

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, ie; items which you would take with you if you moved home eg: furniture, white goods etc but not items of construction/demolition waste. The maximum weight of any one item should not exceed 100kg. **We don't collect from businesses**

2. HOW MUCH DOES IT COST?

There is a charge of £23.50 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 3 months.
- The monies cannot be refunded in the event of cancellation
- Please ensure all food wastes are removed & that any loose pieces are put in a bag
- All items should be placed outside on 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. However, this will not apply to construction and demolition waste.

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 a boot of a normal saloon car. Enquiries to Waste Aware Helpline on 08457 425 000.

3. HOW DO I APPLY?

EITHER: by telephone (01727) 819 285 to request a Special Collection Application Form;

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.

4. HOW LONG WILL IT TAKE?

The collection will, under normal circumstances, be carried out within 14 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.

CLIENT SERVICES SPECIAL COLLECTION APPLICATION FORM April 2008 - April 2009	Please complete in BLOCK CAPITALS and return to: Client Services Environment and Regulatory 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:-

3. <u>Over 6 Items will require Estimate</u> When during normal office hours can items be inspected?	4. 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 £23.50 , made payable to “St Albans District Council”. Payments may also be made at the Cashier’s desk at the Council Offices. 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.
SIGNATURE: **DATE:**

For Client Services Office Use Only:	
Delete as Applicable:-	Amount...£23.50.....
Standard Charge / FOC / Estimate – Ticket to contractor	Cashiers ReceivedDate.....
Cheque Details	Authorisation.....
V/O No	Date.....