



From mountain to sea

# Waste Collection Operational Procedure

Approved

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## 1 Introduction

Aberdeenshire Council has a statutory duty, as detailed in the Council's Waste Collection Policy, to collect waste from domestic customers and from businesses where requested to do so.

The procedure has been developed to ensure waste collections comply with statutory requirements, maximise recycling of waste and are carried out in the safest manner possible for customers, members of the public and waste collection staff.

The operational procedures below define the standards for waste collections in Aberdeenshire and provides the detail on how waste collections are carried out by the Council.

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## Procedure 1: Standard Household Collection Service

Under Section 47 (4) of the Environmental Protection Act 1990, the Council can specify the type of containers used for waste collections and the materials that can be put into each container. These are detailed below.

### Containers and Collection Frequencies

A standard household waste and recycling collection consists of:

- 1 x 240 wheeled bin for non-recyclable waste collected fortnightly;
- 1 x 240 blue-lidded wheeled bin for recyclable waste collected fortnightly;
- 1 x 23 litre green food waste bin collected weekly.

### What to Put in Each Container

#### What to Put in Your Blue-Lidded Recycling Bin

Yes please ✓

No thank you ✗

##### Clean Paper & card:

- ✓ Books
- ✓ Brochures
- ✓ Cardboard:
  - Toothpaste boxes
  - Food packaging
  - Cereal boxes
  - Product sleeves
  - Brown corrugated packaging
  - Brown cardboard boxes (flattened)
  - Toilet roll middles
  - Egg boxes
- ✓ Envelopes (brown and white, with and without windows)
- ✓ Greetings cards
- ✓ Junk mail and flyers
- ✓ Newspapers and magazines
- ✓ Office paper
- ✓ Phone books and Yellow Pages
- ✓ Shredded paper (wrap in newspaper or put into a cereal box or similar, to stop it blowing around on windy collection days)

##### Soiled Paper & card:

- ✗ Crisp or sweet bags/wrappers
- ✗ Fish and chip boxes
- ✗ Metallic wrapping paper
- ✗ Painted paper or card
- ✗ Paper, card or plastic contaminated with food
- ✗ Tissues
- ✗ Wallpaper

## What to Put in Your Blue-Lidded Recycling Bin

Yes please ✓

No thank you ✗

### Clean Metal tins, cans and foil:

- ✓ Drink cans
- ✓ Aerosols:
  - Hairspray
  - Furniture polish
  - Deodorant
- ✓ Aluminium foil and food trays
- ✓ Food tins (including biscuit and sweet)

### Metals:

- ✗ Tools
- ✗ Pans
- ✗ Baking trays

### Clean Plastic bottles, pots, tubs and trays:

- ✓ Fruit and vegetable trays (incl. black ones)
- ✓ Plastic bottles
  - detergent
  - cosmetic
  - shampoo
  - kitchen cleaners
- ✓ Margarine and butter tubs
- ✓ Meat and fish trays (remove film lids)
- ✓ Yoghurt pots

### Plastics:

- ✗ Plastic bags, liners or films (including film attached to recyclable trays)
- ✗ Expanded Polystyrene trays or cups (polystyrene yoghurt pots are ok)
- ✗ Soft plastic tubes like toothpaste tubes
- ✗ Toys

### Clean Cartons:

- ✓ Food and drink cartons (tetrapak type)

### Others:

- ✗ Plastic bags with or without recyclable waste in them
- ✗ Ceramics
- ✗ Food waste or garden waste
- ✗ Glass (use a Recycling Point)
- ✗ Nappies
- ✗ Oil or paint tins
- ✗ Small electrical appliances (use a Recycling Centre)
- ✗ Shoes or boots (use charity shops or Recycling Points)
- ✗ Textiles (use charity shops or Recycling Points)
- ✗ Wool

## What to Put in Your Green Food Recycling Bin

Yes please ✓

No thank you ✗

### Drink preparation waste:

- ✓ Tea bags
- ✓ Coffee grounds

### Meal preparation waste:

- ✓ Vegetable peelings
- ✓ Egg shells
- ✓ Fruit peelings (incl. orange skins, apple cores and banana skins)
- ✓ Uncooked meat and fish
- ✓ Meat and fish bones

### Plate scrapings and left-overs

### Out of date food:

- ✓ Food with expired 'use by' date (incl. meat and fish)
- ✓ Mouldy food (bread, cakes, cheese etc.)
- ✓ Rotten fruit and vegetables
- ✓ Rotten eggs

### Others:

- ✓ Pet food

- ✗ Cling Film
- ✗ Foil
- ✗ Food or drink containers
- ✗ Liquids, including oils and fats
- ✗ Packaging
- ✗ Plastic bags

## What to Put in Your Non-Recyclable Waste Bin

Yes please ✓

No thank you ✗

**Any items that cannot be placed in the blue-lidded bin, food waste bin or taken to a Recycling Point or Household Waste Recycling Centre:**

**Recycling Centre:**

- ✓ Black bags
- ✓ Cat litter
- ✓ Crisp or sweet bags/wrappers
- ✓ Dog waste
- ✓ Fish and chip boxes
- ✓ Metallic wrapping paper
- ✓ Nappies and sanitary products
- ✓ Empty and dry oil or paint tins
- ✓ Painted paper or card
- ✓ Paper, card or plastic contaminated with food and cannot be cleaned.
- ✓ Plastic bags, liners or films
- ✓ Expanded polystyrene
- ✓ Soft plastic tubes like toothpaste tubes
- ✓ Tissues
- ✓ Wallpaper

- ✗ Any items that can be placed in the blue-lidded bin, food waste bin or taken to a Recycling Point or Household Waste Recycling Centre
- ✗ Batteries (use pink battery bag)
- ✗ Builders rubble / soil (use a Recycling Centre)
- ✗ Car parts including batteries and tyres (use a Recycling Centre / garages)
- ✗ Ceramics
- ✗ Cooking oil (use a Recycling Centre)
- ✗ Corrosive liquids such as oil and paints – solidify or use up
- ✗ Electrical and electronic equipment (use a Recycling Centre)
- ✗ Fluorescent tubes/low energy light bulbs (use a Recycling Centre)
- ✗ Food waste (use food waste bin)
- ✗ Garden waste (use a Recycling Centre)
- ✗ Hot ashes – cool first
- ✗ Liquids - solidify or follow manufacturers disposal guidance
- ✗ Pesticides - follow manufacturers disposal guidance

## What to Put in Your Battery Recycling Bags

Yes please ✓

No thank you ✗

- ✓ Household batteries

- ✗ Anything else than household batteries

Seal the full battery bag and leave it on top of either the recycling or non-recyclable waste bin for collection.

## **Procedure 2: Collection Point**

The purpose of this procedure is to set out the criteria for collecting non-recyclable waste and recycling containers.

The Council will collect non-recyclable waste and recycling containers from adopted roads (roads maintained by the Council).

All waste bins must be placed at the kerbside of the property for collection. Bins must be presented by 7:00am on the day of collection, adjacent to the property, taking care not to block the footway or road. Customers should return their containers to their storage place within their property as soon as practicably possible after they are emptied, at the latest by the end of the collection day.

Where a household is on a private or unadopted road (roads not maintained by the Council), the Council's collection vehicle will collect from the properties on that road, if all the following criteria apply:

- The road surface is in a good state of repair, free of unsafe potholes that the Council considers could cause cumulative damage to the collection vehicle, or is of asphalt or a similar bound surface.
- There is a minimum of 5 households located on the private road. The service may be provided to fewer properties where road end collection is deemed unsafe or undesirable for any other reason, and provided all other criteria are met.
- The road is at least 3 metres in width without obstruction from trees, shrubs, cables etc. which could cause damage to the collection vehicle.
- The minimum height clearance is 3.75 metres without obstruction from overhanging branches, cables etc. which could cause damage to the collection vehicle.
- There is sufficient turning area to allow a 10.5 metre long vehicle to turn in no more than three manoeuvres.
- There are no health and safety risks to collection vehicles and/or employees arising from road conditions such as adverse cambers, poor visibility at bends, risk of flooding or unprotected steep embankments.
- The nature of the road is not such that it would take an unreasonable length of time to carry out collections.

The Council reserves the right to change collection points on private and unadopted roads either temporarily or permanently due to operational reasons, for example if the access to or location of a collection point becomes unsafe for collections or no longer meets the above criteria.

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If the road condition is considered likely to cause a serious safety issue, householders will be informed and the service will revert to the nearest adopted road with immediate effect.

Where the defect is less serious, the Council will give at least 10 working days' notice, in writing, of any changes to the location of the collection point, highlighting actions that needs to be taken to ensure continued collections from current location. If action is not taken by householders to rectify the matter to the Council's satisfaction within the time given, the collection service will be withdrawn and revert to collection from the nearest adopted road. Householders may re-apply for service re-instatement at a later date.

The Council will not access new developments/ new housing schemes whilst they are in the construction phase. Residents or the construction contractor must take waste containers to a suitable collection point on the development where access is clear and no construction is being carried out. This point should be considered by developers and their construction partners because the sequence in which properties are constructed and then released for the market, will have an impact on waste collection especially if these areas have restricted access while other parts of the development are being built. The interim collection point must be approved by the Council.

For the avoidance of doubt, Aberdeenshire Council will not be responsible for moving containers over distances greater than 10 metres on new developments.

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### **Procedure 3: Non-Standard Collections**

This procedure outlines the collections available, if it is not possible for a household to have a standard waste and recycling collection as detailed in [Procedure](#)

[1. Procedure 1: Standard](#)

#### **Communal Collections**

The Council provides an alternative collection service for blocks of flats or properties that cannot accommodate the standard service for each property. The Council will calculate the non-recyclable waste and recycling needs for the premise as a whole and provide the householders with the correct number of containers to store waste.

The provision of recycling, food waste and non-recyclable waste from flats is subject to capacity and configuration of the agreed collection area.

In most cases shared bin areas will be provided with the standard collection containers, but where these cannot be accommodated, 1100 litre bins or 660 litre bins may be provided. The number and type of bins provided depends on the number of properties and the size of storage space available. Where there is limited storage space, priority will be given to non-recyclable waste bins.

The frequency of collection for a communal collection will be as the standard collection unless otherwise specified on the grounds of lack of space to contain the required capacity for non-recyclable waste bins, recycling bins and food waste containers.

No waste or recycling left outside or around the bins will be collected. This includes but is not limited to bulky items, excess non-recyclable waste and excess recycling. It is the responsibility of the householders or the managing agents to remove these items to enable collections.

Where a bin is not accessible owing to loose non-recyclable waste, recycling or bulky items, the bins will not be emptied. It is the responsibility of the householders or the managing agents to remove these items. The bins will then be emptied on the next scheduled collection day if access to the bins is available.

The householders or managing agents can request the Council to clear bins or collection areas on their behalf. Any clearance works are subject to availability and must be paid for in advance.

All bin areas must be accessible by crews. If the bins need to be locked, it is the responsibility of the agent to ensure the bins store is accessible on the scheduled collection day and time.

If the communal collection bins are contaminated with the wrong material, they will not be emptied. It is the responsibility of the householders or managing agents to remove the contamination before the bins will be emptied on the next scheduled collection day.

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## Bag Collections

Where the standard wheeled bin service is not suitable owing to any of the following, alternative arrangements will be made:

- There is insufficient space to store bins within the property boundary without blocking pedestrian or vehicular access and there is no reasonable rear or side access to allow off-street storage of bins.
- The nature of the property makes it impractical or unsafe to use wheeled bins.
- Bins need to be wheeled through the house from storage to collection point.
- All adult residents in the property are unable to place waste in a wheeled bin.
- It is unsafe to move the bins from the storage location to the collection point. However, lack of maintenance by the householder to hedges, walls, fences or paths is not an adequate reason.
- Any other exceptional circumstance in the judgement of the Council, including where alternative arrangements would improve the safety or operational efficiency of collections.

Where, in the judgement of the Council, a property is unable to accommodate a wheeled bin service, an alternative service with clear bags for recycling and blue bags for non-recyclable waste will be provided.

Bags are provided in rolls of 30 sacks and will be provided on request to a maximum of 2 rolls of clear recycling sacks and 2 rolls of blue non-recyclable waste sacks per year. Stocks will be monitored to ensure that the sacks are used only for the intended purpose.

Up to two bags may be presented for collection each collection day.

Blue non-recyclable waste sacks should not contain garden waste or other recyclable waste.

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## **Procedure 4: Additional Bins**

This procedure outlines how households can request additional non-recyclable waste bins, recycling bins and food containers.

The Council will provide advice to families who have difficulty managing with a single standard bin. This will help identify any additional actions that can be taken to increase recycling or to make better use of the bin capacity available.

### **Blue-lidded Recycling Bins**

Any customer can request an additional recycling bin if they consistently have more recyclable material than will fit in the standard recycling bin. The customer should contact the Wasteline to arrange an additional recycling bin. This bin will be supplied free of charge. The Council reserves the right to remove additional recycling bins if they are reported as contaminated by the collection crew.

### **Food Waste Containers**

Any customer can request additional food waste bins if they have more food waste than will fit in the standard food waste bin. This bin will be supplied free of charge. The Council reserves the right to remove additional food waste bins if they are reported as contaminated by the collection crew.

### **Non-recyclable Waste Bins**

Any household may request an additional non-recyclable waste bin, however an additional bin will only be granted in cases where the following applies:

- The householder recycles all of their recyclable waste, including food waste, using the kerbside recycling services available to them.
- A medical issue which results in additional non-recyclable waste.
- A coal fire is the only source of heating.
- 6 or more people in a household living full time at the same address.
- The customer is a volunteer for Aberdeenshire Litter Initiative or similar litter-picking initiative.
- Two or more babies in nappies living in the household at the same time.

A Community Waste Officer may be required to visit the customer to see if there is any further recycling that can be done. They may undertake a waste analysis and ask the customer to complete a waste diary over a period of time before an additional non-recyclable waste bin is granted.

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The Council will periodically review households that have additional non-recyclable waste bins. The Council reserves the right to remove the additional non-recyclable waste bin if the household is not fully recycling.



## Procedure 5: Excess Waste

This procedure states that the Council will not collect excess waste. Excess waste is defined as any extra waste which is placed next to the wheeled bin for collection, wheeled bins that are over-loaded and waste presented for collection in unauthorised second bins.

The excess waste procedure is in place to reduce the environmental and cost impacts of waste being landfilled, but also to mitigate safety hazards to collection crews, such as manual handling of bagged waste, risk from sharps in bags and to ensure the safe operation of wheeled bins on vehicle lifting equipment.

### Excess Non-recyclable Waste

- **Side waste**

Side waste, which is extra non-recyclable waste that is placed next to the wheeled bin, will not be collected except in extreme circumstances, such as extreme weather, as authorised by the Council.

Any side waste presented will be placed back into the empty bin and the customer notified of this via a label attached to the bin informing the customer of the next steps.

- **Over-loaded bins**

Where the waste has been placed in the wheeled bin but the lid cannot be easily closed by hand, this will be deemed to be an overfilled bin. Where a wheeled bin is considered to be overloaded either by weight or volume, it will be rejected at the discretion of the operator's judgement. A label will be attached to the bin to inform the customer and give further advice on how to safely present waste and dispose of the excess.

- **Unauthorised additional bins**

Any unauthorised additional non-recyclable waste containers will not be emptied.

A label will be attached to the unauthorised wheeled bin giving further advice on how to dispose of the excess waste. Householders who are unable to contain their non-recyclable waste within their container provided can request additional recycling, food waste and non-recyclable waste containers in line with [Procedure 4](#). Customers can also take excess non-recyclable waste to the nearest Household Waste Recycling Centre (HWRC). [Procedure 4: Additional](#)

Customers can request advice on reducing and recycling their waste. The Community Waste Officers will contact any householder that regularly presents

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excess non-recyclable waste, as reported by the collection crews, and offer advice on waste reduction and recycling.

Should the householder continue to present excess waste, the Council may take appropriate enforcement action.

### **Excess Recycling**

Householders who consistently have additional recyclable material that exceeds the capacity of their recycling containers can request an additional recycling bin or food waste caddy, in accordance with [Procedure 4](#). These additional containers will be provided free of charge. [Procedure 4: Additional](#)

If a customer presents excess recycling for collection alongside the recycling bin (e.g. clean loose cardboard), it shall be collected on the first occasion, if it is deemed safe to do so. A label will be attached to the recycling bin to inform the customer that they may request additional recycling containers or take material to the Household Waste Recycling Centres.

If the customer continues to present excess recycling, it shall not be collected. The excess recycling will be placed in the emptied recycling container with a label to inform the customer why it was not collected. The customer will also be reminded that they can receive additional recycling containers free of charge or take material to the Household Waste Recycling Centres.

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## **Procedure 6: Contaminated Recycling Bins**

The purpose of this procedure is to maximise recycling by ensuring customers take responsibility for placing the correct materials in the correct containers.

Any material put into the wrong recycling container is classed as contamination and may result in a whole load of recycling being rejected by the recycling reprocessor. Any rejected loads of recycling are disposed of at additional cost to the taxpayer.

Residents should contact the Council if they are unclear about what materials to put into each bin or if they need a different size or type of container.

Collection crews will visually check recycling bins for contamination before emptying them.

If a bin is considered to be badly contaminated, it will not be emptied. A label will be attached to the bin explaining why the bin was not collected and how to ensure the bin will be collected on the next scheduled collection date.

The procedure that will be followed is explained below.

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Level of Contamination	Example of Bin	Description	Action to be Taken by Collection Crew
<p>Low or No Contamination</p>		<p>1 wrong item or all recyclable material.</p>	<p>Empty bin</p>
<p>Medium Contamination</p> <p>Plastic bag</p>		<ul style="list-style-type: none"> <li>• A few wrong items but more recycling than non-recyclable waste</li> <li>• 1 glass bottle or jar</li> </ul>	<ol style="list-style-type: none"> <li>1. Empty bin</li> <li>2. Tag bin with hanger</li> <li>3. Report on route sheet</li> </ol>
<p>Severe Contamination or repeat offender of Medium Contamination</p> <p>Polystyrene</p> <p>Glass Bottle</p> <p>Plastic Bag</p>		<ul style="list-style-type: none"> <li>• Heavily contaminated with the wrong things, more non-recyclable waste than recycling</li> <li>• A bin from a house that is always getting it wrong</li> <li>• 2 or more glass bottles or jars seen</li> </ul>	<ol style="list-style-type: none"> <li>1. Do not empty bin</li> <li>2.Tag bin with hanger</li> <li>3.Report on route sheet</li> </ol>

- **Bin with low contamination (Green)**
    - Definition: Up to 1 wrong item visible.
    - Where a recycling bin has been identified as having low contamination by the collection crew, the crew will empty the bin as normal.
  
  - **Bin with moderate contamination (Amber)**
    - Definition: 1 glass item visible, or a few wrong items but more recycling than non-recyclable waste.
    - Where a recycling bin has been identified as having moderate contamination by the collection crew, the crew will log this and inform the supervisor on completion of the route.
    - Crew will empty the bin and notify the householder of the issue by attaching a label to the bin specifying the material(s) the householder should not to put in their recycling bin.
    - If the same household has moderate contamination more than twice within a 3 month period, this will be deemed as severely contaminated and the relevant process followed.
  
  - **Bin with severe contamination (Red)**
    - Definition: 2 or more glass items visible, or more non-recyclable waste than recycling, or a household repeatedly putting wrong items into recycling bin.
    - Where a domestic recycling bin has been identified as having severe contamination by the collection crew, the crew will log this and inform the supervisor on completion of the route.
    - Crew will not empty the bin.
    - Crew will notify the householder of the issue by attaching a label to the bin. The label will explain why the bin has not been emptied and that the householder must remove the wrong items prior to the next collection.
    - The above will be repeated if a second occasion occurs.
    - If the customer presents a severely contaminated recycling container for a third time, or fails to sort the contaminated recycling presented previously, the container shall again be labelled and an officer from the Council shall make contact with the householder to discuss what can be put into the recycling bin. The officer may also carry out an
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inspection of the recycling bin and non-recyclable waste bin to demonstrate practical steps that the customer can take.

- Where the customer continues to present recycling that is severely contaminated, the recycling service shall be withdrawn. A follow up visit shall be arranged at a later date to discuss the options for re-introduction of the service.
  - Should a bin be reintroduced and contamination resumes, a- will be issued requiring the householder to present clean recycling for collection.
  - Should the householder ignore the Section 46 Notice, their recycling bin may be removed permanently. The Council may also submit a report to the Procurator Fiscal for prosecution.
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## Procedure 7: Missed Collections

The Council makes every effort to empty bins presented by its customers, however, there may be occasions when a bin does not get collected. Such missed collections may be attributable to severe weather such as snow and ice, road closures and obstructed access from inconsiderate or illegal parking. This procedure sets out how the Council will deal with these occasions.

If the Council is unable to empty bins on the scheduled day of collection, the Council will seek to return within 3 working days. If this is not possible, the customers' bins will be emptied on the next scheduled collection day. In these circumstances up to 2 additional bags of waste may be presented for collection alongside the wheeled bin on the next collection day.

Because the collection routes can be subject to change, the Council cannot commit to specific collection times. Customers should leave any unemptied bins at the collection point until the end of the collection day.

If a bin has not been emptied by 4.45pm on the collection day and the bin has not been labelled with an explanation on why it has not been collected, the missed bin can be reported to the Council via the Wasteline or the Council's website. Any reports should be made within 2 working days of the scheduled collection day.

The collection crews will keep a record of bins that have not being emptied, for example due to overloading or contamination, see [Procedure 5](#) and [Procedure 6](#). These records will be checked before a decision to return to collect a bin is made. [Procedure 5: Excess](#) [Procedure 6: Contaminated](#)

Where a bin has genuinely been missed, collection crews shall seek to return to collect missed containers within 3 working days. Records of missed bins will be kept.

For the avoidance of doubt, the Council will not return to empty reported missed bins in the following circumstances:

- Bins are not presented by 7:00am on the day of collection;
  - Wheeled bins are not presented in the correct location;
  - Bins contain contamination;
  - The content of the wheeled bin is compacted and / or frozen and cannot be fully emptied;
  - The bin is too heavy to safely manoeuvre;
  - The missed collection is reported more than two working days after the collection was scheduled;
  - Safe access was obstructed.
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In such circumstances the bins will be emptied on the next scheduled collection day, if presented correctly. Alternatively customers can take their waste to the nearest Household Waste Recycling Centre.



## **Procedure 8: Assisted Collections**

This procedure outlines how households can request an assisted collection service, if they require assistance in putting their wheelie bins out for collection.

The Council will provide collection and return service of the bins from a designated location within a property boundary, if the following criteria are met:

- The resident is unable to move a wheeled bin to the collection point, and
- There is no one over the age of 16 living at the property who could present a full wheeled bin to the collection point.

Residents who need an assisted collection should contact the Council either in person, by telephoning the Wasteline 03456 08 12 07 or by emailing [waste@aberdeenshire.gov.uk](mailto:waste@aberdeenshire.gov.uk).

Following an assisted collection request the Council will process the request and contact the resident within 7 working days to discuss the requirements. If the criteria are met, the Council will agree the revised collection point for the wheeled bins with the resident.

The agreement to provide an assisted collection will be reviewed annually. The Council will write to residents with assisted collections to see if they still require the service.

Short-term assisted collections are available to residents with special requirements, providing the criteria for assisted collections are met.

If the household's circumstances change, the resident must inform the Council immediately.

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## Procedure 9: Bulky Household Waste Collections

The Council offers all residents a bulky household waste collection for items which, due to their sheer size, do not fit into wheeled bins. This is a chargeable collection.

A bulky item collection is not offered for items where the use of a skip is better suited for disposal of the waste (e.g. soil and rubble).

For the avoidance of doubt, the Council does not offer a bulky item collection for the following materials:

- Items which can be recycled through the blue-lidded recycling bin;
- Bags or boxes of non-recyclable waste;
- Bags of garden waste;
- Gas bottles (please contact supplier as detailed on bottle);
- Fluorescent tubes;
- Asbestos;
- Tyres
- Trees
- Rubble
- Paint tins (empty or full)
- Car batteries
- Fire damaged items
- Oil tanks
- Metal baths

This list is not exhaustive and other items may not be collected. These items can be taken to the Household Waste Recycling Centres for recycling and disposal.

Bulky uplifts can be requested through the Council's website. Before a bulky collection request is accepted, the customer will be advised if there are alternative routes for disposing of the waste, for example via Household Waste Recycling Centre's or charities.

Standard items will be made on a standard scale of charges, as listed on the Council's website. For requests that are unusual or non-standard, a visit may be

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required to quote a price for removal of the waste. Service charges for bulky uplifts must be paid in advance of the collection being made.

Items may be collected from within the boundary of the property. Residents should tell the Council the exact location of their items (for example, front/back garden or drive). Items will not be collected from inside houses or outbuildings.

The collection point for properties with difficult access e.g. properties up steps and flats, shall be agreed with the Council before collection. A site visit may be needed to establish a collection point.

Items must be accessible from 7.00am on the scheduled appointment day. Multiple items may be collected by more than one crew for recycling purposes.

If, at the time of collection, access is not gained to the items for any reason, the Council will leave a customer response card, stating the time and date of the call. If the resident still requires the collection of the items, they must telephone the number on the card to re-schedule the appointment.

For multiple items, only items that are listed on the original booking form will be uplifted. Once a booking has been made for a bulky uplift, additional items cannot be added.

If a booking is cancelled after 1.00pm on the Friday before the scheduled collection, no refund will be given, otherwise a refund will be made subject to an administration fee.

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## **Procedure 10: Commercial Waste Collections**

The purpose of the procedure is to set out the requirements for a commercial waste collection and to clarify what is classed as commercial waste.

Waste produced in the course of any activity for gain and reward, whether on business or domestic premises, while self-employed, or working for others is classed as commercial waste. Businesses are legally obliged to separate out recycling from waste, store their waste securely and to dispose of it responsibly through a trade waste agreement with a licenced contractor as set out in the Environmental Protection Act 1990 and Waste (Scotland) Regulations 2012.

The Council will not collect waste through its household waste collection service that it believes is generated by a business at a residential property and there is not a trade waste agreement in place with the Council.

The Council offers businesses the following chargeable collections:

- Mixed dry recycling
- Colour separated glass
- Non-recyclable (non-hazardous) waste
- For certain Aberdeenshire Council internal customers only, food waste.

Businesses should contact the Council for prices.

The Council offers a variety of containers at a collection frequency to suit the business. The highest frequency of collection offered is weekly.

### **Trade Waste Agreements**

For non-recyclable (non-hazardous) waste and recycling collections, an agreement is signed when a business requests a service. The agreement is renewed for the start of each financial year. Customers must comply with these conditions at all times to maintain collections.

A Duty of Care transfer note is provided and renewed every 12 months to assist business compliance with the law.

### **Container Provision**

A business can opt for 140, 240, 660 1100 or 1280 litre wheeled bins. Bins are provided and the cost of bin hire is included within the overall collection cost quoted. The Council reserves the right to charge for lost, stolen, damaged or vandalised bins.

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Where a business requires a bin to be secured or locked on site, a chain and padlock must be provided by the customer and access made available for collection on the scheduled collection day.

### **Payment Terms**

Payment for each collection will be made in accordance with the Council's schedule of charges and shall be payable as per the terms and conditions of the collection contract.

Accounts will be raised on an annual basis. Failure to make payments will result in termination of the service and commencement of debt recovery proceedings.

If a bin is removed due to non-payment or failure to sign an agreement, the bin will only be returned once all outstanding payments have been paid or the contracts have been signed. A re-delivery charge for the bin will be made.

### **Public Holidays**

All customers will be notified in writing of any changes to a scheduled collection day due to a Public Holiday.

The Council requires that businesses give at least five days' notice in writing of any business closures due to a Public Holiday that will result in the Council being unable to access the bins on the scheduled or amended collection day. If notified in writing, the Council will not charge for the affected collections that will be missed.

If the Council is not notified prior to a Public Holiday, a charge will be made. This procedure only affects collections around Public Holidays when the Council has to reschedule the collection day. Business closures at other times of the year will not be treated in the same way and customers will have to pay a minimum charge determined by the Council.

If the Council is unable to empty bins presented by its customers in accordance with this procedure, on the scheduled day of collection, the Council will seek to return within 3 working days. If this is not possible, the customers' bins will be emptied on the next scheduled collection day. Such missed collections may be attributable to severe weather such as snow and ice, road closures and obstructed access from inconsiderate or illegal parking.

Customers should report occasions of missed collections to the Council via the Wasteline or via the website. Customers are asked to leave any unemptied containers at the collection point until the end of the collection day. A missed bin cannot be reported until the end of collections at 4.45pm.

### **Bulky Commercial Electrical Waste Collection Service**

The Council offers a chargeable ad-hoc collection for the removal of larger bulky items from businesses. This service includes fridges, freezers, TVs and computer

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monitors. Prices are available on request. Duty of Care and/or consignment note paperwork is completed prior to a collection taking place to assist the business in their compliance with the law.

**Terms and Conditions**

A full copy of the commercial waste terms and conditions is available on request.



## **Procedure 11: Charitable Organisation Collections**

The purpose of the procedure is to set out what is classed as a charitable waste collection, what type of organisations are eligible and what dispensation on trade waste charges will be offered.

The Environmental Protection Act 1990, states that waste from charities is to be treated as household waste and falls under “Schedule 2” of the Controlled Waste Regulations as waste that is “household waste for which a charge may be made”.

The definition of a charity for the purposes of this procedure is: *“Any organisation that is a registered charity. Or, any community run, not-for-profit facility, such as a village or church hall that is used for the benefit of the local community.”*

It should be noted that under the Controlled Waste Regulations churches may not be charged for their waste. However, this only applies to waste from the church itself. If there are any halls or other activities associated with the church, these are considered in their own right (either as a hall or standard trade waste property depending on the nature of the activity). Following written confirmation of their status, places of worship, cemeteries, registered charities and community halls (where no business activity takes place for profit) shall be entitled to the standard waste collection service offered to householders.

Charities as defined above are provided a free waste collection service which is in line with the standard service provided to households, see [Procedure 1. Procedure 1: Standard](#)

Any variation from the standard household service, including requests for a weekly service, are chargeable at the usual trade waste rates.

Should the household service change, the same changes will apply to the service offered to charities.

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