



From mountain to sea

Waste Collection Procedures

June 2024



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Revision Date	Previous Revision Date	Summary of Changes
June 2024	August 2019	Procedures amended to reflect kerbside recycling and waste collection changes
June 2025	June 2024	Amendment to Procedure 10 Trade Waste Collection

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1 Introduction

Aberdeenshire Council has a statutory duty, as detailed in the Council's Waste Collection Policy, to collect waste from domestic customers and from businesses where requested to do so.

This procedure has been developed to ensure waste collections comply with statutory requirements, maximise recycling of waste and are carried out in the safest manner possible for customers, members of the public and waste collection and disposal staff.

The operational procedures below define the standards for waste collections in Aberdeenshire and provides the detail on how waste collections will be carried out by the Council.

Procedure 1: Standard Household Collection Service

Under Section 47 (4) of the Environmental Protection Act 1990, the Council can specify the frequency of collections, type of receptacles used for recycling and waste collections and the materials that can be put into each receptacle and the required placement of the receptacle.

These are detailed below.

Containers and Collection Frequencies

A standard household waste and recycling collection consists of:

- 1 x 240 litre black wheeled bin for non-recyclable waste collected once every 3 weeks.
- 1 x 240 litre blue lidded wheeled bin for recyclable waste (paper and cardboard) collected once every 3 weeks.
- 1 x 180 litre orange lidded wheeled bin for recyclable waste (mixed household containers) collected once every 3 weeks.
- 1 x 23 litre food waste bin collected once every week.
- Batteries – bags collected when presented on scheduled collection day.
- As the lid colour relates to the contents of the bin, customers that require additional recycling capacity can request a swap of lids or an additional recycling bin.

What to Put in Each Container

Collected every 3 weeks

Paper, Card and Cardboard

(Blue lidded bin)



What to put in your Blue Lidded Recycling Bin	
Yes please ✓	No thank you ✗
<p>Clean and Dry Paper and Cardboard</p> <ul style="list-style-type: none"> • Newspapers • Magazines, catalogues and directories • Junk Mail • Letters and envelopes (including windows) • Office and shredded paper • Paperback books – or take to charity shop. • Glitter free wrapping paper. • Flattened large and small cardboard boxes. • Brown corrugated packaging • Toilet and kitchen roll tubes • Glitter free greetings cards 	<ul style="list-style-type: none"> • Tissues and Napkins • Padded envelopes. • Cardboard contaminated with food • Wallpaper • Nappies • Polystyrene • Plastics, metals and cartons (please use the Orange Lidded bin)

Collected every 3 weeks

Plastic bottles, pots, tubs and trays, tins, cans, foil, aerosols, food and drinks cartons

(Orange lidded bin)

Only certain plastics and metals are accepted, please check the list below for details



What to put in your Orange Lidded Recycling Bin

Yes please ✓	No thank you ✗
Metals – Empty and rinsed. <ul style="list-style-type: none"> • Tins • Drinks cans • Empty aerosols • Foil trays (clean) • Aluminium foil (clean) • Chocolate and biscuit tins • Metal lids 	<ul style="list-style-type: none"> • Plastic bags, liners and clingfilm • Bubble wrap • Polystyrene • Plastic wrappers • Crisp bags and biscuit wrappers • Plastic netting • Nappies • Items contaminated with food • Oil and paint tins • Glass • Glittery or metallic wrapping paper
Plastics – Rinsed and squashed. <ul style="list-style-type: none"> • Plastic food and drinks bottles • Plastic tablet and medicine bottles • Pots, tubs and trays • Lids and tops • Yogurt pots 	
Cartons – Rinsed and squashed. <ul style="list-style-type: none"> • Fruit juice, milk, soup and sauce cartons 	

Collected every week

Food caddies

All types of food waste
- cooked and uncooked.



What to put in your Food Recycling Bin

What to put in your Food Recycling Bin	
Yes please ✓	No thank you ✗
<ul style="list-style-type: none">• All cooked and uncooked food waste• Leftovers and plate scrapings• Out of date food (unpackaged)• Pasta, bread, cereal and pasties• Meat, fish, bones, eggs and shells• Tea bags and coffee grounds• Pet food	<ul style="list-style-type: none">• Liquids or oils• Plastic Bags• Food packaging• Cling film• Foil

Collected every 3 weeks

Black Bin

All non-recyclable waste

As from Autumn 2023, all general waste will be sent to the energy from waste facility in Alten's, Aberdeen.



What to put in your Non-Recyclable Waste Bin

Yes please ✓

- Black Bags
- Cat litter
- Crisp or sweet wrappers
- Nappies or sanitary products
- Dog waste
- Fish and chip boxes
- Metallic wrapping paper
- Empty and dry oil or paint tins
- Painted paper or card
- Paper, card or plastic contaminated with food and cannot be cleaned
- Plastic bags liners or films
- Expanded polystyrene
- Soft plastic tubes e.g. toothpaste tubes
- Tissues
- Wallpaper

No thank you ✗

- Any item that can be placed in the blue-lidded or orange-lidded bin. Food bin or taken to a Recycling Point or Household Recycling Centre (HRC)
- Batteries (use pink battery bag)
- Builders rubble/ soil (use HRC)
- Car parts including batteries and tyres (Use HRC, waste transfer station or garage)
- Heavy DIY ceramics e.g. tiles or toilet pans
- Cooking Oil (Use HRC)
- Corrosive liquids such as oil and paints - solidify or use up
- Electrical and electronic equipment (use HRC)
- Fluorescent tubes (Use HRC)
- Food waste (Use food waste bin)
- Garden waste (Use HRC)
- Hot ashes – cool first
- Liquids – solidify or follow manufacturers disposal guidance
- Vapes – return to retailer or deposit in small WEEE container at the HRC

Household batteries



What to put in Your Battery Recycling Bags

What to put in Your Battery Recycling Bags	
Yes please ✓	No thank you ✗
<ul style="list-style-type: none">• Household batteries (full, partially used, rechargeable and normal type)• Laptop batteries• Mobile phone batteries	<ul style="list-style-type: none">• Anything else other than household batteries• Vapes

Procedure 2: Collection Point

The purpose of this procedure is to set out the criteria for collecting non-recyclable waste and recycling containers.

The Council will collect non-recyclable waste and recycling containers from adopted roads (roads maintained by the Council).

All waste bins must be placed at the kerbside of the property for collection. Bins must be presented by 7:00am on the day of collection, adjacent to the property, taking care not to block the footway or road. Customers should return their bins / food pods to their storage place within their property as soon as practicably possible after they are emptied, and at the latest, by the end of the collection day.

Where a household is on a private or unadopted road (roads not maintained by the Council), the Council's collection vehicle may collect from the properties on that road, if the following criteria apply:

- The road surface is in a good state of repair, free of unsafe potholes that the Council considers could cause cumulative damage to the collection vehicle or is of asphalt or a similar bound surface.
- There is a minimum of 5 households located on the private road. The service may be provided to fewer properties where road end collection is deemed unsafe or undesirable for any other reason, and provided all other criteria are met.
- The road is at least 3 metres in width without obstruction from trees, shrubs, cables etc. which could cause damage to the collection vehicle.
- The minimum height clearance is 3.75 metres without obstruction from overhanging branches, cables etc. which could cause damage to the collection vehicle.
- There is sufficient turning area to allow a 10.5-metre-long vehicle to turn in no more than three manoeuvres.
- There are no health and safety risks to collection vehicles and/or employees arising from road conditions such as adverse cambers, poor visibility at bends, risk of flooding or unprotected steep embankments.
- The nature of the road is not such that it would take an unreasonable length of time to carry out collections.

The Council reserves the right to change collection points on private and unadopted roads either temporarily or permanently due to operational reasons, for example if the access to or location of a collection point becomes unsafe for collections or no longer meets the above criteria.

If the road condition is considered likely to cause a serious safety issue, the service will revert to a designated location with immediate effect.

Where the defect is less serious, the Council will give at least 21 calendar days' notice, in writing, of any changes to the location of the collection point, highlighting actions that need to be taken to ensure continued collections from current location. If action is not taken by householders to rectify the matter to the Council's satisfaction within the time given, the collection location will revert to collection from the nearest adopted road. Householders may re-apply for service re-instatement later.

The Council will not access new developments/ new housing schemes whilst they are in the construction phase. Residents or the construction contractor must take waste containers to a suitable collection point on the development where access is clear, and no construction is being carried out. This point should be considered by developers and their construction partners because the sequence in which properties are constructed and then released for the market, will have an impact on waste collection especially if these areas have restricted access while other parts of the development are being built. The interim collection point must be approved by means of a site assessment.

For the avoidance of doubt, Aberdeenshire Council will not be responsible for moving receptacles over distances greater than 10 metres on new developments.

Procedure 3: Non-Standard Collections

This procedure outlines the collections available, if it is not possible for a household to have a standard waste and recycling collection as detailed in [Procedure 1](#).

Communal Collections

The Council provides an alternative collection service for blocks of flats or properties that cannot accommodate the standard service for each property. The Council will calculate the non-recyclable waste and recycling needs for the premise as a whole and provide the householders with the correct number of receptacles to store waste and recycling.

The provision of recycling, food waste and non-recyclable waste from flats is subject to capacity and configuration of the agreed collection area.

In most cases, shared bin areas will be provided with the standard collection containers, but where these cannot be accommodated, 1100 litre bins or 660 litre bins may be provided. The number and type of bins provided depends on the number of properties and the size of storage space available. Where there is limited storage space, priority will be given to non-recyclable waste bins.

The frequency of collection for a communal collection will be as the standard collection unless otherwise specified on the grounds of lack of space to contain the required capacity for non-recyclable waste bins, recycling bins and food waste containers.

No waste or recycling left outside or around the bins will be collected. This includes but is not limited to bulky items, excess non-recyclable waste and excess recycling. It is the responsibility of the householders or the managing agents to remove these items to enable collections.

Where a bin is not accessible owing to loose non-recyclable waste, recycling or bulky items, the bins will not be emptied. It is the responsibility of the householders or the managing agents to remove these items. The bins will then be emptied on the next scheduled collection day if access to the bins is available.

The householders or managing agents can request the Council to clear bins or collection areas on their behalf. Any clearance works are subject to availability and must be paid for in advance.

All bin areas must be accessible by crews. If the bins need to be locked, it is the responsibility of the agent to ensure the bins store is accessible on the scheduled collection day and time.

If the communal collection bins are contaminated with the wrong material, they will not be emptied. It is the responsibility of the householders or managing agents to remove the contamination before the bins will be emptied on the next scheduled collection day.

Bag Collections

Where the standard wheeled bin service is not suitable owing to any of the following, alternative arrangements will be made:

- There is insufficient space to store bins within the property boundary without blocking pedestrian or vehicular access and there is no reasonable rear or side access to allow off-street storage of bins.
- The nature of the property makes it impractical or unsafe to use wheeled bins.
- Bins need to be wheeled through the house from storage to collection point.
- Residents in the property are unable to place waste in a wheeled bin.
- It is unsafe to move the bins from the storage location to the collection point. However, lack of maintenance by the householder to hedges, walls, fences or paths is not an adequate reason.

Any other exceptional circumstance in the judgement of the Council, where, in the judgement of the Council, a property is unable to accommodate a wheeled bin service, an alternative service with clear bags for recycling and blue bags for non-recyclable waste will be provided.

Bags are provided in rolls of 30 sacks and will be provided on request to a maximum of 2 rolls of clear recycling sacks and 2 rolls of blue non-recyclable waste sacks per year. Stocks will be monitored to ensure that the sacks are used only for the intended purpose.

Up to two bags may be presented for collection each collection day.

Blue non-recyclable waste sacks must not contain garden waste or other recyclable waste.

Procedure 4: Additional Bins

This procedure outlines how households can request additional non-recyclable waste bins, recycling bins and food containers.

The Council will provide advice to families who have difficulty managing with a single standard non-recyclable waste bin. This will help identify any additional actions that can be taken to increase recycling or to make better use of the bin capacity available.

Blue-lidded / Orange-lidded Recycling Bins

Any customer can request an additional recycling bin if they consistently have more recyclable material than will fit in the standard recycling bin. This bin will be supplied free of charge. The Council reserves the right to remove additional recycling bins if they are reported as contaminated by the collection crew.

Food Waste Containers

Any customer can request additional food waste bins if they have more food waste than will fit in the standard food waste bin. This bin will be supplied free of charge.

Food waste containers are also available for collection from our Household Recycling Centres.

The Council reserves the right to remove additional food waste bins if they are reported as contaminated by the collection crew.

Non-recyclable Waste Bins

Any household may request an additional non-recyclable waste bin; however, an additional bin will only be granted in cases where the householder recycles all their recyclable waste, including food waste, using the kerbside recycling services available to them, and at least one of the following criteria applies:

- A medical issue which results in additional non-recyclable waste.
- A coal fire is the only source of heating.
- 6 or more people in a household living full time at the same address.
- The customer is a registered volunteer for Aberdeenshire Litter Initiative or similar litter-picking initiative.
- Two or more babies in nappies living in the household at the same time.

A Community Waste Officer may be required to visit the customer to see if there is any further recycling that can be done. They may undertake a waste analysis and ask the customer to complete a waste diary over a period before an additional non-recyclable waste bin is granted.

The Council will periodically review households that have additional non-recyclable waste bins. The Council reserves the right to remove the additional non-recyclable waste bin, where the above criteria no longer applies or if the household is not fully recycling.

Approved additional non-recyclable waste bins are supplied with a purple lid and only approved bins will be emptied.

Additional non-recyclable waste bins will be recorded in the back-office system which highlights to the crew on the in-cab system those properties with an authorised additional bin.

Procedure 5: Excess Waste

Aberdeenshire Council will, only under exceptional circumstances, collect excess waste. Excess waste is defined as any extra waste which is placed next to the wheeled bin for collection, over-loaded wheeled bins and unauthorised second bins.

The excess waste procedure aims to mitigate safety hazards to collection and disposal crews, such as manual handling of bagged waste, risk from sharps in bags and to ensure the safe operation of wheeled bins on vehicle lifting equipment.

Excess Non-recyclable Waste

- **Side waste**

Side waste, which is extra non-recyclable waste that is placed next to the wheeled bin, will not be collected except in extreme circumstances, such as adverse weather, as authorised by the Council.

Any unauthorised side waste presented will be placed back into the empty bin and the customer notified of this via a label attached to the bin informing the customer of the reason and details our Website and Wasteline telephone number which gives further advice on how to safely present waste and dispose of the excess.

- **Over-loaded bins**

Where the waste has been placed in the wheeled bin, but the lid cannot be easily closed by hand, this will be deemed to be an overloaded bin. Where a wheeled bin is considered overloaded either by weight or volume, it will be rejected at the discretion of the operative's judgement.

A label will be attached to the bin to inform the customer of the reason. For rejection. The label also details our Website and Wasteline telephone number which gives advice on how to safely present waste and dispose of the excess.

- **Unauthorised additional bins**

Any unauthorised additional non-recyclable waste receptacles will not be emptied.

A label will be attached to the unauthorised wheeled bin to inform the customer detailing our Website and Wasteline telephone number which gives further advice on how to safely present waste and dispose of the excess.

Householders who are unable to contain their non-recyclable waste within their receptacle provided can request additional recycling, food waste and non-recyclable waste bins in line with [Procedure 4](#). Customers can also take

excess non-recyclable waste to the nearest Household Recycling Centre (HRC). For some HRCs, there is a requirement to book in advance.

In cases where properties regularly present excess non-recyclable waste, as reported by the collection crews, a Community Waste Officer may undertake a site visit and offer advice on waste reduction and recycling.

Should the householder continue to present excess waste, the Council may take appropriate enforcement action.

Excess Recycling

Householders who consistently have additional recyclable material that exceeds the capacity of their recycling containers can request an additional recycling bin or food waste caddy, in accordance with [Procedure 4](#). These additional containers will be provided free of charge.

If a customer presents excess recycling for collection alongside the recycling bin (e.g. clean loose cardboard), it shall be collected on the first occasion, if it is deemed safe to do so. A label will be attached to the recycling bin of the reason and details our Website and Wasteline telephone number which gives further advice on how to safely present waste and dispose of the excess.

If the customer continues to present excess recycling, it shall not be collected. The excess recycling will be placed in the emptied recycling container with a label to inform the customer why it was not collected.

Customers can request advice on reducing and recycling their waste by calling the Wasteline Monday to Friday from 8:45am to 5pm on [03456 081207](tel:03456081207).

Or by emailing:

waste@aberdeenshire.gov.uk

Procedure 6: Contaminated Recycling Bins

The purpose of this procedure is to maximise recycling percentages and quality, by ensuring customers take responsibility for placing the correct materials in the correct receptacles.

Any material put into the wrong recycling receptacle is classed as contamination and may result in a whole load of recycling being rejected by the recycling reprocessor. Any rejected loads of recycling are disposed of at additional cost.





Residents should refer to our website or contact the Council (Wasteline) if they are unclear about what materials to put into each bin or if they need a different size or type of receptacle.

Collection crews will visually check recycling bins for contamination before emptying them.

If a bin is contaminated, the crew will record the details on the in-cab system.

The procedure below is then followed:

Waste Contamination Procedure

Level of Contamination	Blue Lidded Bin	Orange Lidded Bin	Description	Action to be taken by crews
Low or light Contamination			<ul style="list-style-type: none"> A few wrong items but more recycling than non-recyclable waste 	<ol style="list-style-type: none"> Tag bin with label indicating wrong items. Log on in-cab system Empty bin
Severe Contamination			<ul style="list-style-type: none"> Heavily contaminated with the wrong things, more non-recyclable waste than recycling A bin from a house that is always getting it wrong Glass bottles or jars 	<ol style="list-style-type: none"> Tag bin with label indicating reasons for rejecting bin Log on in-cab system. Do not empty bin

- **Bin with low contamination (Green)**

- Definition: Up to 1 wrong item visible.
- Where a recycling bin has been identified as having low contamination by the collection crew, the crew will empty the bin as normal.

- **Bin with severe contamination (Red)**

- Definition: Glass items visible, or more non-recyclable waste than recycling, or a household repeatedly putting wrong items into recycling bin.
- Where a domestic recycling bin has been identified as having severe contamination by the collection crew, the crew will log this on the in-cab system.
- Crew will not empty the bin.
- Crew will notify the householder of the issue by attaching a label to the bin. The label will explain why the bin has not been emptied and that the householder must remove the wrong items prior to the next collection.
- If the customer presents a severely contaminated recycling container for a third time, or fails to sort the contaminated recycling presented previously, the container shall again be labelled and an officer from the waste team shall make contact with the householder to discuss what can be put into the recycling bin. The officer may also carry out an inspection of the recycling bin and non-recyclable waste bin to demonstrate practical steps that the customer can take.
- Where the customer continues to present recycling that is severely contaminated, the recycling service shall be withdrawn. At the customer's request, a follow up visit shall be arranged, to discuss options for re-introduction of the service.
- Should a bin be reintroduced and contamination resumes, a Section 46 Notice will be issued requiring the householder to present clean recycling for collection.
- Should the householder ignore the Section 46 Notice, their recycling bin may be removed permanently. The Council may also submit a report to the Procurator Fiscal for prosecution.

Procedure 7: Missed Collections

The Council makes every effort to empty bins presented by its customers, however, there may be occasions when a bin does not get collected. Such missed collections may be attributable to adverse weather such as snow and ice, road closures and obstructed access from inconsiderate or illegal parking. This procedure sets out how the Council will deal with these occasions.

If the Council is unable to empty bins on the scheduled day of collection, if resources are available, the Council will seek to return within 5 working days. If this is not possible, the customers' bins will be emptied on the next scheduled collection day for that material. In these circumstances up to 2 additional bags of waste / recycling may be presented for collection alongside the wheeled bin on the next collection day.

Because the collection routes can be subject to change, Aberdeenshire Council cannot commit to specific collection times. Customers should leave any unemptied bins at the collection point until the end of the collection day.

If a bin has not been emptied by 4.45pm on the collection day and the bin has not been labelled with an explanation on why it has not been collected, customer should check the myAberdeenshire app. or website for any known issues.

Alternatively, the missed bin can be reported to the Council via the Wasteline or the Council's website. Any reports should be made within 2 working days of the scheduled collection day.

The collection crews will keep a record of bins on the in-cab system that have not been emptied, for example due to operational issues, overloading, [Procedure 5](#) or contamination, [Procedure 6](#).

These records will be checked before a decision to return to collect a bin is made.

Where a bin has been missed, for operational issues, collection crews shall seek to return to collect missed containers within 5 working days. If crews are unable to return, then excess will be collected at the next scheduled collection for that material ([Procedure 5](#)).

For the avoidance of doubt, Aberdeenshire Council will not return to empty reported missed bins in the following circumstances:

- Bins are not presented by 7:00am on the day of collection.
- Wheeled bins are not presented in the correct location.
- Bins are tagged indicating severe contamination.
- The bin is too heavy to safely manoeuvre.

- The missed collection is reported more than two working days after the collection was scheduled.
- Safe access was obstructed.
- The bin contains hazardous material.
- The contents of the wheeled bin are compacted and / or frozen and cannot be fully emptied

In such circumstances, the bins will be emptied on the next scheduled collection day, for that material, if presented correctly. Alternatively, customers can take their waste to the nearest Household Recycling Centre.

Procedure 8: Assisted Collections

This procedure outlines how households can request an assisted collection service, if they require assistance in putting their wheelie bins out for collection.

The Council will provide collection and return service of the bins from a designated location within a property boundary, if the following criteria are met:

- The resident is unable to move a wheeled bin to the collection point, and
- There is no one over the age of 16 who could present a wheeled bin at the collection point.

Residents who need an assisted collection should contact the Council in person, by telephoning the Wasteline 03456 08 12 07 or by emailing waste@aberdeenshire.gov.uk.

Following an assisted collection request, the waste team will process the request and contact the resident within 7 working days to discuss the requirements. If the criteria are met, the Council will agree the revised collection point for the wheeled bins with the resident.

The agreement to provide an assisted collection will be reviewed annually. The Council will write to residents with assisted collections to see if they still require the service.

Short-term assisted collections are available to residents with special requirements, providing the criteria for assisted collections are met.

If the household's circumstances change, the resident must inform the Council waste team immediately.

Procedure 9: Bulky Household Waste Collections

The Council offers all residents a bulky household waste collection for items which, due to their size, do not fit into wheeled bins. This is a chargeable collection.

A bulky item collection is not offered for items where the use of a skip is better suited for disposal of the waste (e.g. soil and rubble).

For the avoidance of doubt, the Council does not offer a bulky item collection for the following materials:

- Items which can be recycled through the blue-lidded or orange-lidded recycling bins
- Bags or boxes of non-recyclable waste
- Bags of garden waste
- Gas cylinders (please contact supplier as detailed on bottle)
- Fluorescent tubes
- Asbestos
- Tyres
- Trees
- Rubble
- Paint tins (empty or full)
- Car batteries
- Fire damaged items
- Oil tanks
- Metal baths

This list is not exhaustive, and other items may not be collected. These items can be taken to the Household Recycling Centres for recycling and disposal.

Bulky uplifts can be requested through the Council's website. Before a bulky collection request is accepted, the customer will be advised if there are alternative routes for disposing of the waste, for example via Household Recycling Centres or charities.

Standard items will be charged at specific rates as listed on the Council's website. For requests that are unusual or non-standard, a site visit may be required to quote a price for removal of the waste. Service charges for bulky uplifts must be paid in advance of the collection being made.

Items may be collected from within the boundary of the property where they are clearly identified. Residents should tell the Council the exact location of their items (for example, front/back garden or drive). Items will not be collected from inside houses or outbuildings.

A site visit may be needed to establish a collection point.

Items must be accessible from 7.00am on the scheduled appointment day. Multiple items may be collected by more than one crew for recycling purposes.

If, at the time of collection, access is not gained to the items for any reason, the Council will leave a customer response card, stating the time and date of the call. If the resident still requires the collection of the items, they must telephone the number on the card to re-schedule the appointment.

For multiple items, only items that are listed on the original booking form will be uplifted. Once a booking has been made for a bulky uplift, additional items cannot be added.

If a booking is cancelled after 1.00pm, on the day before the scheduled collection, giving less than 24 hours' notice, no refund will be given, otherwise a refund will be made, subject to an administration fee.

Procedure 10: Commercial Waste Collections

The purpose of the procedure is to set out the requirements for a commercial waste collection and to clarify what is classed as commercial waste.

Waste produced, during any activity for gain and reward, whether on business or domestic premises, while self-employed, or working for others is classed as commercial waste. Businesses are legally obliged to separate out recycling from waste, store their waste securely and to dispose of it responsibly through a trade waste agreement with a licenced contractor as set out in the Environmental Protection Act 1990 and Waste (Scotland) Regulations 2012.

Aberdeenshire Council will not collect waste through its household waste collection service that it believes is generated by a business at a residential property, and there is not a trade waste agreement in place.

The Council offers businesses the following chargeable collections:

- Paper & cardboard dry recycling
- Container recycling
- Colour separated glass
- Non-recyclable (non-hazardous) waste
- For certain Aberdeenshire Council internal customers only, food waste.

Businesses should contact the Aberdeenshire Council trade waste team for prices. trade.waste@aberdeenshire.gov.uk

The Council offers a variety of receptacles containers at various collection frequencies. The highest frequency of collection offered is weekly.

Trade Waste Agreements

For non-recyclable (non-hazardous) waste and recycling collections, an Annual Waste Transfer Note is produced. This agreement is renewed for the start of each financial year automatically and sent to the customer. To comply with the law, customers must sign the Waste Transfer Note and comply with the conditions of the agreement at all times to maintain collections. Any breach of the terms and conditions of the Waste Transfer Note will mean that the agreement can be rescinded, and the bins can be removed.

Container Provision

A business can opt for 140, 240, 660, 820, 1100 or 1280 litre wheeled bins. Bins are provided and the cost of bin hire is included within the overall collection cost quoted. The Council reserves the right to charge for lost, stolen, damaged or vandalised bins.

Where a business requires a bin to be secured or locked on site, a chain and padlock must be provided by the customer and unchained access made available for collection on the scheduled collection day.

Payment Terms

Payment for each collection will be made in accordance with the Council's schedule of charges and shall be payable as per the terms and conditions of the Waste Transfer Note.

Accounts will be raised on an annual basis. Failure to make payments will result in termination of the service and commencement of debt recovery proceedings.

If a bin is removed due to non-payment or failure to sign an agreement, the bin will only be returned once all outstanding payments have been received and all contracts have been renewed. A re-delivery charge for the bin will be made.

Public Holidays

All customers will be notified of any changes to a scheduled collection day due to a Public Holiday.

Terms and Conditions

A full copy of the commercial waste terms and conditions is available on request.

Procedure 11: Charitable Organisation Collections

The purpose of the procedure is to set out what is classed as a charitable waste collection, what type of organisations are eligible and what dispensation on trade waste charges will be offered.

The Environmental Protection Act 1990, states that waste from charities is to be treated as household waste and falls under “Schedule 2” of the Controlled Waste Regulations as waste that is “household waste for which a charge may be made”.

The definition of a charity for the purposes of this procedure is: *“Any organisation that is a registered charity. Or, any community run, not-for-profit facility, such as a village or church hall that is used for the benefit of the local community.”*

It should be noted that under the Controlled Waste Regulations, churches may not be charged for their waste. However, this only applies to waste from the church itself. If there are any halls or other activities associated with the church, these are considered separately (either as a hall or standard trade waste property depending on the nature of the activity). Following written confirmation of their status, places of worship, cemeteries, registered charities and community halls (where no business activity takes place for profit) shall be entitled to the standard waste collection service offered to householders.

Charities, as defined above, are provided a free waste collection service which is in line with the standard service provided to households, see [Procedure 1](#).

Any variation from the standard household service, including requests for a weekly service, will mean that all waste receptacles will be chargeable at the usual trade waste rates.

Should the household service change, the same changes will apply to the service offered to charities.