

## Terms and conditions

### BULKY WASTE COLLECTION SERVICE



1. By making a booking for a bulky waste collection, residents are giving authorisation to Newham Council (LBN) to collect corresponding items from their property.
2. A charge of £20 applies for each booked bulky waste collection on or after 1 April 2016. This charge is payable online by credit or debit card.
3. The £20 charge is non-refundable.
4. Bulky waste items must be presented within the boundary of the resident's property in an external location within 10m of an accessible carriageway.
5. Bulky waste items should be presented for collection as soon as a collection has been booked, but not before.
6. If items are not presented in time for the booked collection, a new collection booking will need to be made by the resident and an additional charge of £20 will be made.
7. If items are removed from the property by the resident or a third party prior to LBN undertaking the collection, there will be no refund of the charge provided.
8. A bulky waste collection can consist of up to 6 items. There is no reduction in the £20 charge for booking fewer than 6 items for a collection.
9. Additional waste items cannot be added to a bulky waste collection after it has been booked. Residents needing to have more items collected must book and pay for an additional collection.
10. Residents may not have more than one bulky waste collection outstanding at any time.
11. LBN aims to make all booked collections within 2 working days, but reserves the right to make collections within 5 working days of a booking.
12. Bookings for bulky waste collections will only be taken online from Newham residents relating to household waste generated in and presented at their sole/main place of residence. Bookings are not taking from private landlords of premises that are rented out to tenants, nor from managing agents of estates or blocks of flats.
13. Residents must ensure that items booked for a bulky waste collection are kept separate from any other items on their property. LBN accepts no responsibility for the removal of non-waste items placed on or amongst bulky waste items awaiting a booked collection.