

# **Environmental Services**

## **Policy on collection of bulky items and fridge/freezers**

The following is Harrogate Borough Council's (HBC) policy on collection of bulky items and fridges and freezers from domestic properties. This service is offered on a chargeable basis in addition to the normal household refuse collection service.

## **1. What Will be Collected.**

- HBC will collect up to two household bulky items in one collection.
- HBC will collect up to two refrigeration units in one collection.
- HBC are not able to remove fixtures and fittings, carpets or underlay, garden refuse, *garden* equipment, rubble, soil, garden furniture, barbecues or items containing glass (e.g. TVs, cabinets etc). Please note: the bulky items are being collected and placed in a compaction vehicle therefore for safety reasons the Council cannot accept items containing glass inserts. As the vehicle compacts the waste carpets/underlay cause mechanical problems during the compaction process and are therefore excluded from the scheme.
- The service is chargeable unless the customer is in receipt of certain benefits. If the customer is entitled to a free service they may have up to three collections in any given year (April to March), any collections over and above this will be charged at the normal rate.

## **2. How the Collection Works**

- HBC will encourage the customer to find a sustainable alternative before resorting to a bulky collection e.g. Essential Needs, Freecycle, in-store take back schemes for electrical items etc
- If items are suitable for Essential Needs the customer will be given their contact details and advised to contact them.
- If the items are not suitable for Essential Needs etc the customer will be advised that if they are able to transport the item to their local amenity site themselves this will be accepted free of charge or the customer may consider using alternative means such as Freecycle or other suitable exchange sites on the Internet.
- If the above options for disposal are not suitable HBC will take payment from the customer and book a date for collection.
- Bulky items will be collected within ten working days (excluding bank holidays).
- Refrigeration units will be collected the following week as long as booking is made by 12:00pm on a Thursday.

- All items to be collected must be left outside and be easily accessible. HBC or contractors working on their behalf are not able to enter property including garages and outbuildings to collect items unless resident is disabled (assistance will be considered in these instances).
  
- This policy forms part of a suite of policy documents for Environmental Services, which can be viewed on the Council's website [www.harrogate.gov.uk](http://www.harrogate.gov.uk). If customers do not have access to the Internet they can obtain the information from the Council's Customer Services Team.

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