

Household Waste subscription service terms and conditions of renewal for holiday lets

1. Subscription fees are subject to change. Latest fees and charges can be found on our website.
2. The household waste collection subscription service is only for use by properties who are not charged a non-domestic rate.
3. Properties will be provided or continue to use the currently provided waste containers consisting of 1x 240L recycling bin, 1x 140L residual bin and 1x food caddy or reusable sacks of the same capacity. An extra recycling bin can be provided on request. Extra recycling can also be placed out on collection day in clear bags.
4. Collections will follow the household waste collection schedule which can be found on our website. General waste and recycling are collected on alternate weeks.
5. Annual subscriptions can be purchased online or via the council contact centre. The annual subscription will run from April 1 of any given year to March 31 of the following year.
6. There will be no refunds issued for service cancellations.
7. The data collected in this form may be sent to the following: Isle of Wight waste Council service provider, Revenue and Benefits and other council services and providers.
8. Our Revenue and Benefits team may contact you in relation to the information provided to check or determine accurate rating, if applicable - It may be provided to confirm if the property should be in Council Tax or Non-Domestic Rates list.
9. Bins must be presented kerbside on the day of collection by 7am, unless the collection plus subscription has been purchased.
10. Bins must only be used for the correct purpose; contaminated bins will not be emptied, and no refunds will be issued.
11. Missed collections will only be returned for if a genuine missed collection has occurred and the above conditions have been met.
12. Any additional queries to be reported to the Isle of Wight Council via the contact centre or by email to waste.contract@iow.gov.uk and will be managed in accordance with the Isle of Wight Council's processes.
13. You are under no obligation to subscribe to this service; other licenced waste carriers are available. However, failure to produce waste transfer notes may result in containers being removed from the property.