

# Household waste (bulky items)

## Service summary:

**We will collect furniture, non-fitted kitchen appliances e.g. fridges, washing machines and other similar large items from households. There is a charge. The service does not include fixtures, fittings or construction waste. It deals only with the kind of things you would take with you when you move home.**

## We will:

- collect items within seven working days of payment
- accept payments by cheque or debit card. Cash payments can be made at your local Area Housing Office, or Somerset House, Oxford Street, Weston-super-Mare

Current fees are set out in the Appendix at the end of these Service Standards or are available on [www.n-somerset.gov.uk](http://www.n-somerset.gov.uk)

Charges are applicable to:

household furniture or domestic appliances (beds, sofas, wardrobes, cookers, fridges, freezers, etc.)

lorryload of clean green waste (garden waste only)

lorryload of large items (garage clearance etc.)

- need to inspect the lorryloads before we collect them
- try to recycle or re-use what we can
- collect bulky items only from householders – not businesses
- use only reputable contractors
- monitor how our contractors perform.

You can dispose of many bulky items free of charge if you take them to our Recycling Centres in Aisecombe Way, Weston-super-Mare; Coles Quarry in Backwell and Black Rock Quarry in Portishead.



### You can help by:

- letting us have a list of all items you want us to remove. If it's not on the list we won't take it.

### How to Pay

**01934 888 802** Debit card payments or by cheque to North Somerset Council, Streets and Open Spaces, Weston Court, Oldmixon Crescent, Weston-super-Mare BS24 9AU

### The Service does not include:

collecting any of these:

- hardcore
- soil
- lorry tyres
- oil tanks (contact your oil supplier)
- night storage heaters
- items containing asbestos

### We can collect as part of the "three items" service:

- 1 three-piece suite
- lawn mowers
- furniture
- white goods

**We provide this service for the collection and disposal of bulky household items that you would normally take with you when you move house.**

### Contact us:

Streets and Open Spaces **01934 888 802**  
[www.n-somerset.gov.uk/waste](http://www.n-somerset.gov.uk/waste)



Frequently asked questions with answers for the  
**Bulky household waste collection service**

1. Why is there a charge?

We try to be as fair as we can. What we charge residents is only part of what we pay to our contractors. Charges are reviewed each year.

2. Can you come into my house to collect bulky items?

No, all the items must be outside and easily accessible for collection.

3. What time will you collect?

Sorry, we can't promise an exact time as we plan our daily collection routes in the most efficient way and collections times may vary accordingly.

4. What can you collect?

We will only collect items that you would take with you if you moved house and are not "fixtures or fittings".

5. What can I do with hardcore, soil and car tyres, as you don't collect them?

You can take them to our Recycling Centres and put them in the appropriate container. However, there's a limit to what we can take from your vehicle:

- 6 bags of hardcore or soil per household
- 5 car tyres per household

Alternatively, you could hire a skip from a commercial skip hire company

6. Why do you need to come and look at what I want collected if it is more than three items?

We need to check on load size, list the items for collection, check access and work out how much to charge.

7. Can I help the collectors when they come?

There's no need – our collectors do the lot. It's all part of the service!



## 8. Do I have to use the council service?

You can use any registered waste handler, but do ask to see proof of their registration as a waste carrier as you may be prosecuted if your waste is later fly-tipped.

## 9. Do I have to do anything to the items?

Just make sure our collectors can get to your items easily and that everything that needs to be is properly contained. You should also:

wrap anything sharp

cut down branches to around 6 feet in length

remove locks from any old-style fridges or otherwise seal them so that children cannot get inside.

Things we need to know for the

### **Bulky household waste collection service**

- i. Name
- ii. Address
- iii. Telephone
- iv. email
- v. What you'd like collected
- vi. When will items be out and ready for inspection? (if necessary)
- vii. When will items be out and ready for collection?
- viii. How will you be paying? (cheque or debit card)