-line at http://www.richmond.gov.uk/commercial_waste-setting_up_a_contract.htm

Step 2: We can meet you to conduct an on-site visit to assess your business requirements

Step 3: We will issue you with a commercial waste and recycling contract and a Direct Debit Mandate, which is the required method of payment

Step 4: Please keep a copy of the contract and the Controlled Waste Transfer Note for your own records and send back the other copy of all the above documents plus the completed Direct Debit Mandate to:

**Commercial Waste and Recycling Department
Central Depot, Langhorn Drive,
Twickenham, TW2 7SG**

Note: Upon receipt of your completed contract and Direct Debit Mandate, they will be processed and the sacks/containers will be dispatched. A signature is required to confirm receipt of delivery

The above process usually takes 1-2 weeks.



Customer service

Providing excellent services that are innovative, inclusive and effective, to ensure the service is efficient, accountable and accessible to all citizens in Richmond Borough

The Benefits of our service:

- Reliable
- No hidden charges
- Compliance with all relevant legislation
- Cost saving by utilising commercial recycling service.

The services our call centre (08456 122 660) provide:

- Log any missed collection which will be cleared within 24 hours
- Log any enquires

For more information and Terms and Conditions please go to:

**http://www.richmond.gov.uk/home/environment/rubbish_waste_and_recycling/commercial_waste.htm
or call 08456 122 660**

