**NEWRY, MOURNE AND DOWN DISTRICT COUNCIL**

**'Comhairle an Iúir, Mhúrn agus an Dúin**

**(Draft Irish Language Version)**





**BULKY COLLECTION SERVICE**

**Mr J McCorry**

**Mr Canice O’Rourke**

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**INTRODUCTION**

***1. Council Policy with respect to the Collection of Bulky Items from Households***

- Council provides a Bulky Collection Service, whereby householders may request collection of items as are too large to fit into the householder’s standard wheeled bin.

- The Service is provided to remove household items but is not a 'household clearance’ service.

- A charge applies for the Service, as is payable in advance. Service will be provided, normally within 10 working days and an allocated date will be agreed, in advance with the household requiring the collection.

2. - The definition for a Bulky Collection is derived from WRAP (Waste and

Resources Action Programme).

The definition of Bulky Waste for the purpose of this policy is

 Any articles of waste that exceeds 25 kilograms in weight; and for

 Any articles of waste which doesn’t fit or cannot be fitted in to a household wheeled

bin

 Applies to items listed in paragraph 2.1

3. Bulky items included in this definition may also be accepted as the Councils Household Recycling Centers provided the householder transports them to one of the sites.

Householders must however note that license conditions for the sites will prevent the receipt of some items of household waste e.g. oil tanks and building debris.

**2. COUNCIL POLICY WITH RESPECT TO THE COLLECTION OF BULKY ITEMS**

***2.1 Definition of Bulky Collection***

A Bulky Collection may be provided to any Householder, following payment of the relevant fee.

Collection charge for the Service is £10 including Vat for a maximum of 5 items. No discount applies.

There are exceptions as to what may be collected as part of this Service.

|  |  |
| --- | --- |
| ***Include*** | ***Exclude*** |
| Furniture | Kitchen Units |
| Three Piece Suite (3 items) | Bathroom Units |
| White goods (*cooker, fridge, hob, washing**machine)* | Windows/Doors |
| Bicyckes | Radiators/Storage Heaters |
| Carpets/Rugs/Underlay | Building Debris |
| Garden Furniture | Fencing or Garden Sheds |
| Portable Household Items | Greenhouse |
| Kennels | Coal Bunkers |
|  | Oil Tanks |
|  | Garden Waste |
|  | Bagged Household Waste |

Distinction is to differentiate between household items and those as are fixtures

within a household.

***2.2 Payment***

Payment must be made in advance and is accepted at any of the following locations. Payment may be made in person or by telephone with a valid credit card.

List of locations where collection can be booked (alphabetical listing)

|  |
| --- |
| ***Newry & Mourne District Council & Down District Council*** |
| ***Location*** | ***Address*** | ***Telephone*** |
| Ballynahinch Centre | 55 Windmill Street, Ballynahinch | 028 9756 1950 |
| Market House | The Square, Ballynahinch | 028 9756 4050 |
| Crossmaglen Community Centre | Cardinal O'Fiaich SquareCrossmaglen | 028 3086 1949 |
| Ballymote Sports and Wellbeing Centre | 96 Glebetown Drive, Downpatrick | 028 4461 2919 |
| Down Art Centre | 2-6 Irish St, Downpatrick | 028 4461 0747 |
| Down Leisure Centre | Downpatrick | 028 4461 3426 |
| Downshire Civic Centre | Ardglass Road, Downpatrick | 028 4461 0800 |
| Kilkeel Sports Centre | Mourne Esplanade, Kilkeel | 028 41764666 |
| Bridge Centre | Killyleagh | 028 4482 8648 |
| Newcastle Centre | Central Promenade, Newcastle | 028 4372 5034 |
| Council Offices | Monaghan Row, Newry | 028 3031 3031 |
| Sean Hollywood Arts Centre | 1A Bank Parade, Newry | 028 30313180 |
| Warrenpoint Town Hall | Church St, Warrenpoint | 028 4175 2256 |

***2.3 Refunds***

**2.3.1** A refund will be made in respect of any cancellations made up to 24 hours before collection is due.

**2.3.2** A refund will not be made in the event that materials are not in situ when collection staff call to household that requested the collection.

**2.3.3** Council reserves the right to apply an additional charge, should a call back situation apply.

**2.4 *Service Stipulations***

**2.4.1** Following booking, the householder will be advised as to the collection day to apply with requirement for the householder to state their Name, Address, Postcode and contact telephone number. Householder to advise as to the collection point and access.

**2.4.2** Householder are normally required to leave items to the frontage of the house, with no access problems. In exceptional circumstances and by arrangement, an alternative collection point may be pre-arranged at time of booking. Dogs must be chained. Soft furnishings and mattresses/carpet /rugs/underlay to be covered to ensure they are not soaked.

**2.4.3** Service staff are not authorised to enter houses or flats, unless a specific approved arrangement is made and as such householders must place items out for collection.

**2.4.4** Council staff will leave an acknowledgement slip to confirm that collection was made and to seek comment from households regarding quality of service provided