

Commercial Refuse and Recycling Customer Service Protocols in Argyll and Bute

Under environmental legislation, all organisations producing waste must bear the costs of waste arising from their activities.

Sizes of Commercial Bins issued to customers

The following bins will be available to Commercial Customers: 240's, 340's, 660's 1100's and 1280 litres.

Frequency of general waste uplifts

The colour of bin for mixed waste Commercial collections will only be grey

Recycling Collection Services

Separate glass and paper/card recycling services are available in virtually all areas.

Depending on location there are some other recycling material collections available (please contact relevant area helpline for further details). We hope to further extend our recycling service over the next few years.

Recycling collections are either weekly or fortnightly and the frequency offered depends on material and location.

In May 2012 the Scottish Government published new Waste Regulations which included a duty on commercial premises to recycle (if they are not already doing so) from January 2014.

Recycling is better for the environment and it could save you money.

Changes to Agreement

The Commercial Customer will be allowed **one** free change to the frequency of service and/or the number of bins collected on **one occasion per annum**.

Additional changes will be made as requested, wherever practical, however an Administration Fee will be charged each subsequent change in the contract in any one year.

Requested changes will commence on the 1st day of the month following the request, wherever practical. Any change would only be allowed on a monthly basis. Any service commencing mid-month will be charged from the 1st of the current month.

Part Year or Variable Service throughout the year

The Council can provide a part year or variable service throughout the year option, however each variation to service will only be provided over full calendar months.

Any amendments to the contract will commence on the 1st of the month wherever practical and can only be changed for complete calendar months.

Bed and Breakfast Properties/Self Catering and Holiday Homes

Bed and Breakfast/self catering properties and holiday homes paying Council tax will be allowed one domestic bin and a blue recycling bin (where such a service is available). Any additional waste will be charged at a commercial rate.

If such properties are paying non domestic rates all refuse and recycling uplifts will be charged commercial refuse and recycling rates.

The Council reserves the right to consult with the Non-Domestic Rates section to verify if a property is listed in their records.

Agreed Methods of Payment

Annual in advance By cheque, debit card, credit card, BACS, on line at www.argyll-bute.gov.uk

Direct Debit Direct Debit payments will be spread over a 12 month period from the end of April to the end of March.

A Service Offer will be sent out annually to cover the period 1st April to 31st March, or after any changes to service.

The bin(s) should be presented to the kerbside on the agreed day(s) with the handle(s) facing outwards towards the road.

The Commercial Customer must ensure that the lid is closed and that the bin is not overloaded.

Any additional waste can be presented for uplift only in tied **pre-paid white sacks** supplied by Argyll and Bute Council.

Once payment has been received or direct debit is in place for the duration of the contract, the bin(s) will be emptied by the refuse staff.

Management/Customer Guidance

When a new or changed service is required, the Customer can contact their local area office or complete the Commercial Waste Collection Form on line at www.argyll-bute.gov.uk/forms/commercial-waste-enquiry-form.

An appropriate service will be agreed between the Council and the Customer. The Customer will be issued with An Official Service Offer confirming the agreement and requesting payment for the service. The Customer will be expected to return a signed copy of this Offer along with their payment or direct debit form.

Waste and/or recycling will only be uplifted where the Customer has paid or has an up to date direct debit in place.

For more information about commercial waste and the recycling services available in your area, please call Argyll and Bute Council's Development and Infrastructure Services on the following numbers:

Bute and Cowal—

Service Helpline: 01369 708615
Payment Helpline: 01546 604669

Helensburgh and Lomond—

Service Helpline: 01436 658912
Payment Helpline: 01546 604637

Lorn and Isles—

Service Helpline: 01631 569185 / 569183
Payment Helpline: 01546 604686

Mid Argyll—

Service Helpline: 01546 604636
Payment Helpline: 01546 604637

Kintyre—

Service Helpline: 01546 604636
Payment Helpline: 01546 604637

Islay—

Service Helpline: 01496 301 338
Payment Helpline: 01546 604637

Commercial.refuse@argyll-bute.gov.uk



If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Ma tha sibh ag iarraidh an sgrìobhainn seo ann an cànan no riochd eile, no ma tha sibh a' feumachdainn seirbheis eadar, feuch gun leig sibh fios thugainn.

Gaelic

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami

Polish

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

Hindi

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

Urdu

ने छिच समझवेचें जुगुं विमे वेर डाम्म विच न्नां विमे वेर रुप विच चाहीसा वै, न्नां ने जुगुं गॅलघाउ ममझुटि लुटी विमे छिंरव्प्टर ची छेव वै, उां जुमीं मांठुं छेमीं।

Punjabi

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

Cantonese

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

Mandarin

Argyll and Bute Council, 1a Manse Brae,
Lochgilphead PA31 8RD

Telephone: 01546 604437 Fax: 01546 604349

Argyll and Bute -Realising
our potential together



Commercial Waste and Recycling Services

www.argyll-bute.gov.uk