

Sack Service: Frequently asked questions

Q: How often will I receive my sacks?

A: All sack contracts are invoiced quarterly so the deliveries are also based around a 13-week cycle. Your location is already on our delivery schedule so we can tell you exactly when you are due for your delivery. Alternatively, you can check on-line at www.rbkc.gov.uk/commercialwaste.

Q: What should I do if I run out of sacks before my next delivery is due?

A: We will supply you with the agreed amount of sacks to last you up until your next scheduled delivery date. If you happen to run out of sacks simply contact the sales department on 020 7341 5106 to order extra sacks or place your order via the order form on our website www.rbkc.gov.uk/commercialwaste. The extra supply of sacks is chargeable at the standard rate you currently pay for your normal quarterly amount and a delivery fee applies. Your companies waste requirements may have changed and you may need to discuss with the Sales Executive for your area about increasing the number of sacks you receive quarterly.

Q: What is included within the cost of the sack?

A: The cost per sack covers the cost of the collection service, disposal fees, administration charge, Duty of Care documentation, and of course the sacks themselves. No other costs will be incurred by your business.

Q: Can I still use black sacks?

A: You can, as long as they are then placed inside a RBKC blue commercial waste sack. Refuse in black bags (or any other colour of bags) left on the public highway and not placed in a clearly marked RBKC blue sack will be treated as dumped refuse and the business who placed them there may be liable for prosecution. Recyclable material will only be accepted in RBKC commercial orange recycling bags.

Q: How much should a blue or orange sack weigh? And should the waste be presented in any special way?

A: For health and safety reasons any sacks placed out for collection should be able to be lifted comfortably by one person up to shoulder height. No sack should be overfilled, sacks should always be tied at the top to prevent spillage and they should be presented out for collection in a neat and tidy manner. See leaflet on presenting your waste for examples of good practice.

Q: What should I do if I have large amounts of food, oils and liquid waste?

A: The waste should always be double bagged to avoid spillage. You can place a black sack inside the RBKC Commercial Waste blue sack. It would also be advisable to place cardboard under the bags to mop up any spillage that could possibly leak from the sacks. Businesses that produce waste oils should refer to our oils section on the website (www.rbkc.gov.uk/commercialwaste) to find a list of current collectors. There may be a fee for an oils collection service but some will offer a free service.

For further information or to purchase additional Blue or Orange Recycling sacks please call 020 7341 5106

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Q: What should I do if I have raw meat & fish to dispose of?

A: The council does not collect this type of waste. Uncooked Meat and Fish are governed by the Animal-By-Products regulations 2005. If your business produces waste in the form of raw meat and fish you should consult a specialised collector for this type of waste by looking in the yellow pages or via a search engine on the internet. Failure to comply with this regulation could result in your business being prosecuted.

Q: What about boxes, empty oil cans and broken glass?

A: To ensure the collection of boxes from your premises, please flatten any boxes, bundle them together, then firmly attach (wrap around) the appropriate coloured sack, depending on which contract you have. This means the use of one whole blue or orange sack and not a half or part of a sack. The amount of boxes should equal the amount that would fit in the sack. Empty oil cans should be placed inside the appropriate sack. Broken glass should be placed in a suitable box (clearly marked broken glass) and covered with an appropriate coloured sack. If you feel your business produces large amounts of broken glass on a regular basis, please contact our Sales department to discuss having a small-wheeled bin contract to cater for this type of waste.

Q: What do I do with large items?

A: If you have large bulky items to be removed, such as old computers or desks, we require a written request by email (commercial.waste@rbkc.gov.uk) or simply fill out the Special Collection form on our website www.rbkc.gov.uk/commercialwaste listing:

- quantity, basic dimensions and items description
- your account number if you are an RBKC Commercial Waste customer
- invoicing and collection address
- any specific instruction

This is a chargeable service and charges applied depend on the items, quantity, size and volume. All quotations are free of charge.

Q: When should I leave my refuse out?

A: Refuse should be left directly outside the front of the premises in the appropriate sack(s) on the days and the times stated on the contract. It is an offence to leave refuse out other than at the times stipulated on your contract. The penalty could be up to £2500.

Q: What happens should the volume of my refuse change?

A: As an RBKC customer you are permitted to leave any number of blue or orange sacks outside the front of your premises on your scheduled collection days(s) so long as they do not block the highway or create a health and safety problem. If you need to change the amount of sacks delivered on a regular basis, we will willingly help. Just let us know what you need.

Q: What should I do if I move premises?

A: Customers wishing to cancel their agreement should give us 3 months notice in writing either by email (commercial.waste@rbkc.gov.uk) or by post (Commercial Waste, Council Offices, 37 Pembroke Road, London W8 6PW). You may wish to take your sacks to the new premises if you are moving within the borough. If you know the new occupier of your former premises, please give us the details so we can make contact. A new tenant cannot use any sacks left behind without a valid contract for collection with RBKC.

Q: What should I do if the council fails to collect my refuse?

A: In the unlikely event that we fail to collect your refuse please telephone our contact centre on 020 7361 3001 or simply fill in the missed collection form on the website at www.rbkc.gov.uk/commercialwaste

For all your commercial waste needs

Tel: 020 7341 5106

Email: commercial.waste@rbkc.gov.uk

Web: www.rbkc.gov.uk/commercialwaste