

WASTE COLLECTION

INTRODUCTION

1. The Council seeks continuous improvement in the quality and efficiency of its waste collection services, and expects the Contractor to work in partnership with the Council to achieve those objectives.
2. Waste is collected from around 90,000 domestic and commercial premises in the Royal Borough. Waste is collected twice a week from domestic premises, Monday to Friday, and up to three times a day from commercial premises, seven days a week if required.
3. One of the Council's main objectives in relation to this contract is to minimise the exposure of loose or bagged waste on the public highway. The Council attaches great importance to the maintenance of uncluttered, unobstructed streets, and will not tolerate any system of recycling or waste collection that involves the lengthy exposure of waste on the highway while awaiting collection. However the Royal Borough has very few domestic premises with front gardens, and an exceptionally high proportion of residents live in flats. Many properties have no external waste storage space. Many others have waste storage areas in basements. Consequently the Council's policy requirements in relation to the street-scene have to be satisfied in exceptionally difficult circumstances.
4. As a matter of policy the Council considers it should be the natural first port of call for any local commercial firm wishing to have its waste and recyclables collected. The Council will manage the municipal/commercial waste portfolio within the Royal Borough, providing a directly employed sales team and credit control staff. The Contractor shall provide the commercial waste collection service under the direction of the Council's commercial waste team.
5. It is the intention of the Council to provide the most efficient, cost-effective, and environmentally sound commercial waste service in the Royal Borough. This will require adaptability on the Contractor's part to the requirements of customers producing commercial waste.
6. The Western Riverside Waste Authority (WRWA), the Council's statutory waste disposal authority estimates that the total amount of municipal waste collected in the Royal Borough was around 82,000 tonnes in 2010/11. This tonnage is a very significant reduction on the tonnage collected in the year before the Contract was let. The Contractor should plan operationally to manage the risk that tonnages may rise again during the life of the Contract, and may in

time exceed the tonnage collected in the year before the Contract was let. However the Council and the Contractor shall co-operate to minimise such growth wherever possible.

7. All municipal waste collected in the Royal Borough must be delivered for disposal to WRWA, which has "a power of direction" over the Royal Borough as the collection authority. WRWA'S principal waste transfer stations are currently south of the Thames at Smugglers Way, in Wandsworth, and at Cringle Dock in Battersea. Journeys to and from these transfer stations can be slow and unpredictable because of heavy traffic congestion or exceptionally may change temporarily or permanently as a result of a direction from WRWA.
8. All the public highway within the Royal Borough is subject to controlled parking. Furthermore several main roads within the Royal Borough form part of the Strategic Road Network for London. There are special requirements governing parking, stopping, and loading on these roads and the Contractor must adapt working methods to conform to these requirements.
9. The Mayor of London may include the Royal Borough – either in part or as a whole – in central London's congestion charging area. The Contractor must be prepared to adapt working methods to conform to any requirements or costs associated with the introduction of congestion charging in any part of the Royal Borough.

CATEGORIES OF WASTE - DEFINITIONS

10. The meanings of "household", "commercial", "industrial" and "special" wastes in this specification are the meanings set out in s.75 of the Environmental Protection Act 1990 and its associated Regulations.

PRINCIPAL TYPES OF WASTE COLLECTION

11. **Household waste** collections at a frequency of two collections per week shall be provided free to the occupants of every domestic hereditament, including houses, flats, houses in multiple occupation, and any domestic residence that is part of a public house, restaurant, shop, or office, or other commercial premises.
12. **Commercial waste** collections shall be provided from commercial premises including shops, hotels, guest and boarding houses, restaurants, hostels, hospitals, schools, public houses and commercial firms, but only where the owner or manager or occupier of the premises concerned has entered into a commercial waste

agreement with the Council. All income arising from such agreements will be retained by the Council.

13. **Co-collection of wastes** The Contractor shall be required normally to co-collect commercial waste and household waste on the morning rounds in order to minimise the number of waste vehicle movements. However, separate single stream collections in the morning may be made with the permission of the Authorised Officer.

COLLECTION TIMINGS

14. The Council's policy requirements in relation to the exposure of waste on the highway have been set out above. The Contractor is required to work in very close partnership with the Council to develop and adapt waste presentation and collection schedules that meet the Council's policy requirements while also meeting the reasonable needs of householders and of commercial customers. The waste presentation and collection timings for each street must be to the satisfaction of the Authorised Officer. The Council will publicise and enforce the waste presentation and collection timings and the Contractor shall ensure that the presented waste is collected at the time specified for waste collection.
15. The Council may introduce time-banding on the principal shopping streets to prescribe permitted 'windows' for commercial waste collection. The Council will consult the Contractor before introducing time-banding on any street. The Contractor will conform to any time-banding regulations once they have been introduced.
16. The Contractor shall not schedule waste collections between 11:00 and 17:30 on any principal shopping street unless the Authorised Officer has given express approval in writing.
17. The morning collection on the following streets should be started and completed at the times specified:

| | Start time | Completion time |
|-----------------|-------------------|------------------------|
| Uxbridge Street | 07:00 | 08:00 |
| The Billings* | 07:00 | 08:00 |

*Billing Street, Billing Place, and Billing Road

18. Unless the Authorised Officer has given express approval in writing, morning collections on all other streets should not start before 07:00.
19. Unless the Authorised Officer has given express approval in writing, evening collections on all other streets should not start before 16.30.
20. Unless the Authorised Officer has given express approval in writing, night collections on all streets should not start before 23:00.

BANK HOLIDAYS

21. On Christmas Day the Contractor shall make no waste collections of any kind.
22. On all other Bank Holidays the Contractor shall provide a Paladin and Eurobin waste collection service to hospitals and to housing estates where residents use refuse chutes. The Contractor shall also collect recyclable materials from all the containers at the Council's mini-recycling centres.
23. Apart from the Paladin and Eurobin collections described in the paragraph above, the Contractor shall not collect household waste on Boxing Day, New Years Day, and Good Friday; the Contractor shall collect commercial waste on these days if a customer has specifically requested a collection. On August Bank Holiday special arrangements apply to deal with Notting Hill Carnival (see the details set out elsewhere in this specification); apart from the Paladin and Eurobin collections described in the paragraph above no routine household waste collections shall take place on this Bank Holiday but the Contractor shall "skim" all waste put out in Earl's Court Ward; the Contractor shall collect commercial waste on this Bank Holiday from anywhere in the Royal Borough wherever a customer has specifically requested a collection.
24. The Contractor shall ensure that domestic and commercial waste collections take place on their normal scheduled days during the remainder of a week containing one of the Bank Holidays listed above. The Contractor shall ensure that collections from housing estates are sufficiently frequent during weeks containing Bank Holidays to prevent refuse chutes blocking up as a result of containers becoming over-full. The contractor will inform the Authorised Officer of any collection issues which may arise during the Christmas and New Year period at least six months in advance. This will enable both the Authority and Contractor to agree a service

schedule for this period and enable the Authority to arrange adequate publicity.

25. The Contractor shall ensure that scheduled collections shall take place as normal on all other Bank Holidays, that is the Easter Monday, and the May and Spring Bank Holidays.
26. All Bank Holiday waste collection arrangements will be confirmed by the Authorised Officer at least three weeks in advance so that the Council may arrange adequate publicity.

OPERATIONAL REQUIREMENTS – GENERAL

27. The Contractor shall take every practicable step – including training, supervision, design of working methods, use of suitable equipment, compliance with good industry practice etc - to ensure the collection crews carry out all household and commercial waste collections in a manner that:
 - a) is safe to themselves and others;
 - b) is as quiet as possible;
 - c) ensures no damage to property;
 - d) ensures no undue inconvenience to residents or others, and does not prejudice their amenity;
 - e) minimises the spillage of waste, and provides for the immediate removal of any spillage that may occur.
28. The Contractor shall replace any household or commercial waste receptacles lost or damaged as a result of any action by the Contractor or its employees.
29. The Contractor shall ensure that all bulk bins containing household or commercial waste are removed from their storage areas, completely emptied, and returned back to their storage areas and locked where required. Any excess waste up to an equivalent of one bin load shall also be removed but the Contractor must ensure that the crews report the collection of such excess waste, and report any uncollected additional excess waste, to the Authorised Officer on the day of collection.
30. The Contractor shall ensure that at refuse chambers the chute cut-off is closed before removing the bin and opened again as soon as the empty bin is installed.

31. The Contractor shall receive and resolve all operational complaints about all waste collection services. The Contractor shall use the Council's computer-based Complaint System to record all incoming complaints and to record details of the time and method of their resolution. All data about complaints shall be made immediately available in real time to the Council through shared use of the Complaint System. Standard reports on complaint management shall be provided to the Council and shall be of a type and at a frequency to be specified by the Authorised Officer.
32. The Council will from time to time conduct sample surveys of complainants –residents and businesses - to verify that complaints have been resolved in a satisfactory manner, taking account of matters such as timeliness, effectiveness, and politeness.
33. The presence of sharps hidden in waste is a normal if undesirable feature of the waste stream in an inner urban environment. The Contractor shall conduct and keep updated a risk assessment on sharps hidden in waste, and shall train and equip all collection staff to handle sharps safely in accordance with good industry practice. The Contractor shall ensure that every waste collection vehicle carries a sharps container designed to provide for safe storage and transfer of sharps to a designated disposal point. The Council will make arrangements for the receipt and disposal of sharps.
34. The Contractor shall ensure that morning round waste collection vehicles do not leave the parking facility at the Council Offices before 06:30 without the express written approval of the Authorised Officer.
35. The Contractor shall ensure that morning round waste collections do not start before 07:00 without the express written approval of the Authorised Officer. The main waste disposal site closes at 16:00 and the Contractor shall schedule the last load of the day with this in mind.
36. The Contractor shall ensure that no waste collection vehicle containing any waste or recycling material is parked overnight anywhere at the Council Offices without permission from the Authorised Officer. The Contractor shall take all reasonable steps to prevent the creation of smell and noise nuisance to residents living near the Council Offices.
37. The Contractor shall ensure that no waste collection vehicle is driven into the Council's North-side Garage while containing any waste. For the avoidance of doubt this requirement extends to vehicles parked during lunch breaks and to vehicles that have broken down.

OPERATIONAL REQUIREMENTS - HOUSEHOLD WASTE COLLECTION

38. The Contractor shall collect household waste from all domestic premises twice a week, Monday to Friday, according to the pre-determined and publicised schedule.
39. The Contractor shall normally collect household waste from collection points or refuse storage facilities within the curtilage of domestic premises. Collection points and refuse storage facilities are normally at ground floor or basement level, and at the front of the premises, but may be at the front or rear of the property. Very rarely the collection point or refuse storage facility may be on another level, but the Contractor shall not normally be expected to collect household waste from the first floor of premises or above. Some domestic premises have no external waste storage facility at all, and occupants are required to place their waste out for collection on the footway.
40. The Royal Borough is one of the most densely populated Boroughs in the UK and the scope for any significant increase in the local housing stock is limited. Such housing development that may take place can be expected to be at very high densities, thus enabling relatively efficient and economical collection of waste and recyclable material. The Contractor and the Council will work in partnership to ensure so far as possible that waste and recycling collections from any such new housing developments can be managed by using or redirecting existing collection capacity. Where this is not possible the Contractor may use the Service Change provisions set out in the Partnership Contract.
41. The Contractor should plan on the assumption that the Council has not imposed limits on the quantity of household waste that residents may put out for collection. The Council will notify the Contractor through the Partnership Board if at any time such limits are imposed under the provisions of the Environmental Protection Act 1990 and/or the Controlled Waste Regulations 1992.
42. There is no intention on the Council's part to provide, or require the use of, wheelie bins; the Council considers this mode of waste collection inappropriate for the great majority of properties in the Royal Borough.
43. The Council does not provide its residents with sacks or other containers for household waste that is not to be recycled. Consequently the collection crews shall be required to act reasonably

in determining what constitutes an acceptable receptacle for the storage and presentation of non-recyclable household waste.

44. The Council provides its residents with free orange sacks to enable the separation of dry recycling materials and green dustbins are used for the storage of dry recyclables. The Council also provides reusable sacks for garden waste.
45. The Contractor shall not make any changes to the collection days for each street without the express agreement in writing of the Authorised Officer.
46. The Contractor shall ensure that the collection crews:
 - a) return all emptied bins to the waste storage area, and close any doors to storage areas and gates to properties;
 - b) replace all dustbin lids on the bin to which they belong;
 - c) carry bags and bins up from basement areas, and at no time throw them up or onto the street;
 - d) do not pull up waste at any location more than one hour ahead of the arrival of the collection vehicle (and to this end the Contractor must provide a suitable means of communication between the driver and the loaders so that the loaders can be advised of any delay the driver is experiencing while travelling to or from the waste disposal site).
47. The Council will conduct sample surveys from time to time to monitor the average length of time pulled up waste is left on the highway awaiting collection.
48. The Contractor shall train and motivate collection crews to make a report to their supervisor wherever they find that householders are not making safe or adequate provision for the storage of waste, and to make a report whenever they find evidence of rodent infestation at a property. The Contractor's supervisory staff shall inform the Council immediately of any such reports so that appropriate action can be taken.
49. The Contractor shall ensure that the collection of waste from collection points is maintained irrespective of the distance to the loading point/collection vehicle. The Contractor shall ensure that the collection of waste from collection points is maintained irrespective of temporary conditions on the site, such as the presence of scaffolding or other obstructions, unless it is unsafe to do so in which

circumstances the Contractor should report such sites to the Council via the approved Risk Assessment procedure.

50. Occasionally roads have to be closed for emergency or other work. The normal collection schedule must be maintained for all households living on such roads, or that are otherwise affected by any such closure. If the road closure lasts one week or more the Contractor shall be provided with plastic sacks for delivery to householders on roads that are closed, and the collection crews must carry the household waste from all affected properties to a collection/loading point that has been agreed in advance by the Authorised Officer.
51. The Contractor shall provide a collection of household waste and recycling from streets and mews that, by their design, only allow access to relatively narrow vehicles. A list of narrow streets and mews where access is known to be restricted is included in Appendix B and are identified by the crew names of N/A North and N/A South. In addition, there are about one hundred locations in the Royal Borough where access can be problematic once the collection vehicle has moved on to private property. Neither the Police nor the Council can exercise any control over vehicle parking in such locations and waste collection vehicle drivers will frequently have to locate the owners of parked vehicles in order to facilitate access.
52. The Contractor shall deal directly with all complaints from residents about the operation of household waste collection services. In the event of a localised service failure, the Council encourages the Contractor to ensure where possible that the failure is rectified by the crew or operative responsible for the failure, preferably on the same working day or, if that is not possible, as soon as possible at the beginning of their next shift but by 08:30 hrs at the latest. The Council reserves the right to require the Contractor to remedy the service failure by deploying other resources if the circumstances are such that any delay in rectification would cause a hazard or public relations or reputational problems for the Council. Any complaint about bin poaching, lost or damaged bins, waste spillage on private land etc shall be resolved by the Contractor within twenty four hours of receipt in a manner best designed to achieve customer satisfaction.
53. The Council may at any time during the life of the contract require the Contractor to second staff handling customer complaints to work in a contact centre alongside Council staff dealing with similar functions. The detailed implementation of any such requirement would be negotiated by the parties through the Partnership Board.

OPERATIONAL REQUIREMENTS – COMMERCIAL WASTE COLLECTIONS

General

54. The Contractor shall ensure that all waste collection and recycling contracts entered into by the Council's Commercial Waste Team are fulfilled.
55. It is the aim of the Council to increase the number of commercial waste customers served so that the portfolio is significantly larger than at present. The Contractor shall use all reasonable endeavours to ensure that, growth in the commercial waste portfolio is serviced by the same sized workforce and vehicle fleet as is available at the start of the contract.
56. The Council will provide the Contractor with daily worksheets of commercial premises to be serviced. All worksheets should be fully completed by the crew on site and returned to the Contractor's supervisor for checking and onward transmission to the Council's Commercial Waste team by no later than the next working day. The Contractor shall fully co-operate with and assist the Council in overcoming any difficulties that might be caused if unavoidable computer or other systems failure leads to the Council being unable to produce worksheets on any given day.
57. The Contractor shall ensure that their staff record accurate details on the worksheets wherever they find that any commercial waste customer:
 - a) has closed its business;
 - b) is putting out waste for collection in quantities in excess of those in the Commercial Waste Agreement and/or in receptacles that have not been approved by the Council;
 - c) is failing properly to contain liquid or other wastes within the receptacle(s) used, such that litter or stains or slipping or tripping hazards are caused or are likely to be caused;
 - d) is causing any other avoidable nuisance or environmental harm as a result of its presentation of commercial waste;
 - e) is routinely mixing recyclable materials with non-recyclable waste;
58. The Contractor's staff shall note and record on the worksheets details of any new commercial business of which they become aware during waste collections.

59. Wherever practicable the Contractor's staff shall collect and separate packaging and other recyclable waste from commercial premises for onward recycling.
60. The Council will conduct sample surveys from time to time to monitor the average length of time commercial waste is left on the highway awaiting collection.
61. The Contractor shall deal directly with all operational complaints about commercial waste collection services. Any complaint received before 17:00 about a missed commercial waste collection or about commercial waste spillage on the highway shall be rectified by the Contractor before midnight the same day; any complaint about these matters received between 17:00 and 21:00 shall be rectified by the night crew; any complaint received after 21:00 shall be rectified before noon the following day. Any complaint about bin poaching, lost or damaged bins, waste spillage on private land etc shall be resolved within twenty four hours of receipt in a manner best designed to achieve customer satisfaction.
62. The Contractor shall collect waste as required by the Council from commercial clients requesting a Bank Holiday waste collection service. (The Council will use all reasonable endeavours to give adequate notice of the work to be undertaken.)
63. The Contractor shall be responsible for unlocking and locking up all gates and barriers to premises where keys are supplied by the owner/tenant. The Contractor shall communicate directly with the owners or managers of such properties to ensure ready access to waste storage areas. The Contractor shall be responsible for replacing any lost keys.
64. All information relating to commercial waste contracts should be classified as confidential information. During the entire Contract Period and for 3 years thereafter the Contractor may not operate any form of competing Commercial Waste contract in the Royal Borough (whether bin, bag, paladin, skip or any other type) under its own or any associated Contractor's name, including the name of any parent company or subsidiary company of the Contractor, other than with the express written consent of the Authorised Officer.
65. [Not used]

SCOPE OF THE COMMERCIAL WASTE COLLECTION SERVICE

66. As of the commencement of the 2011 financial year the Council's commercial waste portfolio comprises bag and container (Paladin and Eurobin) collection services and one skip vehicle principally serving municipal and other public service premises.
67. On weekday mornings, commercial waste is normally co-collected with household waste. The evening, night and weekend collection services are normally for commercial waste alone. It may be that over the life of the contract the Council will seek to persuade commercial waste customers to make greater use of the dedicated evening, night and weekend collection services and if that is the case, the Contractor shall co-operate and provide all necessary assistance to the Council in facilitating such change.
68. As specified above, the Council provides a free household waste and recycling collection service twice a week to all residents. Residents – or their landlords or managing agents - may purchase a more frequent household waste and recycling collection service. This optional service is currently confined to the collection of containerised household waste and recycling at a frequency greater than twice a week. For the purposes of scheduling and charging, such additional collections will be treated as part of the Council's commercial waste portfolio, although the waste collected will remain defined as household waste for all other purposes.
69. [Not used]
70. [Not used]
71. The Contractor shall be required to deposit all waste collected on the evening, night, and weekend rounds at Cringle Dock in Battersea
72. [Not used]

OPERATIONAL REQUIREMENTS – SPECIAL COLLECTIONS

73. The Contractor shall provide a Special Collection Service (this is currently called 'Too Big for the Bin'). This service shall be made available to residents and businesses so they can order the prompt collection of the following types of waste:
 - a) items of household waste for which a charge may be made for collection under the provisions of the Controlled Waste Regulations 1992;

- b) items of commercial waste that exceed in quantity, size, or nature the terms of any commercial waste contract held with the Council;
- c) items covered by the provisions of the Waste Electrical and Electronic Equipment (WEEE) Directive.

Whenever any special collection exceeds 10 items the Council's Authorised Officer, acting reasonably, shall determine whether the Contractor shall collect the items as part of the Too Big for the Bin service without additional payment or by means of a variation order.

- 74. The Contractor must ensure that all WEEE materials collected by this service are taken to designated delivery points at WRWA as instructed by the Council's recycling manager. The Contractor must ensure that the collection crews do not "tot" (ie steal) the materials collected on the WEEE collection service so that all materials are weighed and have an audit trail.
- 75. The materials collected shall be delivered to WRWA for salvage as directed by the Authorised Officer. The remaining waste shall be taken to a WRWA Transfer Station. Under no circumstances should the materials collected be passed on to any third party before reaching WRWA.
- 76. The Contractor shall take every practicable step to maximise the recovery and re-use of materials collected during special collections.
- 77. To run the commercial bulky waste service the Contractor shall make available spare capacity on the day round collection vehicles or any spare capacity on the vehicle(s) otherwise dedicated to household waste and WEEE.
- 78. Daily worksheets will be provided to the Contractor by the Council. The Contractor's staff must record accurate details on the worksheets of the time of each collection together with exception reports detailing significant variations from the customer's description of the waste to be collected. The collection crews must make every reasonable effort to collect the bulky waste scheduled for collection. If the collection crew is unable for any reason to collect the waste and it is also not possible to contact the customer, the crew must leave a calling card at the premises stating the time the visit was made and the steps the customer must take to re-arrange the collection and a full account of the circumstances must be recorded on the worksheets. Each day's worksheets must be returned to the Council at the end of the collection day.

79. The Contractor shall deal directly with all operational complaints about special waste collection services. Any complaint received about a missed special waste collection shall be rectified by the Contractor before noon the following working day.
80. The Contractor shall be required to provide the service Monday to Saturday throughout the year except on Christmas Day, Boxing Day, New Years Day, Good Friday, August Bank Holiday, and the day after the August Bank Holiday.
81. Items for collection shall normally be collected from inside or outside the premises either at ground floor or basement level. The Contractor shall conduct a risk assessment of every collection. The Contractor must ensure that all crews are equipped and trained to avoid damage to customers' property, e.g. carpets. The Council's expectation is that the current average of 20 jobs daily per crew shall be sustained as a minimum, and that the Council and the Contractor shall work in partnership towards increased levels of efficiency. (The Council's expectations about the average workload to be managed by each crew will be adjusted to reflect any significant change in the number of items customers are permitted to present for special collection (currently 10) and to reflect the level of take-up of the non-standard service detailed in the paragraph below.)
82. The Contractor shall ensure that at least one special collection crew is equipped and trained to collect bulky waste from any part of any premises, either manually or by using appropriate equipment such as ropes, slings and carrying skips.
83. [Not used]
84. [Not used]

**OPERATIONAL REQUIREMENTS – CONTAINER TRANSPORT,
CLEANSING, REPAIR, AND MAINTENANCE**

85. The Contractor shall store, transport, clean, insure, repair, and maintain the Council's entire stock of containers used for household waste collection and for commercial waste collections made on behalf of the Council. The Contractor shall manage the entire stock of containers on behalf of the Council ensuring that a sufficient quantity of clean serviceable containers badged with the Royal Borough's name and logo are provided for waste collection at all times and at all locations specified by the Council.

86. The Contractor shall provide, maintain, and repair all plant required to deliver the services specified in this part of the service specification (paragraphs 85 to 94). The Contractor shall supply all spare parts, and shall meet all refurbishment costs, and shall replace all containers that cannot be repaired. The Council may instruct the Contractor to increase or decrease the stock of containers in response to changes in demand. The Council will fund the purchase of any increase in the overall stock of containers. The Council will receive the full market value of any sales of containers. The Contractor will fund the replacement of containers that cannot be repaired.
87. The Contractor shall promptly deliver containers to premises whose owners or managers have set up a Commercial Waste Agreement with the Council. The Contractor shall promptly remove containers from any premises where a Commercial Waste Agreement is no longer in operation. The Council will notify the Contractor as soon as possible about new or terminated Commercial Waste Agreements.
88. The Contractor shall prepare an annual planned maintenance schedule for all containers and give a copy to the Council. The Council will provide the Contractor with a list of all steam cleansing agreements, and the Contractor shall prepare an annual planned cleansing schedule accordingly. The Contractor shall also keep up to date a database of all steam cleansing works completed as well as works outstanding and provide details of works carried out to the Council when requested.
89. The Contractor's container transport service shall operate eight hours a day five days a week excluding Bank Holidays. The Contractor must ensure uninterrupted delivery of this service by having back-up transport arrangements in place in the event of vehicle breakdown.
90. The Contractor shall exchange containers requiring cleansing, maintenance, or repair with clean serviceable containers. Containers requiring cleansing maintenance, or repair shall be transported for works to a depot specified by the Authorised Officer. Containers identified as requiring cleansing, maintenance or repair shall be removed from site on a one-for-one basis, i.e. a clean and serviceable container shall be installed for each one removed and no site shall be left with less than the specified number of containers. Containers shall always be replaced by containers of a similar type, i.e., paladin for paladin, Euro-bin for Euro-bin. Any relaxations of this requirement will only be made with the express written approval of the Authorised Officer. At no point shall any housing estate be left

without containers for any reason. All chutes should be shut whilst containers are replaced and then re-opened immediately afterwards.

91. The container cleansing process must include the removal of all detritus, waste and deposits from the container - some scraping of the container may be necessary to achieve this. All deposits shall be placed in a skip at the depot and disposed of regularly.
92. During routine maintenance the Contractor shall ensure that all bins are inspected for damage, corrosion, or other defects; in every case the castors must be checked for safe and proper operation. The Contractor shall make arrangements for the prompt repair of any container found to be defective in any way. The Contractor is required to make every effort to secure the repair and re-use of containers. The Contractor is required each week to submit a list to the Authorised Officer setting out details of all containers considered to be beyond repair. These containers shall be set aside for inspection by the Authorised Officer before disposal of such containers is authorised.
93. The Council will from time to time conduct sample surveys of containers to verify that they are clean and serviceable.
94. [Not used]

OPERATIONAL REQUIREMENTS – SKIPS

95. The Contractor shall replace, collect and empty the Council owned skips located at Tavistock Depot, Pembroke Road Depot and any other Depots or Council or local education authority premises or the premises of any commercial waste customer but only as directed by the Authorised Officer.
- 96a. The Contractor will repair and maintain the Council's entire stock of skips, which may be on site or in storage.
- 96b. The Contractor's skip driver should carry out visual inspections on a weekly basis to detect and report and corrosion, quality, or health and safety risks.
- 96c. The Contractor shall carry out a skip survey at least once every two years to determine the quality of the Council's stock. All defects should be remedied immediately.
97. The Contractor shall on an emergency call out basis remove dangerously sited skips as required by the Authorised Officer.