

## **Bulky Waste collections frequently asked questions – from April 2023**

### **1. Why is there no charge for collections when we have paid for them in the past?**

This is a new council policy. It is to help with the cost of living so the cost of a collection isn't a barrier to residents having their bulky waste collected. It's also so residents know their waste is being disposed of correctly and they are not having to rely on unregistered local waste collection businesses.

### **2. Where has the funding come from to pay for these free collections?**

The council has allocated additional revenue budget to support the implementation of free bulky waste collections. Compared to 2022/23, 33% more bulky waste collections are available to book, subject to availability, from April 2023. The additional funding means the council has the capacity to carry out approximately 33,000 bulky waste collections per year (160 per day, Tuesday to Friday). All bulky waste collections booked from 1 April 2023 will be free of charge, subject to availability and eligibility.

### **3. Will collections be free permanently?**

The council has currently implemented this as a permanent change.

### **4. Who is eligible for free bulky waste collections?**

The free bulky waste service is open to Sunderland residents for residential properties only.

### **5. Who is not eligible for free bulky waste collections?**

Any commercial customers and properties.

### **6. If bulky waste requests are subject to availability can the council guarantee I will receive a free collection?**

No, we have capacity to complete approximately 33,000 collections per financial year on a first come basis.

### **7. How do I book for a bulky waste collection?**

You can book online at [www.sunderland.gov.uk/bulky-waste](http://www.sunderland.gov.uk/bulky-waste)

### **8. How long will it be from time of booking to my items being collected?**

There isn't a specific time. The time from booking to collection will depend on the demand at the time of booking.

### **9. When and where do I place my bulky waste in preparation for it being collected?**

Please present your items for collection from 7.30am at the nearest vehicle access point. On the day of collection, your items will be collected between 7.30am and 5pm. Please help us by placing the items for collection on your property as close as possible to where the collection vehicle will park to collect them. You must make sure that our collection team can access your property to remove the waste items.

**10. What happens if I forget to put the items out on the day that it is due to be collected?**

Unfortunately, you will lose your collection slot and you will need to book another collection.

**11. Can I cancel a collection once it's been made?**

Yes, if you contact us and cancel by 11am the day before your collection is due. If your collection is on a Tuesday, you will need to cancel by 11am on the previous Friday. To cancel your collection please contact the City and Neighbourhood Team on 0191 520 5550.

**12. What items are classed as bulky waste and will be collected as part of this service?**

Any household items that can be safely lifted by the crew. Very heavy items may not be removed. We cannot collect any hazardous waste or substances (please see next question). Bagged items need to be able to be lifted by one person and without causing them an injury. Bags of bricks/rubble/soil should only be partially filled otherwise they become too heavy to be lifted. Filled builders' dumpy bags cannot be lifted by one person and should not be used. Large and heavy items, such as pianos, cannot be collected as their weight is beyond the safe physical lifting capacities of the collection team.

**13. What items will NOT be collected as part of the bulky waste service and where can I take these items?**

As part of the bulky waste service, we cannot collect asbestos or other potentially hazardous materials or substances such as waste oils, waste fuels, heating and cooking gas cylinders, and fluorescent tubes.

Asbestos needs to be removed by a [registered asbestos removal company](#) - when using the link to search for a [registered asbestos removal company](#), please select 'England' as the country, and 'Tyne and Wear' as the county.

Other hazardous items need to be collected by a legally [registered waste carrier](#).

You can take items such as cans of waste oil, heating and cooking gas cylinders, and tins of paint to the [Household Waste and Recycling Centres - book a free visit](#).

**14. What do I do if I have more than six items that need collecting?**

The maximum number of items that we can collect per booking and collection is SIX. If you have more than six items, then there are several alternative options:

- Make a booking for another bulky waste collection
- If items are in good condition, you could donate them to charity, some of which may be able to come and collect them from your home
- You can use the [Household Waste and Recycling Centres](#) which are free to use and open 364 days per year
- You can arrange and pay for a legally registered waste carrier to collect your items. A list of these can be found at [Waste Carriers, Brokers and Dealers \(data.gov.uk\)](#)

**15. How do I arrange for large and bulky items to be collected by private companies if I am prepared to pay for this?**

There are several options, depending on what the items are and the condition they are in:

- If items are in good condition, you could donate them to charity, some of which may be able to come and collect them from your home
- Most waste items can be taken to our [Household Waste and Recycling Centres](#).
- If you are replacing a larger item, such as a fridge or sofa, some companies offer take back schemes - please check with your supplier
- You can arrange and pay for a legally registered waste carrier to collect your items. A list of these can be found at [Waste Carriers, Brokers and Dealers \(data.gov.uk\)](#)
- Asbestos needs to be removed by a [registered asbestos removal company](#) (when using the link to search for a [registered asbestos removal company](#), please select 'England' as the country, and 'Tyne and Wear' as the county)