

COMMERCIAL WASTE COLLECTION SERVICE TERMS AND CONDITIONS

- 1) All bin(s) must be presented for collection on the allocated day between 7:00 am – 4:45pm, Monday to Friday. 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. 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 **by 7:00am on the scheduled collection day.**
- 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 have 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 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.
- 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)** Due to recent changes in the legislation regarding Food Waste, and our disposal method, Antrim and Newtownabbey Borough Council will no longer be able to collect organic waste, including garden, food or animal wastes, in the General waste bin(s). Council provide a dedicated Brown Bin collection service for organic waste. 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, egg shells, 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.
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. A £100 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** is unable to collect and dispose of their waste if we are not in possession of a current and valid declaration.
- 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.

Privacy Notice – Trade Waste Collection Service

We are collecting information from you for the purposes of *processing financial transactions*. This is in accordance with Section 6(1) (b) of the GDPR, processing is necessary for the performance of a contract with you. Information collected may be shared with other government agencies, and debt collection and tracing agencies if required by the Council to recover any outstanding debt in accordance with our policies. Information will not be transferred to countries outside the EEA. All information collected and processed may be subject to audit. The Council may also process the information for research purposes carried out in the public interest. All information will be held in accordance with the Council's retention and disposal schedule (see <http://www.antrimandnewtownabbey.gov.uk/Council>) and will be disposed of securely when no longer required. You have a number of rights with regard to data we hold on you – for further information see the Information Commissioner's website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter:

Data Protection Officer

Antrim Civic Centre, 50 Stiles Way, Antrim, BT41 2UB

T: 028 94 463113

E: DPO@antrimandnewtownabbey.gov.uk