

Sack Service: Frequently asked questions

Q: How often will I receive 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. All invoices must be paid on time, otherwise you could miss your scheduled delivery. Organising a separate delivery will incur a fee.

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. The Council uses a courier company to deliver extra supplies of sacks twice a week or on a same day basis, which are both chargeable. Please call 020 7341 5106 to find out about the different delivery charges. Your company's 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 bags?

A: No, black sacks are not permitted to be placed out onto the highway at any point. 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 a fixed penalty notice (FPN) or prosecution. Black bags can however be placed inside a RBKC blue commercial waste sack. If you are on a recycling contract, recyclable material will only be accepted in RBKC commercial orange recycling sacks.

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. The maximum weight for any sack should be no more than 14 kg. Your sacks will not be collected if they are too heavy. The Council will from time to time weigh sacks across the borough. If bags are found to weigh more than 14 kg, the sack(s) will be left on the pavement. A heavy bag sticker will then be placed on the sack(s) asking the business to re-bag into two sacks. 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. At no point should a blue or orange sack block the public highway.

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 are advised to consult a private specialised collector by looking in the yellow pages or via a search engine on the internet if they produce a large amount of waste oils.

For further information or to purchase additional sacks please call 020 7341 5106 or visit www.rbkc.gov.uk/commercialwaste

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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) a blue or orange sack (preferably an orange sack if you have a recycling contract). This means the use of one whole blue or one whole 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 only be placed inside a blue sack and should be cleared of all oil residue. Broken glass should be placed in a suitable box (clearly marked broken glass) and covered with a blue or orange 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, desks, chairs, filing cabinets, printers, fridges etc. we require a written request by email to 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
- location of waste to be collected (e.g. rear/front of premise, specific floor)
- any specific instruction

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

Q: When and where should I leave my refuse out?

A: Refuse should be left directly outside the front of the premises (unless alternative arrangements have been agreed with the Council in writing) in the appropriate sack(s) on the day(s) and the time(s) stated on the contract. It is an offence to leave refuse out other than at the time(s) stipulated on your contract and waste must be presented in the sacks provided by the Council. Failure to adhere to the requirements set out in your contract, could result in a fixed penalty notice (FPN) of up to £400, or if prosecuted in the Magistrates Court, a fine of 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 day(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: If you are moving in or out of the borough, you must notify us immediately. Customers moving out of the borough and wishing to cancel their agreement should give us 3 months' notice in writing as per our terms and conditions, either by email to commercial.waste@rbkc.gov.uk or by post (Commercial Waste, Council Offices, 37 Pembroke Road, London W8 6PW). A cancellation from a third party will not be acceptable to cancel your contract. If you know the new occupier of your former premises, please give us the details so we can make contact. A new tenant cannot legally use any sacks left behind without a valid collection contract or Duty of Care certificate for collection with RBKC. If you are simply moving inside the borough, you might wish to take sacks to the new premises and continue your account 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 our 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