

WEST LINDSEY DISTRICT COUNCIL

TERMS AND CONDITIONS FOR THE COLLECTION OF COMMERCIAL REFUSE AND RECYCLING

1. The preferred method of payment is by Direct Debit, which will be paid on the 1st day of each month. However, when this is not possible then invoices will be issued to cover 3 months in advance of service. All invoices are to be paid within 14 days of the date of invoice.
2. In the event of failure to pay in accordance with these terms and conditions, the Council reserves the right to terminate the service and to withdraw all containers supplied. In the event of recommencement of collections, we will levy a recommencement charge.
3. The customer will be responsible for the protection from damage, safe custody and cleanliness of all containers supplied at all times. The Council reserves the right to charge for the cost of any repairs or renew of containers damaged or lost.
4. The Council will only empty bins as per our agreement with you and extra bags will not be collected. However, your contract can be amended to suit your needs at any time.
5. Your bin(s) should be presented for emptying by 7am on the day of collection or last thing the night before, where this is not possible. Or by prior arrangement.
6. Collections will take place during the hours of 7am and 5pm.
7. Bin lids should be in the closed position when presented for emptying as our bin lifts cannot cope with raised lids and a safe system of working must be adhered to. If the size of the bin is not sufficient, we can exchange for a larger size.
6. If we fail to collect either your refuse or recycling we will return to your business within 5 working days, from the date you notified us of this problem. You should contact 01427 676676 to report any such issues.
7. All wheeled bins will remain the property of West Lindsey District Council and can be withdrawn at any time if these terms and conditions are not complied with.
8. All bins are on free hire but if the container is lost, stolen or severely damaged (e.g. fired) you will have to pay for a replacement. Minor damage such as broken lids, wheels or axles will be repaired free of charge.
9. The scale of charges will be reviewed annually and any changes will take effect from 1st April each year.
10. Under the WEEE Directive (Waste, Electrical and Electronic Equipment Directive) **electrical products must not** be disposed of in either refuse or recycling containers. These must be collected by a specialist collection company.
11. Recycling bins should only contain those materials as previously advised. If recycling bins are found to be contaminated, they will be rejected by our crew, and you will still be charged. Incorrect items will then need to be removed by yourselves and the bin(s) or bags will be emptied/collected on your next scheduled collection. However, we may be able to return sooner for an additional charge.

12. If recycling bins are found to be contaminated on a regular basis, we reserve the right to terminate this service.
13. Items which are not permitted in commercial waste bins, include brick rubble, plasterboard, electrical items, hazardous waste, such as asbestos or batteries and liquid waste. Separate arrangements must be made for these items. Any queries about specific items should be directed to commercialwastesolutions@west-lindsey.gov.uk or Tel 01427 676676.
14. We will agree a collection point with you, where necessary.
15. You will still be charged for the collection service if you fail to provide access or if wheeled bins are not placed outside for collection on the scheduled collection day. Refunds will not be allowed.
16. We will communicate changes to collections on Bank Holidays at least two weeks in advance, via e-mail or other appropriate method of communication.
17. Section 34, of the Environmental Protection Act 1990, places a duty of care on any person who imports, produces, carries, keeps, treats or disposes of controlled waste. As a producer of waste you have a duty of care to ensure that your waste is disposed of correctly. When you pass your waste to someone else a Waste Transfer Note must be issued. As collector of your waste, we will send you a Waste Transfer Note once you have signed up for the service. As we shall be collecting your waste on a regular basis, a 'season ticket' will be produced as it covers regular collections and can last up to 12 months. Waste Transfer Notes expire on 31 March of each year.

I hereby accept these Terms and Conditions

Signed

Date

Name of business

Address

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Phone Number

Invoicing Address:

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