

## Terms and Conditions of Re-use Collection Service with Waltham Forest Council

All items for a reuse collection with Waltham Forest Council will be collected from *inside* your property (ground floor level only) as this will help to keep the reusable items in a good condition; this is important as they are to be able to be passed onto our charity partner Bright Sparks.

### The Collection Service

- We aim to prioritise reuse collections for the morning collections (8am – 12pm)
- You can amend or cancel your large item collection booking up to 2 working days before your booked collection day
- Only the items you have booked will be collected on your booked collection day
- If the booked items for re-use are not collected then you will need to let the Council know by either calling the Waltham Forest Council's Resolution Centre with the reference that starts with REQ or by logging into your My Account
- Thirty minutes to an hour before your collection will take place you will receive a telephone call to say the Large Item Collection crew are on their way to make your collection
- If you are not at home when the Large Item Collection crew arrives; the collection crew will leave a notification card through your post box and report to the Council that a collection could not be made
- You can dispute the reason for non-collection of your booked item or make another booking by calling the Waltham Forest Council's Resolution Centre or make a booking online
- It is your responsibility for making sure that your personal property and surfaces are protected from damage
- Routes for carrying should be clear and accessible – this includes both the inside of your property and the outside of your property
- It is important that you remove all obstacles that may hinder the safe removal of your items and to protect items that could possibly be damaged during the removal process
- The Large Item Collection crew will not remove items out of windows or enter through the back of your property
- Collection staff will have Urbaser photo ID and an electronic copy of your booking

Please do not call Urbaser directly to arrange collection; collections can only be booked via Waltham Forest Council's online system.

### Items Accepted

Most domestic household furniture in good clean and re-usable condition except for mattresses will be taken for reuse.

- We cannot accept broken, stained, ripped or torn items (you can arrange a non-reuse large item collection to dispose of these items)
- Soft furnishings must have the appropriate fire safety labels attached and intact in order to be passed on for reuse