



## TRADE WASTE SERVICE

### Contacting Fylde Council:

For all invoice and collection enquiries please contact Customer Services - Tel: 01253 658658 or  
E-mail: [listening@fylde.gov.uk](mailto:listening@fylde.gov.uk)

- The enclosed invoice is for the period **1st April 2020 to 31st March 2021**
- The annual charges for 2020-21 are detailed below:

Bin Type	Collection Charge	Landfill Tax & Tipping Charge	Bin Lease Charge (if applicable)
	Per bin empty	Per bin empty	Per bin per annum
660L Euro Bin	£3.67	£7.32	£132.77
1100L Euro Bin	£5.76	£12.21	£132.77

- Collection charges and the landfill/tipping charges are shown separately on the invoice.
- Our payment terms are 14 days from the date of invoice. **Delays in payment will result in suspension of Trade Waste collections** payment methods can be found below.
- If collections are no longer required, a notice period of 4 weeks **must** be provided in order to terminate the account.
- Any changes to the amount of waste quoted must be notified by telephone/in writing.
- **Only waste presented in official Fylde Council containers will be collected and waste should remain uncompacted. Side waste will not be collected unless arranged and paid for in advance.**
- If any additional collections are required over and above the contractual amount of annual collections, requests must be made separately. **Please note that payment must be made in advance at the time of booking the collection. Alternatively, official grey sacks can be purchased for any additional bags of waste which should be presented alongside the euro bin(s) for collection.**
- In cases where the ownership of the premises has changed from that quoted on the account, and where the new owner requires collections to continue as before, the Council must be contacted immediately. If the new owner does not require collections, or an adjustment is required to the amount of waste quoted on the account, then the Council must also be informed immediately.
- Access to the bin(s) must be made available from **6am** for the removal of the contents of the bin(s) and in the event that access is denied the Council shall not be under any obligation to return to empty the bin(s). **All requests to return to empty the bin(s) will result in an additional fee charged per bin lift, which must be paid in advance.**
- **The Duty of Care Controlled Waste Transfer Note** is a compulsory document and must be completed by law. Your business has been sent a link to your online account, please log in to complete the annual Waste Transfer Note. The Transfer Note will then be saved securely, for access at any time or can be printed if preferred. Delays in completing the Waste Transfer Note will result in suspension of Trade Waste Collections.

## **PAYMENTS**

In line with the Trade Waste Agreement the Collection service is payable in advance. Failure to pay the annual charge in advance by 1<sup>st</sup> April each year or make arrangements to pay in instalments to commence on 1<sup>st</sup> April each year will result in the Council ceasing to make any further collections.

### **Direct Debit**

Direct Debit is available, further information can be found in the Direct Debit Instruction on our website, please visit <https://new.fylde.gov.uk/business/commercial-trade-waste/bulk-bin-collections/>. Please make sure your invoice number and the name and address of your business is quoted.

### **Telephone Payments by Debit / Switch or Credit Card**

24 Hour Automated Telephone Payment Line: 01253 658547

By Telephone to speak with one of our Customer Service staff: 01253 658658

### **Internet**

Please visit <https://new.fylde.gov.uk/resident/counciltax/how-to-pay/> and follow the link to pay online

### **Post Office**

At any Post Office, Trans Cash voucher, quoting the Council's account number 613 1239, your invoice number, name and address

### **In person**

Payment can be made by debit/credit card in person by visiting Customer Services, The Town Hall, St Annes Road West, FY8 1LW. To reduce the delay, please book an appointment, you can book 30-minute slots from 9.30am until 4.00pm. If you choose to book an appointment you will be seen at that time and be able to pay for your trade waste service without the need to wait. To book an appointment please visit [www.fylde.mycouncilservices.com](http://www.fylde.mycouncilservices.com) and choose *Appointments* from the *Customer Service* tab. You will receive confirmation of your appointment if the slot is available or will be offered an alternative slot.

**Please note we no longer accept cheques.**

**IN ALL CASES PLEASE QUOTE YOUR INVOICE OR ACCOUNT NUMBER AS REFERENCE**

