Bulky Household Waste Collection (excluding garden waste and hardcore)

Terms and Conditions

1. The collection of household waste items will be carried out following receipt of the correct payment, as specified for the current financial year.

2. One or two persons must be able to lift and carry any household waste items with due consideration to manual handling regulations. Note – for heavy or large items i.e. more than 1 metre x 2.5 metres please contact the office prior to payment (as a site visit may be required prior to collection).

   Please be mindful when placing porous items such as sofas and mattresses outside prior to the day of collection as items may be too heavy to collect if waterlogged.

3. For collection to take place, household waste items must be outside the front of the property: i.e. front driveway/front garden. Please ensure the items can be clearly seen from the highway and any gates are unlocked and left open. The householder must ensure that the bulky household waste can be accessed safely and that the route to the bulky household waste is free of hazards. The route from where the bulky household waste is placed to the waste collection point must not exceed 10m and have sufficient width, with a minimum of 1m, to collect the bulky household waste safely. For communal bin areas, please specify on your application form whether the item is to be left adjacent to the communal bin area or provide details of how the communal bin area can be accessed. Failure to comply with the conditions of Section 2 and 3, or if access is not possible, may result in the collection being cancelled.

4. In order to provide the service, Council vehicles and employees may be required to enter onto private land; the Council are not liable for any damage to goods or property of the householder as a result. The Council will not enter into private premises.

5. All collections will be carried out on Thursdays at any time between 7.30am - 3:00pm. Brentwood Borough Council cannot be held responsible for items being collected by a third party in advance of your special collection.

6. The collection day may be subject to change as a result of:
   i) Public Holidays
   ii) Operational issues

7. This contract can be terminated by the householder prior to the collection being made or by the Council should the householder not comply with any of the requirements as listed 1 to 5. Termination may be made by telephoning 01277 312500 or by completing the Bulky Household Waste – Rebook or Cancel Your Collection online form. On termination of the contract, the collection charge paid will be refunded to the householder, however please give 24 hour notice of your cancellation otherwise an administration fee of £11.00 will be deducted from the refund due.

8. The Council does not accept liability arising through breach of agreement, misrepresentation or otherwise and the aggregate liability shall not exceed the charge for collection.

November 2019