



# Information about the Trade Waste and Trade Recycling Service

## Invoicing

Trade Waste customers are normally invoiced annually, in advance. The annual invoices cover the period from 1st April to 31st March the following year.

Payment can be made by a variety of methods, including splitting the payments and paying by Direct Debit. Instructions are on the back of the invoice.

## Collections

- Please ensure we can access your bins on collection day. This may include ensuring no cars are parked in the way.
- If the bins are snowed in, please dig them out, so our crews can empty them.
- Collections start at 7.00am. Please ensure your bin(s) are out for this starting time although the actual collection times will vary. If your bin(s) are not out in time for collection, we will not return to empty them later.
- Any excess waste that is not contained inside your bin will not be collected. (The exception to this is where we have not managed to collect your bin(s) last time due to snow or breakdowns).
- If you find your bin is not big enough to hold all your waste, please contact us to get a bigger or additional bin or discuss ways to reduce your waste.

## Bank Holidays and Festive Periods

Any alterations to Waste and Recycling Collections over a Bank Holiday or Festive Period are advertised on our website. However, in most cases our service continues as normal on local and bank holidays, except over the festive period when it may be subject to change.

## Waste Transfer Notes

This is a legal requirement. You will get a new Waste Transfer Note sent to you in spring every year. It must be signed, completed, and returned promptly every year. Please check it is correct, as your invoice is based on this information. Waste Transfer Notes must be completed; failure to have a completed Waste Transfer Note is an offence. It is a legal document and must be kept for a minimum of 2 years. You will be sent two copies, you must sign both copies, return one and keep one for your own records.

## Changes to waste and recycling collections

You can change your collections at any time, but all changes must be confirmed in writing. The quickest way to do this is to email [trade.waste@aberdeenshire.gov.uk](mailto:trade.waste@aberdeenshire.gov.uk). If you fail to notify us of a change to your service you will be invoiced wrongly, and you may be in breach of the Duty of Care legislation. You must also tell us if you sell, let, sublet, move, or close your business.

## Costs

Charges for recycling collections are much cheaper than general waste collections. The current charges are available on the website at [Trade waste and recycling collection charges - Aberdeenshire Council](#) .

Trade Waste and Trade Recycling charges are updated on 1st April every year.

If you need to discuss ways to reduce your costs, please contact us.

## Contact information

Telephone Wasteline 03456 08 12 07

The Wasteline operatives will be able to answer most queries or will pass on your query to an officer who can assist. Please note that during periods of adverse weather Wasteline may be very busy.

Write to: Aberdeenshire Council, Waste Management, Unit 7, Harlaw Industrial Estate, Harlaw Way, Inverurie, AB51 4SG

Email: [trade.waste@aberdeenshire.gov.uk](mailto:trade.waste@aberdeenshire.gov.uk)