

Terms and conditions – extra black bin service

1. Your black bins **must not** be used for any items which can be recycled using the kerbside collection service.
2. South Gloucestershire Council may monitor how you use these bins and carry out random checks to ensure they are only being used for non-recyclable waste. Recyclable items found in your black bins must be removed within 14 days. If you continue to put recyclable items in the bins, we will remove your extra capacity bin and you may no longer be eligible to receive the service. No refund would be given.
3. The council will contact you in writing annually to renew your extra black bin between October and December. If you do not receive a reminder, email waste.management@southglos.gov.uk or call 01454 868000. You are responsible for ensuring the approved label provided for your extra bin is up to date, visible and report any damage to us as soon as possible. If the label is not visible on your bin or is out of date, the collection crews will not empty it and it may be removed.
4. You must put the bin out at the edge of your property or agreed collection point by 7am on the day of collection with the lid fully closed.
5. If you move home within South Gloucestershire you will need to take the extra bin with you and inform us as soon as possible to continue receiving the service. We will send you a new approved label to attach to your extra bin.
6. Your needs will be assessed every 12 months and we may carry out a waste audit as part of this process.
7. This service has a non-refundable administration fee which is to be paid every year by the recipient of the extra black bin. A 50% concession applies if you are in receipt of Universal Credit, Income Support, Pension Guarantee Credit, Income-based Job Seekers Allowance or Income-based Employment and Support Allowance. The details of the administration fee are on the council's website at <https://beta.southglos.gov.uk/request-an-extra-black-bin>

The annual administration charge is not applicable to households who need the service on medical grounds.

8. The extra black bin remains the property of South Gloucestershire Council.