Bulky Waste Collections – Terms & Conditions
Under the Covid 19 Restrictions

1. Preparing for the collection

Please note:

If the household has suspected or is recovering from a very recent case of Coronavirus do not call to book any bulky waste collections until 14 days have elapsed

1.1. Items must be placed as near to the kerbside as possible and easily accessible by the collection vehicle. Collections may be cancelled where the vehicle is unable to safely access the location. Items should not be left on pavements however, as this could be classed as fly tipping.

1.2. Scheduled item(s) for collection must be at the collection point awaiting collection by 7:00am on the day of collection.

1.3. Items that can be separated will be classed as two separate items; for example a corner sofa that can be taken apart would be two items.

1.4. Any gates should be left unlocked, dogs should be kept inside the property and parked cars should not obstruct items or view.

1.5. Items that can get heavy when wet i.e. mattresses and sofas should be kept dry prior to collection to ensure the collection crew can remove them.

1.6. Items such as carpets or broken furniture should be rolled, securely bundled together, and any doors should be taped shut.

1.7. Loose waste must be double bagged and securely tied or it will not be taken.

1.8. Items for collection should not be filled with other rubbish, and fridge/freezers should be emptied.

1.9. You do not have to be home when items are collected providing they are accessible.

2. Collection – What we will do

2.1. On arrival the crew will carry out a dynamic risk assessment to assess whether terms and conditions are met and if it is safe for the collection to take place.

2.2. If the collection cannot be made on the day, a card will be left advising why i.e. items were not made available or too heavy; if this occurs you are not eligible for a refund. A further collection can be organised, though there may be additional charges incurred.

2.3. Items that cannot be safely lifted/manoeuvred by a two-person crew will not be collected and a refund will not be given.

2.4. Items that are longer than 8ft (2.4 metres) in length or assessed as too heavy by the crew will not be collected and no refund will be given.

2.5. A specific collection day will be given, however a time of collection cannot and collections can take place usually between 7:00am and 5:00pm.

2.6. Only the items of waste listed on the booking will be collected - we will not collect any additional items presented or any different items to those originally listed.

2.7. The Council accepts no liability for damage to private property as a direct or indirect result of the collection, or from failure of the collection taking place.

www.Copeland.gov.uk
Collection – What we will not do

2.8. We do not collect items from back gardens, garages, garden sheds or inside the property (unless in accordance with 2.1, 2.5 or if otherwise agreed when booking). The collection team will not dismantle furniture, disconnect cookers, or remove loose waste. **Loose waste must be double bagged and securely tied or it will not be taken.**

2.9. If the collection crew considers that the removal of the scheduled items may cause damage to the property or surroundings, they may refuse to collect the items, in this instance no refund will be given.

2.10. For collections with more than 10 items, a site visit may be required prior to collection to provide a quote.