

Terms and conditions

April 2024

Extra black bin service

1. Your black bins **must not** be used for any items which can be recycled using the kerbside collection service. We may monitor how you use your bins and carry out random checks to make sure they only contain 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 bin and you may no longer be eligible to receive the service. No refund would be given.
2. We will contact you in writing between October and December each year to renew your extra black bin service. If you do not receive a reminder, email: waste.management@southglos.gov.uk or call 01454 868000.
3. Make sure the approved label provided for your extra bin is up to date and visible. Report any damage to it to us as soon as possible. If the label is out of date or not visible on your bin the collection crews will not empty it and it may be removed.
4. Put your extra bin out the same as you do your other black bin.
5. If you move home within South Gloucestershire you should take the extra bin with you and inform us as soon as possible to continue receiving the service. We will send you a new label to attach to it.
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 an annual, non-refundable administration fee. 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 fee details can be found on our website: [Request an extra black bin webpage](#)

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.