

Collection Plus terms and conditions

1. Upon receipt of the application for a collection plus service, 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. If it is found that there is no accessible collection point the fee will be refunded.
 2. The service can be applied for and set up at any time of the year for the period of 12 calendar months from the date of set up.
 3. If you move off the Island or no longer require the service within the 12-month period of service, no refund for the remainder of the year will be provided.
 4. If you move to another location on the Island and still require the service, the new property will require a site suitability survey. The fee for this will be £20 and should be booked using the Collection Plus form on our website or by calling 01983 823777.
 5. You will be sent a letter up to 20 working days prior to the expiration of the service asking if you wish to renew. The service will be automatically withdrawn upon expiration if the service is not renewed, and customers will be required to present their receptacles at the nearest kerbside in line with the waste service requirements. Renewals must be made online or through by calling 01983 823777.
 6. The service does not automatically renew upon expiration.
 7. A visit to the customer's property to carry out a risk assessment and agree a collection point with the customer will be required upon purchasing the service before the service can commence.
 - The risk assessment ensures collections can be carried out in a safe manner and do not place unnecessary risk upon either the customer or collection staff.
 - The risk assessment will identify any potential risks and hazards. You will be advised what rectifications may be required to be made before the service can commence, if necessary. This may include, but is not limited to:
 - repairs of potholes and access road defects
 - installation of handrails on steps or slopes
 - provision of suitable footpaths or access road
 - clearance of foliage
 - removal of objects on access routes such as static plant pots, water butts or garden ornaments/gardenalia and clearance of ground litter or foliage.
- The customer will be contacted by the Isle of Wight Council's waste service provider representative and visit arranged.
8. The risk assessment will also consider the condition and length of the access road and an application may be refused if the access road is deemed unsuitable for

collection vehicles and staff, such as overgrown foliage, potholes, trip hazards and width of road.

9. The customer, or a nominated representative, will be required to be present during the visit to carry out the risk assessment to ensure a collection point for the receptacles is agreed.

10. The risk assessment will determine the safest collection point for containers, which may not necessarily be from the customer's preferred location.

11. The Isle of Wight Council or its waste service provider reserve the right to cancel the application for a new service should the risk assessment find health and safety concerns with the property, access road or location of containers to be collected, unless these are resolved in agreement with the customer.

12. Staff are not able to enter properties to collect waste.

13. We reserve the right to change the container allocation at a property from bins to reusable or from reusable sacks to bins as part of the risk assessment due to health and safety reasons if necessary.

14. Upon completion of the risk assessment, the customer will be sent a letter within five working days, detailing the agreed collection point and confirmation of start of service. The service will only commence once the letter is received.

15. The annual cost of the service is subject to change at any time.

16. The Isle of Wight Council's waste service provider accepts no liability of damage to or theft of the containers unless directly caused by their employee.

17. The Isle of Wight Council's waste service provider accepts no liability for loss or damage that occurs unless it is the result of negligence by their employee.

18. If you have a garden waste subscription, your garden bin/reusable sacks will also be collected under the Collection Plus Service but must be presented in the same agreed collection point as the household receptacles.

19. Containers that are not presented in line with the waste service requirements such as due to contamination, not presented, empty on arrival or no access will not be collected and will not be returned for.

20. Whoever signs up needs to have the authority to do so/permission of registered homeowner(s).

21. Operational rules:

a. We are not able to store keys/gate access/bin store codes. Containers must be easily

accessible at the agreed location on the allocated collection day or we will not be able to provide the service.

b. Access must be clear of hazards.

- c. Any pets and or animals are to be secured away from the access route and bin store.
 - d. If the containers are obstructed or it is otherwise unsafe to collect from the agreed set out, the Isle of Wight Council's waste service provider reserves the right to not collect the bins and will not be required to return to empty the bins.
 - e. Non-collection of a bin due to any breach of the operational rules will be notified by a bin sticker/hanger.
22. No VAT to be charged on payments made by the council.
23. Any issues to be reported via the council contact centre and will be managed in accordance with the council's processes.
24. A missed Collection Plus shall be treated as a missed collection under the main service and shall be rectified accordingly.
25. All waste collection policies must be adhered to, for clarity the collection plus service will only change the terms of the collection point and no other policies will be waived. Further information is available on our website.