

Environmental Health & Consumer Protection
PUBLIC HEALTH SERVICE
Southampton City Council
Southbrook Rise

How to get rid of rubbish/refuse!

Household Rubbish/Refuse

(Also known as: Bulky collection, Spec refuse, Special collections, Special bulky)

Replacing the bed or the sofa and need to dispose of the old one? The council provides a service to collect large rubbish items from households in the city.

Charges: There is a charge associated with this service (see charges below); payment is required before collection can be made.

Ways To Pay: Customers can pay for these charges by phone using a credit card or online.

Ways To Book: Booking is required for the use of this service which can be made via phone on 0800 5 19 19 19 or fill in the online request form below to arrange a collection and we will get back to you to confirm a collection date and booking details.

Contact Details:

Address: Gateway, Southampton City Council, Civic Centre, Southampton
Postcode: SO14 7LY
Telephone: **0800 5 19 19 19** (freephone)
Email: actionline@southampton.gov.uk

Details of service:

Bulky Household Collection Service

Southampton City Council's Bulky Household Collection Service assists residents who have a problem disposing of large household or difficult to dispose of items, which cannot be disposed of through the normal domestic collection service. This service is just one of the ways in which to dispose of your bulky waste.

The service is not available to trade or commercial premises, or for house clearances.

How many items can be collected?

You can have up to 10 single household items collected on one occasion. One item is a single settee, a single chair, a wardrobe or a single bag or bundle of smaller items. One settee, two armchairs and a bag are classed as 4 items.

Your fridges and freezers will be collected free of charge throughout the year.

Will there be a charge?

The first annual collection requested will be charged at £12.50, with a maximum of 10 items to be collected on that occasion.

A second annual collection will be charged at £25.00 for a collection of up to 10 items. For further collections individual quotations will be required, with a minimum charge of £60.00 - in line with Southampton City Council's normal scale of charges for commercial waste collection.

Requesting the Service

Just follow this easy-to-use, step-by-step guide when you need to request the city council's Bulky Household Collection Service.

How do I arrange for a collection to be made?

Make a note of exactly what items you want collected. (This is important as only those items listed will be collected).

Completing the online form (see Request Collection of Bulky Items) or Telephone Actionline (Free) on 0800 5 19 19 19, where helpful staff will guide you through the simple booking procedures. The Actionline staff will inform you of your collection day.

How do I pay?

You can pay by debit or credit card while you are on the telephone to Actionline. If you don't have a credit/debit card, we will send you an invoice and you will be able to pay by cash or cheque at any bank or building society or at the Civic Centre cash office.

Note: Collection will not be made until payment has been received.

What do I do on the day of the collection?

Please make sure all items for collection are clearly identifiable - no responsibility will be accepted for articles taken in error. By 7am please place the items for collection at the agreed collection point. Any return visits will be classed as another collection. Please ensure that your items are easily accessible and do not block walkways or access routes for others.

WHATEVER YOU DO DON'T JUST DUMP IT!

Southampton's City Patrol Team operates in the city and any offenders could face a £75 fixed penalty notice (maximum £2,500 at court).

Household Waste Recycling Centres

Endle Street, Southampton (City Centre) &

Grange Road, Netley (not far from Sholing), where you can dispose of unwanted items yourself, **free of charge.**

The sites are open daily **8am - 4.30pm (7pm from 1 April to end of September).**

Contact: 023 8033 8319 - Endle Street or 023 8040 6182 - Grange Road, Netley.

Garden Bonfires

Consider your neighbours, don't light bonfires

Your could be breaking the law by causing a Statutory Nuisance arising from a **SMOKY BONFIRE**

Under the Environmental Protection Act 1990, it is an offence to cause a nuisance through the creation of smoke. Anyone who lights a bonfire & allows the smoke to drift & cause a nuisance, could be subject to legal proceedings, leading to a fine of up **£5000.**

**How can you prevent a smoke nuisance?
DO NOT BURN BONFIRES**

If you require this letter or future correspondence from us in a different format (e.g. tape, Braille, or disc) please do not hesitate to let us know