

## COMMERCIAL WASTE COLLECTION SERVICE TERMS AND CONDITIONS

1. All bin(s) must be presented for collection on the allocated day by 7.00am and left out until serviced. However, the Council reserves the right to amend collection days for operational reasons, bank holidays or due to unforeseen circumstances beyond the control of the Council. **Please check our website for changes around public holiday periods.** Frequency of collections offered are Fortnightly, Weekly, Monthly, Twice per Week (only where operationally viable).
2. The customer is responsible for ensuring the Bin(s) are presented kerbside and are accessible for the purpose of waste collection but without causing any obstruction or interfering with the rights of any other person.
3. Bin(s) must be presented in a serviceable condition i.e. all wheels and lids must be intact and undamaged.
4. The customer has a responsibility to remove the bin(s) from the public highway as soon as possible after they have been collected to prevent obstructions.
5. All bin(s) must be presented with lids closed and must not be overfilled. Any excess waste will not be collected and this must be removed by the customer.
6. The Council cannot be held responsible for any damage as a result of normal wear and tear or in the event of loss or damage. The customer will be solely responsible for the container when it is placed for collection on the public highway.
7. Businesses may source their own bin for collection. It will be inspected prior to service commencing to ensure that it is in a serviceable condition, and compatible with lifting equipment. Council has no responsibility for the repair or replacement of bin(s) that are damaged, during the collection process.
8. It is the responsibility of the customer to advise of any missed collections by contacting the waste management team on [waste@antrimandnewtownabbey.gov.uk](mailto:waste@antrimandnewtownabbey.gov.uk) within 24 hours or where applicable the next working day.
9. It is the responsibility of the customer to advise Antrim and Newtownabbey Borough Council of any changes to the existing service provision in writing - email or letter is acceptable. Changes cannot take place without this notification. Council will permit 1 change per quarter, additional changes outside of this may incur an administration fee. **Please note, other than service cancellations, changes/amendments to direct debit schedules cannot be made between the months of January to March in any year.**
10. Requests for additional bin(s) or excess waste to be collected on an ad hoc basis may be completed where operationally viable. Such collections will only be made when payment for the ad hoc collection has been received in full, in advance of the required collection.
11. Waste in bins must not be subject to any form of mechanical compaction.
12. Overweight bin(s), i.e. bin(s) which cannot be safely handled by the crew or exceed the capacity of the lifting device will not be serviced. The customer will be required to adjust the load for the next scheduled collection to allow normal servicing of the container.

- 13.** To comply with current legalisation regarding food waste and our disposal method, organic waste, including garden, food or animal wastes must be placed into a dedicated brown bin which can be provided by Council. General waste bin(s) found to have organic waste, will not be collected as per the regular collection cycle, and a disposal/recovery charge could be levied. If the contamination is removed, the container will be emptied on the next scheduled collection or prior to that if agreed with the Council and the additional payment made in advance.
- 14.** It is the responsibility of each Business to ensure that only permissible items are contained in the Brown bin. Food (cooked or raw), tea bags, coffee grounds, eggshells, kitchen towels and napkins are accepted in your brown bin. Only compostable bags carrying the EN 134322 quality standard or similar are acceptable, clear bags are not permitted.  
**Unacceptable items in your organics bin would include general waste, soil, oil, liquids.**
- 15. No special or hazardous waste shall be placed in the bin(s) or presented for collection.** In the event that such waste has been placed in any bin the Council may refuse at its discretion to collect same, notwithstanding that the receptacle will also contain commercial waste.
- 16.** Invoices will be issued yearly in advance of the period of service. Direct Debit payments are also available on a monthly cycle. If the direct debit mandate is not returned with the application, an invoice will be issued for full payment. If a direct debit payment is missed on **2 occasions**, the payment **must be made in full** before service can continue.
- 17.** If you are applying on behalf of a Church or a registered Charity, please submit a copy of your registration number with the application. This must be supplied in advance of the service set up.
- 18.** Invoices must be paid within 30 days of invoice date. Failure to do so may result in suspension of the service and debt recovery procedures will then follow. £112.75 administration charge will apply to re-instate the service.
- 19.** Customers who wish to opt out of the service must submit this in writing stating date of termination. Refunds will only be applied from the first collection date after Council receive notification in writing.
- 20.** Customers who have not returned their Waste Transfer Note/Duty of Care are advised that under the Controlled Waste (Duty of Care) Regulations (Northern Ireland) 2002, Antrim and Newtownabbey Borough Council are unable to collect and dispose of the waste if we are not in possession of a current and valid declaration. This may result in collections being suspended.
- 21.** The Council reserves the right to make such operational changes as it deems necessary during the agreement period to ensure the continued provision of an efficient, cost-effective service. Information provided as part of this application may be disclosed in response to a request under the FOI Act 2000 or the Environmental Information Regulations 2004.

The Council to which you are submitting this application form, collects data for the purposes of management and application of the Controlled Waste (Duty of Care) Regulations (Northern Ireland) 2002, Antrim and Newtownabbey Borough Council. The data will be processed in accordance with the Data Protection Act 1998 as amended, replaced or extended from time to time and any other applicable legislation. This data may also be passed on to other related Government Agencies and to other Council Departments e.g. Planning; Environmental Health. The data you have provided may be processed, where necessary, for research purposes as is the Council's legitimate interest. You have the right to object to the processing of your personal data for this purpose. For further information on this please visit our website [www.antrimandnewtownabbey.gov.uk](http://www.antrimandnewtownabbey.gov.uk)