

Note: Refer to this policy only for Assisted Collection details. Other elements are superseded by the Excess Waste Policy 2016. (PW)

ABERDEEN CITY COUNCIL

COMMITTEE: Communities, Housing and Infrastructure
DATE: 28th October 2014
DIRECTOR: Pete Leonard
TITLE OF REPORT: Waste Container and Collections policy review
REPORT NUMBER: CHI/14/025
CHECKLIST RECEIVED: Yes

1. PURPOSE OF REPORT

The report outlines proposed changes to the household waste and recycling containers and collections policy that was approved by Finance and Resources Committee on 11th March 2010.

2. RECOMMENDATIONS

That the Sub-committee:

- i. Notes the transfer of the responsibility for the assisted collection approval process from the Environment Team to the Waste and Recycling team
- ii. Agrees the new assisted collection acceptance criteria, application process and review process
- iii. Agrees the new additional container criteria, application process and review process

3. FINANCIAL IMPLICATIONS

There are no direct financial implications from this report. The administrative processes outlined in the report and appendices will be managed within the existing Waste and Recycling Service resource. The new processes are anticipated to reduce the overall demand for assisted collections and thereby have some positive impact on the time required to complete collection rounds and potentially reduce overtime costs. It is not possible to define any savings until the procedures are full implemented but any impacts will be considered in the annual budget review process.

4. OTHER IMPLICATIONS

Resource: The waste admin team will be taking on additional tasks as part of this new policy but it is envisaged that this can be absorbed by the current team. Any resource released from the Environment service will be directed to enhance Community Engagement activities undertaken by this team.

The new review process should increase the efficiency of the collection crews as it will reduce the number of ineligible assisted collections and additional containers.

5. BACKGROUND/MAIN ISSUES

5.1 Background

5.1.1 The current Waste Containers Policy has been in operation since approval by committee in March 2010. Since the adoption of this policy there have been a number of service changes and it is now in need of a review and a number of changes are proposed to the following sections:

- Assisted collections
- Additional general waste bins
- Missed collections

5.1.2 The proposed new Waste Containers and Collections policy is at appendix one. Full details explaining why the changes are required and what the changes are can be found in the rest of the report.

6. PROPOSED CHANGES TO THE ASSISTED COLLECTION PROCESS

6.1 Background

6.1.1 Assisted collections are provided to households who are physically unable to present their containers for collection and involve the crew entering the property in order to collect the container and to return it to the same position. The Waste Collection service has provided assisted collections to those in need for many years now since the introduction of the wheeled bin service in 1998. The service currently provides the following number of assisted collections:

Black general waste bins - 1489
Brown garden waste bins - 1094
Kerbside recycling containers – 1114

6.2 Current application process for assisted collections

6.2.1 The current process involves the resident requesting the service via telephone or email and an Environment Officer will then contact them to discuss their eligibility and make a decision on whether to provide the service.

6.2.2 The responsibility for assessing assisted collection applications currently sits with the Environment Team. Following restructure a number of years ago the Environment Team's involvement with waste issues was reduced but processing assisted collections requests remained with the Environment Team. This responsibility would be better placed with the Waste and Recycling team who provide the collection service. It is proposed that the responsibility for processing assisted collection applications should transfer over to the Waste admin team.

Recommendation 1: The sub-committee agree to note the transfer of the responsibility for the assisted collection approval process from the Environment Team to the Waste and Recycling team

6.3 Proposed new criteria and application process

6.3.1 The following acceptance criteria are proposed, the household would need to meet one or more of these criteria to be accepted for an assisted collection service:

1. The permanent resident(s) suffer(s) from a medical condition or disability that prevents them from being able to put the bin out and does not have assistance for putting out the bin
2. The permanent resident(s) suffer(s) from a temporary incapacity* and does/ do not have assistance for putting out the bin

* **Temporary Incapacity** is defined as curable impairment of mental or physical faculties that may impede the affected person from functioning normally only so far as he or she is under treatment.

6.3.2 A new process for applying for an assisted collection is detailed in the flow diagram in appendix one. The flow diagram clearly outlines the responsibilities at each stage of the process and the timescales for completion.

6.3.3 The new application for an assisted collection is shown in appendix two. The resident (or their representative) needs to explain which of the acceptance criteria that the household meet. This form will be available to complete by email, hard copy or online.

6.3.4 Template letters have also been drafted for use during this process.

6.4 Review process

6.4.1 Because residents move house on a regular basis, the data held by the waste service can quickly become out of date unless the residents

inform us about their move or change of circumstance. Very often this is not the case which means that, as new residents move into addresses they are provided with an assisted collection which they do not need and are not eligible for. There is currently no system for review of assisted collections. It is proposed that a review is carried out every 2 years (from the date of the original assisted collection application) by the Waste and Recycling Team. The households who have assisted collections will receive a letter and an application form which they will have to complete and return to confirm that they still need an assisted collection. If no reply is received within 28 days then the assisted collection will be withdrawn.

- 6.4.2 The information currently held on assisted collections is out of date and in need of review and therefore it is proposed to write to everyone who has had an assisted collection for longer than 2 years and ask them to return a completed application form if they still require the service.

Recommendation 2: The sub committee agree the new assisted collection acceptance criteria, application process and review process

7. PROPOSED CHANGES TO THE ADDITIONAL CONTAINER POLICY

7.1 Background

7.1.1 The current additional container process has been in place since the introduction of the new waste containers policy in April 2010. Since this date 455 additional containers have been authorised as the applications have met the eligibility criteria but only a total of 283 have been delivered. It is thought that some residents do not wish to pay the £35 delivery charge and change their minds about their need for an additional bin. Prior to this policy being implemented residents were able to phone up and buy an additional bin if they required it and there is no record of the numbers of additional bins that were delivered prior to 2010.

7.1.2 If households meet the current criteria for an additional container then it is authorised and delivered once they pay the delivery charge. The route sheets are then amended. There is no check on whether the household is already making the best use of the recycling facilities available.

7.2 Proposed new criteria and application process

7.2.1 The following acceptance criteria are proposed, the household would need to meet one or more of these criteria to be authorised an additional general waste container:

1. There are five or more people permanently resident in the household (visitors or guests cannot be included)

2. One or more of the residents in the household has a medical condition which results in the production of extra (non clinical) waste. e.g. packaging or incontinence pads
3. There are two or more residents under the age of three in the household in nappies

The third criteria is new and reflects the main source of complaints with the current policy as well as assisting parents through what is often a challenging period.

7.2.2 A new process for applying for an additional general waste container has been drafted and is detailed in the flow diagram in appendix four. The flow diagram clearly outlines the responsibilities at each stage of the process and the timescales for completion.

7.2.3 A key change to the process is the requirement for a Recycling Officer to carry out a recycling assessment for each application for an additional container prior to authorisation. The assessment would involve a Recycling Officer visiting the property the day before the general waste is due for collection and reviewing the household's use of their waste containers. The main aims of this visit are to ensure that the household is making full use of the recycling facilities available, ensure that no items that could be recycled are placed in the general waste bin and provide advice and support on how to recycle more. Only if the Recycling Officer is satisfied that the household is recycling as much as they can would they authorise an additional bin. If the Recycling Officer is not satisfied then they would arrange a return visit once the household are recycling if required. Many households, once they are fully recycling, will find that they no longer require an additional container.

7.2.4 The new application form for an additional general waste container is shown in appendix five. The resident (or their representative) needs to explain which of the acceptance criteria that the household meet. This form will be available to complete by email, hard copy or online.

7.2.5 Template letters have also been drafted to use during this process.

7.3 Review process

7.3.1 The review process will be very similar to the assisted collections review process. It is proposed that a review is carried out every 2 years (from the data of the original authorised additional container) by the Waste and Recycling team. The households who have additional general waste containers will receive a letter and an application form which they will have to complete and return to confirm that they still need an additional container. If no reply is received within 28 days, then the additional general waste container will be withdrawn.

7.3.2 One problem that does currently exist is that some households have extra containers that they have purchased prior to 2010 when the

policy was introduced. These containers are currently collected but their eligibility has not been assessed. It is not known how many households this applies to. It would be a very time consuming and costly exercise to survey all of these unauthorised additional bins accurately and to review their eligibility. This issue is time limited as the current black refuse bins will be converted to recycling use when mixed recycling is introduced. If this instance if two wheeled bins are prevented for collection this can only be because a very high proportion of the household's waste is being recycled; something that should be encouraged. Therefore it is suggested that the crews continue to collect unauthorised refuse bins until the service changes to a 180 litre general waste bin.

Recommendation 3: The sub committee agree the new additional container acceptance criteria, application process and review process

8. IMPACT

An Equality and Human Rights Impact Assessment (EHRIA) form has been completed for this report. The proposal will mostly have a positive impact on the people with protected characteristics identified in the EHRIA. The impact can be summarised as:

Disability - the assisted collection policy will affect households who have a disability that prevents them putting out their waste containers as they will be automatically granted an assisted collection. This will have a positive impact on this group.

Pregnancy and maternity – the additional container policy will have a positive impact on this group as a new acceptance criteria of households with 2 children under 3 years old in nappies has been added to this policy due to the amount of waste generated by babies in nappies.

However some residents will find that their additional containers are no longer collected as they have not been authorised through the correct channels, if they meet the new criteria, they will have to reapply for an additional container and prove that they are recycling. This will affect all households that have an unauthorised additional container.

9. MANAGEMENT OF RISK

The main risks considered as part of this report are:

1. The potential for negative publicity about the introduction of new 'recycling assessments' for households who have applied for additional containers. These could be seen as the Council acting as 'bin police'. However it should be considered that if all households who applied for additional containers were fully recycling many of them would not require additional general waste containers.

2. Once the Council switches over to 180 litre general waste bins, complaints may be received by residents who have unauthorised additional containers as they will no longer be collected. In order to mitigate this risk a comprehensive communication campaign will be instigated prior to the roll out to encourage residents to make full use of the recycling facilities and apply early for an additional container if they really need it.

10. BACKGROUND PAPERS

Appendix 1. Waste Containers and Collections Policy 2014

Appendix 2. Flow diagram showing the assisted collection application process

Appendix 3: Application form for an assisted collection

Appendix 4: Flow diagram showing the additional general waste container application process

Appendix 5: Application form for an additional general waste container

11. REPORT AUTHOR DETAILS

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Tel: 01224 489256

Aberdeen City Council
Household Waste and Recycling Containers and Collections Policy
October 2014

This policy document does not relate to the use of communal or on-street general refuse bins, on-street paper recycling facilities, recycling points or trade waste customers unless specifically stated.

1. Provision of Containers

1.1 The Council's policy is, where routes and capacity exist, to provide households suitable containers for;

- (i) General/ non-recyclable waste
- (ii) Garden waste and food waste
- (iii) Recycling

1.2 Additional recycling containers will be provided to householders, with a genuine need for extra capacity, on request

1.3 140 litre bins are available in place of a 240 litre bin upon request. The original 240 litre bin will be removed when the 140 litre bin is delivered.

1.4 Containers that have been stolen, damaged or gone missing will be replaced free of charge.

1.5 Upon delivery of a replacement bin, if there is already a residual waste bin at the property, the replacement will not be left and it will be reported to the Waste Team. The householder will be informed that they need to apply for an additional bin as below.

2. Additional general waste bins

2.1 In order to be issued an **additional general waste bin** the household must meet one or more of the following criteria:

- 1. There are five or more people permanently resident in the household (visitors or guests cannot be included)
- 2. One or more of the residents in the household has a medical condition which results in the production of extra (non clinical) waste. e.g. packaging or incontinence pads
- 3. There are two or more residents under the age of three in the household in nappies

NB. These households must make full use of the kerbside recycling service and the garden/food waste service where these are available before an application will be accepted. A Recycling Officer will visit the property to conduct a waste audit with the resident in order to ensure that no recyclable materials are being put into the general waste container.

The following terms and conditions will apply to additional bins:

- 1. A maximum of one additional bin will be available to eligible households
- 2. There will be a charge of £35 (inc.VAT) for delivery.
- 3. Additional bins will only be delivered once payment has been received
- 4. Residents with a medical condition or disability that causes them to produce excess waste, will not be charged.

5. A 50% discount will be available for those in receipt of Council Tax benefit and/or Housing Benefit.
6. Additional bins will be easily identifiable
7. Additional bins should also be used as per Aberdeen City Council Household Waste and Recycling Containers Policy.
8. The Council reserves the right to remove the service if there is no genuine capacity requirement, households no longer meet the eligibility criteria, if the fees are not paid or if provision is abused.

3. Ownership and Storage of Containers

3.1 The containers remain the property of Aberdeen City Council unless purchased under the previous additional bin policy

3.2 Containers must be stored where possible within the boundary of the property

3.3 Containers must be removed from collection point by the householder and returned to within the boundary of the property as soon as reasonably practical after emptying.

3.4 The cleanliness of containers remains the responsibility of the resident and they should be maintained in a clean and hygienic condition at all times. Unclean or unhygienic bins may not be emptied.

4. Presentation and Collection of Containers

4.1 The householder is required to present the appropriate container on the kerbside by 7:00am on the morning of collection.

4.2 Only containers supplied to householders by Aberdeen City Council will be collected.

4.3 Containers should be replaced after emptying by collectors to the original collection point or within one refuse collection vehicle length from the collection point but not to cause obstruction to driveways or entrance paths/gates, unless left in this manner by the householder.

4.4 All waste and recycling should be presented for collection in an authorised container. Waste or recycling which is not presented in this manner will be considered fly-tipping and the householder may be subject to enforcement action.

4.5 Bins which are too heavy to reasonably move or be lifted by the collection vehicle's lifting gear, or which are presented with raised lids due to excess waste will not be collected as they present health and safety implications to operatives. The resident should correctly re-present their bin on the following uplift day or can dispose of the waste at a Household Waste Recycling Centre (HWRC).

4.6 Only those materials acceptable for recycling or composting will be uplifted from brown bins and recycling containers. Further information on the materials that can and cannot be collected as part of the kerbside recycling and garden/ food waste services can be obtained via the Council website, from the Waste Aware Line (08456 080 919) or the Recycling Guide. Contamination in recycling containers or brown bins will not be uplifted. Residents should then remove the contaminated material(s) and place their bin out for collection on the next uplift day.

4.7 Household Waste and Recycling Containers should not be used to dispose of business waste, without prior permission from the Council, even if

this waste is generated from a business operating from the household. Businesses attempting to dispose of their waste at a HWRC may be subject to enforcement action.

5. Provision of Assisted Collections

5.1 Provision of an assisted collection will be provided if the household meets one or more of the following criteria:

1. The permanent resident(s) suffer(s) from a medical condition or disability that prevents them from being able to put the bin out and does/ do not have assistance for putting out the bin
2. The permanent resident(s) suffer(s) from a temporary incapacity* and does/ do not have assistance for putting out the bin

* **Temporary Incapacity** is defined as curable impairment of mental or physical faculties that may impede the affected person from functioning normally only so far as he or she is under treatment.

5.2 The following terms and conditions will apply to assisted collections:

1. Containers will be uplifted from within the boundary of the property from a specified location in the open air at ground level and return it to the same place
2. Council staff will not uplift from inside the property itself.

6. Collection Points

6. Where there is an established collection point other than the kerbside, residents may place containers at this location for collection and collection crews will return containers to the same site.

6.1 Where there is no pavement or other suitable place (roadside, communal area, bin store, verge) on which to present the containers, householders should present them at a location agreed with the Council. Collection crews will return containers to the same site.

6.2 Where the property opens directly onto the street, there is no front garden or area in which to store bins, and no direct access to the back or side of the house (or other communal area) such that the bin has to be brought through the house, residents may request permission from the Council to keep their bin on the pavement provided this does not cause a health and safety problem.

6.3 Where the collection vehicle cannot gain access to the street because of width, height, turning or other restrictions out with our control, containers may not be uplifted on the usual collection day.

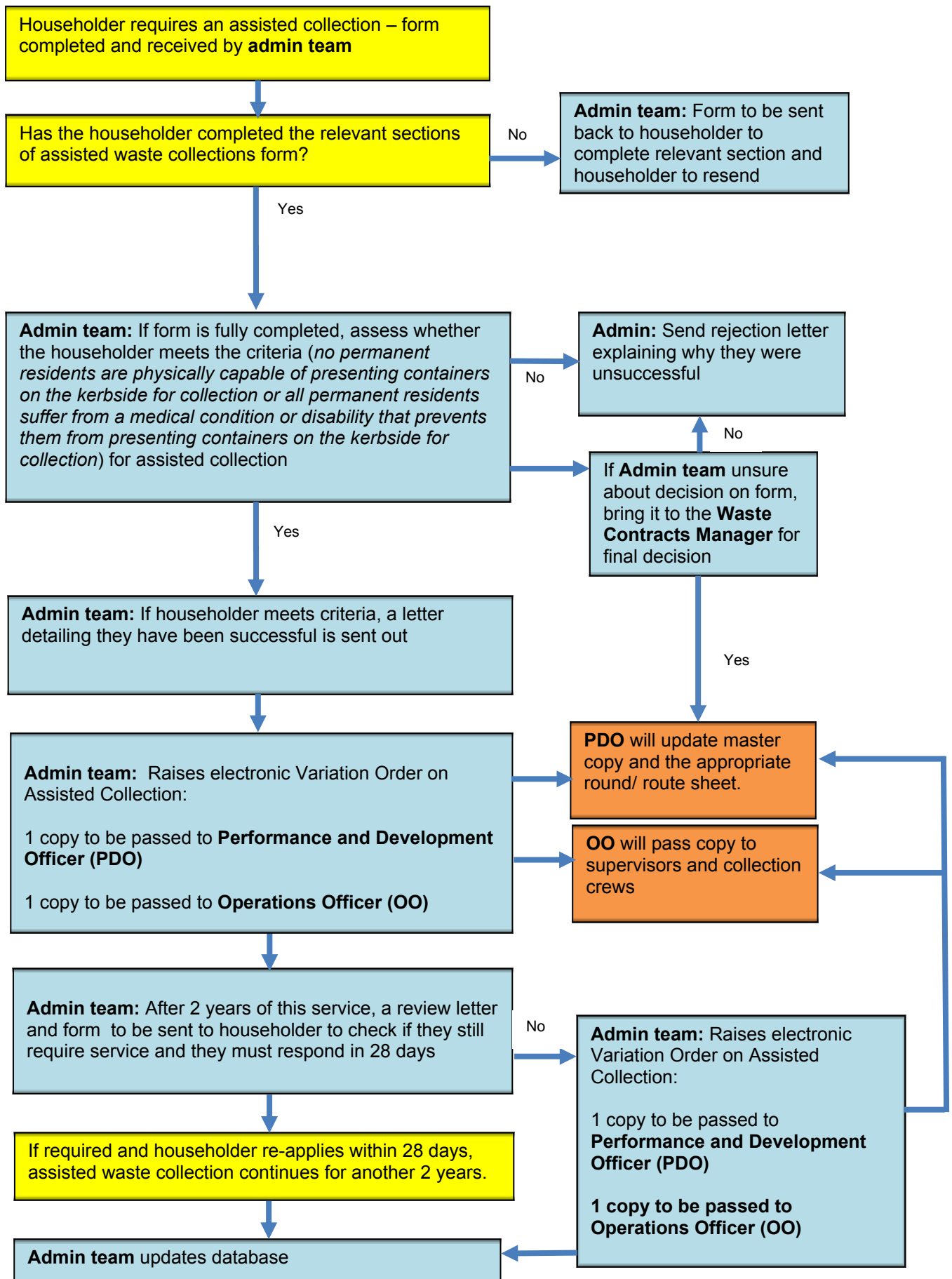
6.4 If the gaining of access is a continual or permanent problem the Council will identify a collection point where householders must leave their containers for emptying, crews will return to the agreed location for householder to retrieve. To achieve this the Council may use its powers and serve notice on the householder under section 46 of the Environmental Protection Act 1990.

6.5 Side waste which results from the Council's failure to collect (eg as a result of adverse weather, industrial action) will not be subject to enforcement action.

7. Missed collections

Where containers have been placed for collection in line with the policy but are not uplifted, residents should contact the Waste Aware Line (08456 08 09 19). The collections team will arrange for the container(s) to be uplifted as soon as practically possible.

Flow chart for assisted waste collections



Appendix 3

Aberdeen City Council Application for Assisted Collection Scheme	
Title:	Mr/Mrs/Miss/Ms/Dr
First Name:	Surname:
Address where assisted collection to be from:	Postcode:
Telephone No:	
Email address	
1.	<p>Please detail reasons that prevent any member of the household from presenting container(s) at the kerbside for collection. One or more of the following criteria must be met for receiving this service.</p> <ul style="list-style-type: none">• The permanent resident(s) suffer(s) from a medical condition or disability that prevents them from putting out the container(s) and does/ do not have assistance for putting out the container(s)• The permanent resident(s) suffer(s) from a temporary incapacity* and does/ do not have assistance for putting out the container(s) <p>NB. Please note that any physically able permanent resident who is over the age of 16 will be expected to present the container(s) for collection.</p> <p><small>*Temporary Incapacity is defined as curable impairment of mental or physical faculties that may impede the affected person from functioning normally only so far as he or she is under treatment.</small></p> <p>Please tick relevant box:</p> <p>Medical condition or disability <input type="checkbox"/></p> <p>Temporary incapacity* <input type="checkbox"/></p> <p>Other (please state)</p> <p><small>All information provided will be held in the strictest of confidence and in accordance to the Data Protection Act 1998.</small></p>

2.	Please provide the names and dates of birth of all permanent residents of the household										
	Name	Date of birth									
	Name	Date of birth									
	Name	Date of birth									
	Name	Date of birth									
	Please detail any additional residents below or on the reverse of the form										
3.	<p>Is the application for the assisted container(s) lift (please tick):</p> <p>Permanent or Temporary</p> <p>If temporary, please state date of when this service will no longer be required _____ The service will automatically cease on this date, unless we are advised otherwise.</p>										
4.	<p>Please indicate for which services you require an assisted collection and where the container(s) will be left for collection and return.</p> <p><i>Please note that container(s) must be left in the open air and outside the building. The location must not compromise the crew's health and safety requirements (if it is believed that this is the case, you will be contacted).</i></p> <table border="1" data-bbox="244 1592 1445 1957"> <thead> <tr> <th data-bbox="244 1592 746 1666">Service Type</th> <th data-bbox="746 1592 916 1666"></th> <th data-bbox="916 1592 1445 1666">Location of container(s) for uplift</th> </tr> </thead> <tbody> <tr> <td data-bbox="244 1666 746 1816">Black General Waste Wheeled container</td> <td data-bbox="746 1666 916 1816">Yes/No</td> <td data-bbox="916 1666 1445 1816"></td> </tr> <tr> <td data-bbox="244 1816 746 1957">Kerbside Recycling</td> <td data-bbox="746 1816 916 1957">Yes/No</td> <td data-bbox="916 1816 1445 1957"></td> </tr> </tbody> </table>		Service Type		Location of container(s) for uplift	Black General Waste Wheeled container	Yes/No		Kerbside Recycling	Yes/No	
Service Type		Location of container(s) for uplift									
Black General Waste Wheeled container	Yes/No										
Kerbside Recycling	Yes/No										

	Brown garden and food waste wheeled container	Yes/No	
5.	To the person signing this form, are you a permanent resident of the address? If yes please go to section 6.		Yes/No
If you are not a permanent resident please print your name and state your relationship			
Are you the designated point of contact for any future issues relating to this application?		Yes/No	
If yes to the above question, please provide contact address and telephone number(s) for future correspondence. If no, please provide a point of contact for future correspondence			
Please sign in the adjacent box confirming that you have the authority to act on behalf of the resident(s) of the household in completing this form and, if stipulated, acting on their behalf for any future issues.		Sign: Print name:	
6.	<p>I confirm that all information in this application is correct, that I have read and agree to the Terms and Conditions and I understand that Aberdeen City Council may make further enquiries as needed. You will receive a confirmation letter within 28 days that your application has been received by Aberdeen City Council. Please contact Aberdeen City Council if your circumstances change and you no longer require the assisted waste service.</p> <p>Householder/Occupier (as above):</p> <p>Signed.....</p> <p>Print Name.....</p>		

Date.....

Please return signed application form to:

Waste Administration Team
Aberdeen City Council
Kittybrewster Office
38 Powis Terrace
Aberdeen
AB25 3RF

**Aberdeen City Council
Assisted Collection Scheme
Terms and Conditions**

If your application is successful the council will provide an assisted collection for the services indicated on the form.

Assisted collections are only provided to households where;

- The permanent resident/s suffers from a medical condition or disability that prevents them from being able to place containers out and does not have assistance for putting out the container(s)
- The permanent resident/s suffers from a temporary incapacity and does not have assistance for putting out the container(s)

Container(s) will only be collected from the open air at ground floor level with-in the curtilage of the property.

It is the applicant's responsibility to ensure that any gates and/or doors that have to be negotiated by the collection crew are accessible.

It is the applicant's responsibility to ensure that any paths, surfaces, common parts etc, where the container(s) have to be moved along/through are fit for purpose and are kept clear to accommodate the safe collection and return of the containers.

The council reserve the right to withdraw the service if a risk assessment deems that it may cause an unacceptable risk to collection crews.

You are required to contact the council if you no longer need the assisted collection provided or a permanent member of the household, either present or new, becomes able/ available to present the container(s) to the kerbside for collection.

Aberdeen City Council reserves the right to carry out random checks to ensure that only households without a capable resident receive an assisted collection, where there is deemed to be a capable resident the service will be withdrawn.

The council reserve the right to withdraw the service at any time.

**Aberdeen City Council
Assisted Collection Scheme - Application Form & Terms and Conditions
DATA PROTECTION**

The information collected on this form is recorded manually and on computer, stored securely and processed for the purposes of assessing your application for an assisted waste collection. Aberdeen City Council (ACC) will process your information fairly and lawfully and in accordance with the principles of the

Data Protection Act 1998. The information you provide will not be made available to anyone outside of ACC. If your application is successful ACC will keep the information on record for service monitoring purposes. For the purposes of processing your personal information, ACC is the Data Controller. The nominated representative of the Data Controller is the City Solicitor. You have a right to obtain details of the personal information which ACC holds about you. If you require information held about you in regards to waste and recycling services only such a request should be made in writing to: The Waste and Recycling Manager, Kittybrewster Office, 38 Powis Terrace, Aberdeen, AB25 3RF

Please contact us on the telephone number below if you want this document in Braille, large print or on an audio CD, or if you want the document translated into another language.

إذا كنت تود الحصول على هذه الوثيقة بالخط العريض أو البريلا أو الأشرطة الصوتية المدمجة أو كنت تود ترجمتها الى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

আপনি যদি এই দলিলটি ব্রেইলে, বড় ছাপার অক্ষরে বা শোনার জন্য সিডি, অথবা দলিলটি অন্য কোন ভাষায় অনূদিত চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

如欲索取此文件的凸字版、大字版、語音光碟，或其他語文翻譯本，請致電下列號碼。

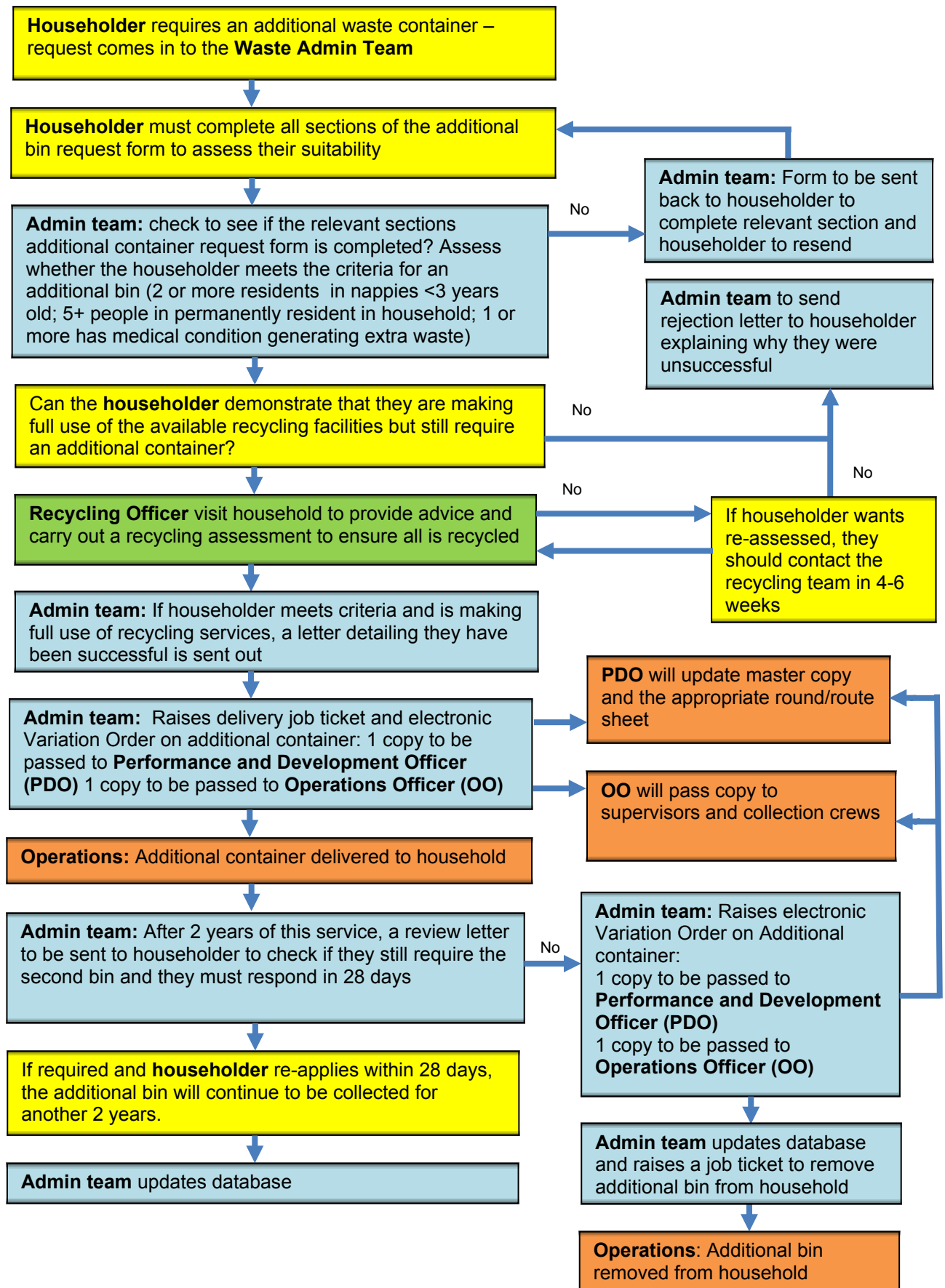
Proszę się skontaktować z nami pod poniższym numerem telefonu jeśli ten dokument jest wymagany w alfabecie Brajla, w dużym druku, na płycie kompaktowej CD lub przetłumaczony na inny język.

Пожалуйста, свяжитесь с нами по номеру телефона, указанному ниже, если Вы хотите получить этот документ шрифтом Брайля, крупным шрифтом или на компактном аудио диске, а также если Вам нужен перевод этого документа на другой язык.



08456 08 09 19

Flow chart for an additional residual waste container



Appendix 5

Aberdeen City Council application for an additional waste container

PLEASE NOTE THIS APPLICATION CAN ONLY BE CONSIDERED FOR HOUSEHOLDS OF FIVE OR MORE PERMANENT RESIDENTS THAT ARE USING ALL RECYCLING FACILITIES PROVIDED OR HOUSEHOLDS WITH EXCEPTIONAL CIRCUMSTANCES.

I wish to apply for an additional container because (please tick as appropriate):

There are five or more people permanently resident in my household. (Visitors or guests cannot be included)	
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There are two or more residents under the age of three in nappies in my household	
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One or more of the residents in my household has a medical condition which results in the production of extra (non clinical) waste. e.g. packaging or incontinence pads.	
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NB. Please note that all applications for additional waste containers will require a home visit from a Recycling Officer prior to authorisation to ensure that the household is making full use of the available recycling facilities

Title:	Mr/Mrs/Miss/Ms/Dr/other
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First Name:		Surname:	
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Address where additional waste container is required:	
---	--

Postcode:	
-----------	--

Telephone No:	
---------------	--

Email address:	
----------------	--

1.	Do you have 5 or more permanent residents in the household? Please provide the names and dates of birth of all permanent residents of the household.	Yes/ No
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Name	Date of birth
Name	Date of birth
Name	Date of birth
Name	Date of birth
Name	Date of birth

Please detail any additional residents below
--

6.	What recycling containers (including food and garden waste) do you currently have? Please detail below	
	What materials do you currently recycle? Please detail below	
	Do any recyclable materials go into the black general waste bin? If yes, please detail below what goes in	Yes/ No



7.	<p>I confirm that all information in this application is correct, that I have read and agree to the Terms and Conditions and I understand that Aberdeen City Council may make further enquiries as needed. You will receive a confirmation letter within 28 days that your application has been received by Aberdeen City Council. Please contact Aberdeen City Council if your circumstances change and you no longer require your additional waste container(s).</p> <p>Householder/Occupier (as above):</p> <p>Signed.....</p> <p>Print Name.....</p> <p>Date.....</p> <p>Please return signed application form to:</p> <p>Waste Administration Team Aberdeen City Council</p>	
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Kittybrewster Office
38 Powis Terrace
Aberdeen
AB25 3RF

Aberdeen City Council Additional Bin scheme Terms and Conditions

If your application is successful the council will provide an additional bin for the services indicated on the form. Additional bins are only provided to households where there is a household with 5+ residents permanently in the household (excluding visitors or guests) that are using all recycling facilities provided or households with exceptional circumstances such as:

- There are five or more people permanently resident in the household (visitors or guests cannot be included)
- One or more of the residents in the household has a medical condition which results in the production of extra (non clinical) waste. e.g. packaging or incontinence pads
- There are two or more residents under the age of three in the household in nappies

You are required to contact the council if circumstances change and you no longer need an additional bin. Aberdeen City Council reserves the right to carry out random checks to ensure that only households still require and when the above criteria for an additional bin is not met, it will be withdrawn.

The council reserve the right to withdraw the additional bin at any time

Aberdeen City Council Additional Waste Container Scheme - Application Form & Terms and Conditions DATA PROTECTION

The information collected on this form is recorded manually and on computer, stored securely and processed for the purposes of assessing your application for an additional waste container. Aberdeen City Council (ACC) will process your information fairly and lawfully and in accordance with the principles of the Data Protection Act 1998. The information you provide will not be made available to anyone outside of ACC. If your application is successful ACC will keep the information on record for service monitoring purposes. For the purposes of processing your personal information, ACC is the Data Controller. The nominated representative of the Data Controller is the City Solicitor. You have a right to obtain details of the personal information which ACC holds about you. If you require information held about you in regards to waste and recycling services only, such a request should be made in writing to: The Waste and Recycling Manager, Kittybrewster Office, 38 Powis Terrace, Aberdeen, AB25 3RF

Please contact us on the telephone number below if you want this document in Braille, large print or on an audio CD, or if you want the document translated into another language.

إذا كنت تود الحصول على هذه الوثيقة بالخط العريض أو البريل أو الأشرطة الصوتية المدمجة أو كنت تود ترجمتها إلى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

আপনি যদি এই দলিলটি ব্রেইলে, বড় ছাপার অক্ষরে বা শোনার জন্য সিডি, অথবা দলিলটি অন্য কোন ভাষায় অনুদিত চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

如欲索取此文件的凸字版、大字版、語音光碟，或其他語文翻譯本，請致電下列號碼。

Proszę się skontaktować z nami pod poniższym numerem telefonu jeśli ten dokument jest wymagany w alfabecie Brajla, w dużym druku, na płycie kompaktowej CD lub przetłumaczony na inny język.

Пожалуйста, свяжитесь с нами по номеру телефона, указанному ниже, если Вы хотите получить этот документ шрифтом Брайля, крупным шрифтом или на компактном аудио диске, а также если Вам нужен перевод этого документа на другой язык.



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