

Special Collection of Bulky Household Waste

We provide special waste collection services for **bulky household waste, including fridges and freezers**. Smaller household items can be disposed of using your normal residential waste collection service (e.g. lamps, lampshades, small items of furniture such as wooden cabinets and shelves, small rugs and pieces of carpet, etc., **but not computer equipment, televisions, or white goods**) – any items should fit inside an ordinary size dustbin.

Important

This service must not be used for trade refuse, clinical waste or hazardous waste including asbestos and chemicals. A separate Green Waste collection service is available for garden waste, which we compost. For further information on the disposal of these wastes, please contact our Customer Services Centre on tel. 08456 122660.

Before you dispose of any bulky household items, please consider re-using it by donating it to a charity, local second-hand stores or other family members. You can find out more about our **re-use schemes** by contacting our Customer Services Centre or visiting our Web site: <http://www.richmond.gov.uk>. The Furniture Scheme is a charitable organisation that will collect unwanted furniture in good condition and supply it at low cost to those who could not otherwise afford it. They can be contacted on 020 8755 4665 or visit www.furniture.scheme.ukgateway.net. If you have clothing / textiles which you would like to dispose of, please use the textile banks at local recycling sites or donate it to your local charity shop. Many charity shops will also accept books and CDs. **Please ensure that material is not left outside the charity shops.**

Alternatively, if you are a borough resident you can dispose of bulky and other household waste at our **Re-use and Recycling Centre** at Townmead Road, Kew, free of charge. The Centre is open 7 days a week and can be contacted on 020 8876 3281

Special Collection Charges (effective 1 April 2008)

- Bulky Waste (except fridges/freezers):** Up to and including 5 items £29.00. Additional items £3.00 each.
- Fridges & Freezers:** £23.00 per fridge or freezer.

Exemptions

Residents over 60 years of age, who are disabled, or in receipt of unemployment benefits may have five items collected free of charge up to four times a year. Additional items and collections will be charged at the rates above.

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Bulky household waste (except Fridges and Freezers)						
Items for Collection	1		Minimum charge is £29 for 5 items, then £3 per extra item	7	£35.00	
	2			8	£38.00	
	3			9	£41.00	
	4			10	£44.00	
	5			11	£47.00	
	6			12	£50.00	
	Fridges and Freezers					
	1		£23.00	3	£69.00	
	2		£46.00	4	£92.00	

Customer Details	
Name:-	
Address:-	
	Post Code:-
Daytime Tel No:-	
Do you require assistance with moving bulky items or do you need us to contact you to agree special arrangements, if the items cannot be left outside at the front of your property ?	Yes / No
Are you claiming exemption from payment (in full or in part) because you are over 60 years of age / disabled / in receipt of unemployment benefits (<i>delete as appropriate</i>)	Yes / No
I enclose a cheque / postal order made payable to 'LBRUT' for the sum of:-	£
Declaration	
I accept that the London Borough of Richmond upon Thames and its authorised contractors accepts no liability for any damage that may be caused to property whilst undertaking this collection.	
Signed:-	

**Please complete, sign and return this section of the form with your payment to:-
Customer Services Centre, York House, Richmond Road, Twickenham TW1 3AA**

Conditions of Collection

1. Where possible, all items should be contained in bags, boxes, or sacks. Each container should not exceed 25 kg in weight and will be charged as a separate item.
2. Fridges and freezers should be empty and clean as they may be stored. Door locks and latches must be rendered inoperable FOR SAFETY REASONS as a child or animal may become trapped inside.
3. Items to be collected should be left outside at the front of your property, but **not** on the public highway. The collection team will not enter your property unless you have requested assistance or have made special arrangements for collection.
4. Collections will be made between 7.00 am and 1 pm Monday to Friday.
5. We aim to collect within in 5 working days from receipt of your application and payment, if applicable. If this is likely to be exceeded, we will contact you to agree a collection date.
6. If the items are not put out for collection on the scheduled date, we will make one further attempt to collect on the same day the following week, after which the collection will be cancelled. Fees will not be refunded in such cases.
7. At least 24 hours notification must be given if you wish to cancel the collection, otherwise there will be no refund of fees.

Personal Information Policy

The Council will use your details, the information about your dealings with the Council and the information about you available to the Council ("your information") to:

- Deal with your requests and administer its departmental functions (e.g. to process your collection request)
- Meet its statutory obligations
- Prevent and detect fraud
- Conduct surveys and research
- Contact you with information about activities and events involving the Council or with offers which it thinks may be of interest to you

The Council may share your information (but only the minimum amount of information necessary to do the above and only where it is lawful to do so) with other Departments within the Council (including the elected Members), central government departments, law enforcement agencies, statutory and judicial bodies, community services providers and contractors that process data on its behalf.

Enquiries

Any enquiries relating to this application should be made to:

Customer Services Centre, telephone 08456 122660