

Trade Waste and Trade Recycling Service

Frequently Asked Questions (FAQs)

1. On which days are my collections made?

You will be given a note of your collection days when your service starts or if any changes are made subsequently. Should you need a reminder, please contact the Wasteline. Tel: 03456 08 12 07

2. What happens if my bin is missed?

There are a number of reasons why your waste may not be collected, the most common being adverse weather, such as snow or ice, or vehicle breakdowns. If we fail to collect your waste due to adverse weather conditions that prevent collection, we will collect your excess waste at the next collection. For example, if we miss your weekly collection for one week, we will empty the waste bin(s) and take away an equivalent amount of bags of waste the following week. If the missed collection is due to vehicle breakdown, the collection may be late. If it has to be missed altogether, excess waste may be put out at the next collection as above.

If you would like to report your bin collection has been missed, please telephone the Wasteline.

3. What happens if I miss the collection?

If your bin was not put out on the designated collection day or at the correct time, it will not be emptied. Please make sure you have your bin out on time for the next collection. If this results in excess waste, please telephone Wasteline to make arrangements.

4. Can I get a rebate if my bin was missed?

No. We will collect your waste the next time we are able to.

5. What happens if my bins get snowed in?

Please dig out your bins to allow access for collection crews.

6. My business is closed on bank holidays. What should I do?

Our crews work on all bank holidays, except where advertised over the festive period, and will expect your bins to be out for collection. If they need to be emptied, please arrange for your bins to be out for collection as usual.

7. My bin has been stolen/gone missing!

Contact us and we can make arrangements for a replacement bin.

8. My bins are damaged, need oil, a new lid or other repair. Can I get help?

Please contact us if your bin needs to be repaired. We will repair or replace your bin if the damage is due to fair wear and tear. You should oil the bin yourself.

9. Will you clean my bin?

No. Cleaning the bin is your responsibility.

10. Can I just take my recycling to a Recycling Centre or Recycling Point?

No. These sites are provided for householders, not businesses and most are not licensed to receive trade waste. If you need more bins for recycling, please contact us. However, the Business Waste Drop Off Service available at 3 sites. You can use that service and pay the charges due. You can read more about this service at www.aberdeenshire.gov.uk/waste/commercial-refuse-and-recycling-collections/business-waste-drop-off/

11. Is there a maximum weight of waste I can put into my bin?

Yes. Please see our 'trade waste and trade recycling containers' sheet for details of bin sizes and weight capacities.

<https://www.aberdeenshire.gov.uk/media/26969/twcontainers2022.pdf>

12. What happens if my bin is heavier than the maximum weight?

Your bin will not be emptied. You must take some waste out of your bin until it is lighter. Your bin will be emptied on your next collection day, assuming it is light enough.

13. Why do I have to pay for this service? Is it not included in the charges for Business Rates?

Waste collection is not included in the Business Rates Charges. If you are a business, you may use any Waste Management Business or the local Council to collect your waste, as long as you and they comply with the Duty of Care Regulations and all other relevant Waste Regulations. Remember, the more waste you have, the more you pay.

14. Must I use only Aberdeenshire Council for trade waste collections?

No. You may use any Waste Management Business, as long as you and they comply with the Duty of Care Regulations and all other relevant Waste Regulations.

15. When would I need a commercial food waste collection?

If you are a food business, (i.e. you sell or prepare food on the premises), and have a postcode that is not a rural postcode i.e. comes up 'No' on this website: www.dundee.ac.uk/corporate-information/scottish-government-urban-rural-classification-postcode-lookup

and you produce more than 5kg of food waste per week, then you must have a food waste collection, by law. You can find more details here:

<https://www.zerowastescotland.org.uk/resources/waste-scotland-regulations>

16. Do you collect commercial Food waste?

No. There are other waste management companies that will collect food waste from your organisation. There are at least 2 companies that will directly collect commercial food waste in Aberdeenshire. Several others will also arrange food waste collections.

17. What types of trade waste and recycling collection services does Aberdeenshire Council provide?

We can provide separate bins for the collection of the following 7 waste types:

1. Paper, Card and Cardboard.
2. Plastic bottles, plastic tubs, plastic trays, plastic pots, plastic cups, Cans, empty aerosol cans, clean foil, drinks cartons e.g. Tetrapaks
3. Clear Glass bottles and jars (we do not collect mixed glass)
4. Brown Glass bottles and jars
5. Green/Blue Glass bottles and jars
6. General waste/refuse (non-recyclable, non-hazardous waste). This waste collection is not recycled.

18. What can I put into my general waste bin?

Most types of non-hazardous general waste.

You **cannot** put any of the following wastes into a general waste bin:

- Tyres
- Chemicals
- Any liquids
- Asbestos
- Any hazardous items
- Fluorescent light bulbs or fluorescent light tubes
- WEEE (waste electronic and electrical equipment), e.g. fridges, TVs, kettles
- Batteries
- Rubble or bricks
- Special waste
- Any item that requires to be recycled

19. What can I put into my Paper/Card/Cardboard Recycling bin?

You **can** put items such as the following into your paper/card/cardboard recycling bin: leaflets, tickets, office paper, magazines, newspapers, envelopes, envelopes with windows, yellow pages, phone books, catalogues, shredded paper, paper cups, calendars with the metal removed, cardboard boxes, any colour of card, cardboard sandwich packets (please remove the front cover if it has cellophane on it).

You **cannot** put any of the following items into this bin:

paper towels, paper tissues, paper or card with food residue on it, laminated paper, cards with glitter nor items attached, anything that isn't made of paper or card. (Any compostable items such as Vegware should be put into a food waste collection as they cannot be recycled in our paper/card/cardboard recycling collections.)

20. What can I put in my Plastic/Cans/Cartons Recycling bin?

You **can** put these items into your plastic/cans/cartons recycling bin: plastic bottles, plastic tubs, plastic cups, plastic trays, plastic pots, drinks cans, clean food tins, empty aerosols, clean aluminium foil, and drinks cartons e.g. tetrapaks.

You **cannot** put any of the following items into this bin: polystyrene, plastic bags, plastic liners, plastic film, nor any item with residues of food nor paint on it.

21. How do I use my recycling bins?

Any items placed into the recycling bins must be **loose** and not inside a bag. We cannot remove or empty any bagged items.

For Plastic/cans/cartons bins - any plastic or metal items that contained food should be rinsed to remove any food residues. There is no need to remove labels from food tins. Please squash plastic bottles. The lid can be replaced if the bottle stays flat once squashed.

For Paper/card/cardboard bins, please flatten boxes **before** putting them in the bin. Do not squash boxes into the bin as they will get stuck, and we will be unable to empty it.

22. What sort of glass can I put into my Glass bins?

We only accept glass bottles and glass jars.

We **cannot** accept any window glass, drinking glasses, pyrex, nor any other type of glass, as these contain different elements and cannot be recycled together.

23. Where can I store my bins?

You may need to create space to store the number of bins you need. It's up to you to find somewhere to store your bins, but they must not be stored on the highway or public footpaths or located so as to be problematic or cause a nuisance. We cannot help you find a place to store your bins. Please ensure that you liaise with your neighbours if you think you may be encroaching on their land. If you don't have space at your business to store all your bins, you may need to hire somewhere to store your bins e.g. a lock-up garage. Some business owners store their bins at the owner's home and we collect from that location instead. Wherever you store them, you will need to ensure they are out at the collection point for 7am on the day of collection.

24. What is an SIC code?

SIC stands for Standard Industrial Classification and is a code used by the Office for National Statistics. Each code represents the activities of different types of organisations. You need to write in the specific code that best defines your business. For example, 69201 is 'Accounting and auditing activities', 01500 is 'Mixed Farming', and 56302 is 'Public houses and bars'. You can find a list of all SIC codes at <https://www.gov.uk/government/publications/standard-industrial-classification-of-economic-activities-sic>

25. Can you give me an explanation of some of the terms used on the Waste Transfer Note?

- EWC = this is a number that refers to a specific waste type in the European Waste Catalogue. For example, General Waste (20 03 01).
- Litres = number of litres of each waste type you can put out at each collection. i.e. the combined capacity of all bins in that row.
- Collections = number of collections during the time period specified.
- Container Type = size/capacity of each of your wheeled bin(s) in Litres.
- Description of Waste types in customer's general Refuse – Please write in here what sort of items you will be putting in your general waste bin. e.g. sweepings, paper towels, crisp packets, non-recyclable waste, nappies.

26. What is 'Non-recyclable waste'?

This is your general waste. On invoices, we previously had the charges for general waste collections made up of 2 elements (refuse collection, refuse disposal) but these are now combined into one charge called Non-recyclable waste.

27. Is VAT charged on collections?

Generally, no. We only charge VAT where advised by HMRC, i.e. if another waste management company subcontracts us to collect waste then we charge VAT. If we carry out the collection of your waste on behalf of your business directly then there is no VAT.

28. Why has my invoice gone up from last year?

It is likely that you have had a change to your waste collections from last year e.g. you have a bigger bin or more bins than you did last year. It may also be that you were only charged for part of last year, whereas this year's invoice will be for a full year (1st April to 31st March). Please check your invoice and waste transfer note from last year. Contact us if you need more help.

29. I'm closing my business/selling my business/subletting my business/retiring/moving address/changing invoice address.

Do I need to tell you?

Yes. Please confirm all changes in writing (emails are accepted). We need to know about these changes as otherwise you will be charged for a service you no longer need, and you will be pursued by debt collection for it.

30. Where can I get more information?

www.aberdeenshire.gov.uk/commercial_waste

www.netregs.org.uk

www.sepa.org.uk

www.zerowastescotland.org.uk

<https://businessenergyscotland.org/>

31. How do I contact Aberdeenshire Council Trade Waste?

Phone Wasteline on 03456 08 12 07 or email trade.waste@aberdeenshire.gov.uk