Collection of large and unwanted items
Also may be referred to as “bulky waste”
1. Definitions: “The Customer” is defined as the resident or landlord or agent making a booking for a large or unwanted item. “The Council” is defined as the London Borough of Croydon.

2. “Large or unwanted items” or “bulky waste” is household items that:
   - The Customer cannot re-use or recycle
   - The Customer cannot transport to our Household Waste & Recycling centres

3. White Goods are electrical household items that would not normally be accepted by retailers participating in the “Bring Back” Schemes.

4. The Council will collect up to 14 Large or unwanted items per visit and up to 4 White Goods Items per visit. See item 5 for Charges.

5. Charges per visit:
   - Furniture and non-electrical items: £10 for 1 to 7 items then £20 for 8 to 14 items
   - White Goods and electrical items: £20 for 1-4 items

6. The Customer must bag, box or bundle all items. No loose material. One bag or box no matter how small constitutes one item. One person must be able to lift single bagged or boxed items to shoulder height.

7. The Council collects single items which can be handled and loaded on to the vehicle by no more than two workers.

8. The Council does not collect:

   The following items can be taken to one of our recycling and re-use centres (http://croydon.gov.uk/aya/pages/aya/aya.html?layer=AYARECYCLING_CENTRES):
   - Car batteries
   - Mirrors, glass and double glazing units
   - Piano
- Tiles
- Tree stumps / trunks
- Wooden fence panels that exceed 5' x 6'
- Cast iron baths that are not broken into at least three pieces
- Cast iron boilers or tanks

These items can be returned to the supplier:

- Gas cylinders
- Car Parts
- Tyres – Contact your local KwikFit Centre for removal advice
- Hazardous waste (asbestos or corrosive, flammable, explosive or toxic substances) – Please contact the Corporation of London for advice - 02073323433
- Paint or oil
- Construction Waste (e.g. broken tiles, plasterboard, rubble, earth and soil)

- Any items that are waterlogged (items for collection must be covered if put out for collection in wet conditions)


9. Only items listed on the booking will be collected.

10. Any item which could cause damage to vehicle compaction equipment will be refused.

11. The Customer must place items for collection in the Customer’s front garden or in an easily accessible location the night before the items are due to be picked up, as crews start as early as 05h00. If you live in a block of flats then items should be left outside the bin area.
12. The Customer must not place items for collection on the Public Highway, or no more than 10 metres from where the collection vehicle can stop.

13. If the customer has steps leading to their property from the public footpath, the items must be placed at the bottom of the steps, at pavement level.

14. Collections are operated Monday to Friday, between 5:00AM and 5:00PM.

15. The Customer may cancel a collection up to one working day before the collection date.

16. The Customer may amend a collection up to one working day before the collection date.

17. The Council operates a non-refund policy once a collection has been booked and payment taken.

18. The Council assumes no responsibility for damage to The Customer’s property when making a collection.

19. Items need to be placed all together, visible for crews in front garden/driveway.

20. Croydon council will pass your name, mobile number and address to Veolia to enable Veolia to collect your items. As part of the service, Veolia may contact you if there is an issue with the collection.