



Brentwood
Borough Council

Terms and Conditions

Bulky Household Waste Collections

1. Only stipulated items will be removed.
2. Items must be capable of being lifted/carried by no more than two persons
3. If two identical items are found and only the removal of one was requested, neither item will be removed to avoid any errors.
4. Items must be on the ground floor and outside.
5. Items must be in one accessible location and gates / garages unlocked where appropriate.
6. We will collect from a garage but the following conditions apply:
 - i) The waste is easily accessible and getting it out is not difficult.
 - ii) The customer agrees that we will not accept liability for loss or damage of goods and property.
 - iii) The customer accepts that if the crew cannot easily remove the waste without risking causing damage or injury they will not take the waste and the charge for collection will be reimbursed.
7. Under almost all circumstances we will not enter property. If a resident has a real and substantial difficulty they should arrange with their friends, relatives or neighbours to assist them. If this is not possible they should look at the Yellow Pages under house clearance and see if a local company can assist. (However, the resident must ensure that the company is a registered waste carrier by asking to see a copy of their Carriers Certificate that is issued by the Environment Agency to ALL private companies that are legally entitled to carry waste).
8. Collections will be carried out within 5 working days from the next working day following receipt of payment (working days - Monday to Friday incl.) Please note that payments made on a Friday, Saturday or Sunday will have collections carried out within 5 working days from the following Tuesday. When there is a bank holiday and payment is made on a Monday or on the previous Friday, Saturday or Sunday, collections will be made within 5 working days from the following Wednesday. Over the Christmas, New Year and Easter holiday periods, it may take up to 15 working days for a collection to be carried out. Please note collections may also be delayed should a vehicle or operatives be unavailable due to unforeseen circumstances.
9. Should a special collection be cancelled the minimum charge is not refundable.
10. The Council does not accept liability arising through breach of agreement, misrepresentation or otherwise and the aggregate liability shall not exceed the collection charge made to the resident in question.