

AGREEMENT FORM FOR THE COLLECTION AND DISPOSAL OF COMMERCIAL WASTE AND RECYCLING

Collection Address:

(For office use only)

Date received:



Customer Details: (Please select the business type and print name of business if applicable, and all proprietors):

TICK (✓)	TRADING STATUS	NAME OF BUSINESS AND PROPRIETOR(S)
<input type="checkbox"/>	Limited Company:	
<input type="checkbox"/>	Charity:	
<input type="checkbox"/>	Sole Trader / Partnership (please identify all proprietors):	

Contact Details: (Please complete as fully as possible)

FULL INVOICING ADDRESS:	
PRIMARY CONTACT NAME:	
POSITION IN BUSINESS:	
TELEPHONE NUMBER:	
MOBILE NUMBER:	
E-MAIL ADDRESS:	

Type of Waste

The Environmental Protection Act 1990, Section 34 (7) requires you to supply details of the amount and type of waste to be collected. To assist you, we suggest using the following categories:

Office or shop waste Public house, restaurant or hotel waste
 Domestic (e.g. holiday let) Other (Please specify): _____

If you require recycling (dry recyclables, including paper, card, cans, plastic and glass bottles) please also tick the following box: **Recycling**

Please state SIC Code (see below for further information):

The Waste (England and Wales) Regulations 2011 require you to provide the Standard Industry Classification (SIC) code applicable to your business / organisation. This can be found on your annual tax return or the Companies House website at: <http://www.companieshouse.gov.uk/infoAndGuide/sic/sic2007.shtml>

Service Requirements (please tick the relevant option)

We will be hiring bins from NNDC:

We have purchased our own bin(s) and do not need to hire bin(s) from NNDC:

(Please note - Any household waste and recycling bins that may already be on site are the property of NNDC and will be subject to hire charges for commercial customers).

Collection Requirements:

Bin Size (litres)	General Waste				Mixed Recycling			
	Number of			Frequency of collections (<i>Twice-weekly, weekly, fortnightly or 4-weekly</i>)	Number of			Frequency of collections (<i>Fortnightly or 4-weekly</i>)
Own bins	NNDC bins already at premises	Bins to be hired / rolls of sacks	Own bins		NNDC bins already at premises	Bins to be hired / rolls of sacks		
1100								
660								
360								
240								
Sacks (rolls of 25)								

Please indicate if you require the service to be:

Continuous Seasonal Term-time only

If seasonal, please indicate start dates/...../..... and end dates/...../.....

Any special requirements: _____

The service will commence once we have processed a correctly completed form and arranged for our contractor to set up the service, *unless* you want it delayed to a future start. If so, please specify start month

.....

This agreement must be signed by an authorised representative of the applicant.

Authorised signature: _____

Name in BLOCK CAPITALS: _____

Position in business: _____ Date: _____

I / we hereby make an application to North Norfolk District Council to have commercial waste and / or recycling removed from the collection address provided and agree to pay the appropriate charges. I / we have read and accept the full terms and conditions of the service and understand that if North Norfolk District Council accepts this application, a binding contract will be formed.

Conditions of Agreement – Summary

Customers will:

1. Ensure waste is as described in the Duty of Care
2. Not include liquid or hazardous wastes for collection
3. Arrange payment in full or contact us to set up a monthly regular direct debit within 28 days of invoice
4. Provide safe vehicular access to container
5. Ensure waste will be available from 7am on the day of collection
6. Keep bin lids closed at all times and ensure any sacks are tied at the necks
7. Report any damage to NNDC bins within 24 hours
8. Report missed collections within 5 working days of the collection due date
9. Place only recyclable items as per published guidelines in green bins / recycling sacks
10. Not leave excess waste or recycling for collection unless by prior arrangement
11. Provide one month's notice in writing to NNDC if cancelling commercial waste contract
12. Request changes to contract in writing to NNDC.

North Norfolk District Council and its contractors will:

1. Collect waste in a proper and efficient manner
2. Comply with all relevant legislation
3. Guarantee not to increase charges during the financial year 1 April – 31 March
4. Notify customers of any changes to collection days
5. Offer a recycling service to our waste customers

Please note the above is a summary only. For our full T & C's, please visit our website:

<https://www.north-norfolk.gov.uk/commercial-waste-tandcs> - If you do not have access to the Internet, we will send you a copy of our full terms and conditions if you contact Environmental Services on 01263 516195 or email cleansing@north-norfolk.gov.uk.

Reporting Missed Collections

In order for us to ask our contractor to return, all missed collections must be reported to us within 5 working days of the collection due date. If you think that your bin has been missed, please call us on 0300 123 1163. We will collect all missed bins as soon as possible, after they are reported. Please note that the contractor will not be required to return to empty a bin or collect sacks, which they have notified us are:

- Overweight
- Contaminated
- Not at the correct/agreed collection point
- Inaccessible

You will still be charged for any such attempted collections and be required to rectify the problem before the crew will collect the waste, at the next scheduled collection date.

Payment

Customers are invoiced in advance for the current financial year. If you wish to pay your bills by monthly instalment, a direct debit form will need to be completed and returned once the service is set up.

Waste Hierarchy and Duty of Care

The revised Waste Framework Directive places greater emphasis on the waste hierarchy to ensure that waste is dealt with in the priority order of:

- prevention;
- preparing for re-use;
- recycling;
- other recovery (for example, energy recovery);
- disposal.

Following the waste hierarchy is good practice, which businesses should adopt as a matter of course. The recycling services offered by North Norfolk District Council can help businesses meet their legal obligations.

North Norfolk District Council is a Waste Collection Authority and registered as a Waste Carrier and Waste Broker - Registration No. CBDL38612.

Kier Services Limited, as a Registered Waste Carrier (Registration No. CBDU48425), are contracted to collect your waste on behalf of North Norfolk District Council.

You are required to retain your Duty of Care Waste Transfer Note for 3 years. This will be sent to you on acceptance of your completed order form, and after the order has been processed.