Trade Waste and Trade Recycling Service
Frequently Asked Questions

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.

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 have recycling, please contact us for advice.

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.

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. What types of trade recycling services does Aberdeenshire Council provide?
We can provide separate bins for the collection of the following 5 waste types:

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

15. 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

16. 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.

17. 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.

18. How do I contact Aberdeenshire Council Trade Waste?
Phone Wasteline on 03456 08 12 07 or email trade.waste@aberdeenshire.gov.uk

19. 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.

20. What is 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

21. Do you collect commercial Food waste?
No. Please see the Yellow Pages or the internet to find another waste management company 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.
22. How much food waste must I have, before I need to have 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’ (see http://faq.zerowastescotland.org.uk/ruralsearch/) and you produce more than 5kg of food waste per week, then you must have a food waste collection, by law.

23. What is Environmental Tax, Waste Collection and Waste Disposal?
The charges for general waste collections are made up of these 3 elements. If you add the charges for all three together you get the charge for your general waste collections. There is no Environmental Tax, nor Disposal for recycling collections.

24. 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.

25. 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.

26. Where can I get more information on waste?
www.aberdeenshire.gov.uk/waste
www.netregs.org.uk
www.sepa.org.uk
www.zerowastescotland.org.uk
www.resourceefficientscotland.com
Trade Waste and Trade Recycling Service

How to use your recycling bins

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

**Mixed Recycling**

**Paper and Card**

*Yes please*

Leaflets, tickets, office paper, magazines, newspapers, envelopes, envelopes with windows, yellow pages, phone books, catalogues, shredded paper, paper cups, calendars with the metal removed, drinks cartons e.g. tetrapaks, cardboard boxes, card packaging, any colour of card, cardboard sandwich packets (please remove the front cover if it has cellophane on it) (Please flatten boxes before putting in the bin. Do not squash boxes into the bin as they will get stuck and we will be unable to empty it.)

*No thanks*

Paper towels, paper hankies, laminated paper, cards with glitter or items attached, paper contaminated with food or paint.

**Metal**

*Yes please*

Cans, tins, empty aerosols and clean aluminum foil. (No need to remove labels.)

*No thanks*

Oil or paint tins, foil contaminated with food.

**Plastic**

*Yes please*

Plastic bottles, tubs, plastic cups, trays, pots. (Please rinse or wash out any food. Please squash plastic bottles. The lid can be replaced if the bottle stays flat when squashed.)

*No thanks*

Plastics contaminated with food, plastic bags, liners or film or polystyrene.

**Glass Bottles and Jars**

Our Glass collection service accepts only colour separated glass bottles and glass jars. We cannot accept any window glass, drinks glasses, pyrex or any other type of glass as these contain different elements and cannot be recycled together. We do not collect mixed glass, please separate into green, brown or clear containers.

Wasteline 03456 08 12 07

[www.aberdeenshire.gov.uk/waste](http://www.aberdeenshire.gov.uk/waste)