

Assisted collection terms and conditions.

Assisted collection is a free service available to residents who are unable to place their waste kerbside for collection.

1. There cannot be any other resident over the age of 18 who is capable of moving the waste to the kerbside.
2. Upon receipt of the application, you will be contacted by the Isle of Wight Council's waste service provider to arrange a suitable date to visit and agree a collection point.
3. Once the collection point has been agreed, this will be confirmed in writing with a start date for the assisted collection.
4. Staff are not permitted to enter properties to collect waste.
5. If you have a garden waste subscription, your garden bin/reusable sacks will also be collected under the assisted collection service but must be presented in the same agreed collection point as the household containers.
6. Access must be clear of hazards.
7. If the waste containers are obstructed or not at the agreed collection point, the collection will be marked as not accessible or not presented and the crew will not be required to return.
8. If the assisted collection is no longer required, please inform the Isle of Wight Council by completing the online cancellation form, by e-mail at waste.contract@iow.gov.uk or by calling 01983 823777.