

# Business waste and recycling services 2024/25



NORTH  
NORFOLK  
DISTRICT  
COUNCIL



Flexible waste and recycling service to suit your needs and save your business money

 North Norfolk recycles

# Efficient waste and recycling solutions for your business

Businesses can make arrangements with North Norfolk District Council for the collection and disposal of their waste and recycling. We understand every business is different, so we have developed a range of waste and recycling services which can be tailored to meet your individual requirements.

## We can offer:

- A range of container sizes or specially marked sacks to suit your needs
- Flexible collection frequencies and patterns, including seasonal variations
- Competitive prices with no VAT to pay – fixed for the year with interest free monthly payment options
- No hidden charges for administration or waste separation and no weight surcharges
- Extra collections at short notice and additional services available for one-off events
- Separate collection service available for bulky items including fridges/freezers - please see website for current pricing or more information about this service.

## Business waste and recycling charges 2024/25

BIN SIZE (litres)	RECYCLING		RESIDUAL WASTE	
	Hire (per bin per week)	Collection (per lift)	Hire (per bin per week)	Collection & disposal (per lift)
1100	FREE*	£12.00	£3.00	£23.75
660	FREE*	£10.00	£2.60	£18.50
360	FREE*	£9.00	£2.00	£13.10
240	FREE*	£8.40	£1.40	£11.50
Sacks	£62.00 (per roll of 25 sacks)		£105.00 (per roll of 25 sacks)	

The prices in the table above are applicable to commercial customers who are required to pay the cost of waste collection and the cost of waste disposal as defined by the Controlled Waste (England and Wales) Regulations 2012. Commercial waste and recycling collections provided by North Norfolk District Council are deemed outside the scope of VAT. As such, VAT will not be charged.

\*For each residual waste bin hired from North Norfolk District Council, customers qualify the free hire of one recycling bin, otherwise, bin hire rates for recycling bins are the same as for residual waste bins.

**We offer a range of collection frequencies for your residual waste, including fortnightly, weekly or multiple times per week (depending on location).**

## A recycling service that will save you money

Recycling is one of the easiest actions that a business can undertake to reduce waste service costs and reduce its impact on the environment. As part of our recycling service we collect glass bottles and jars, plastic food pots, tubs and trays, food and drink cartons and kitchen foil and foil trays, paper, cardboard, steel and aluminium cans, empty aerosols and plastic bottles. This means it's now more cost effective than ever for your business to recycle. Recycling collections are significantly cheaper than residual waste collections for the same size container and for each residual waste bin your hire from us, you will receive free hire of a recycling bin.

Contact us for details of collection frequencies available in your area.

Not sure which services best suit your business? Call 01263 516189 for a personalised quote.

# Business waste and the law

All businesses are likely to produce waste and any waste produced by your business or within your workplace is regulated by a number of laws

## Why do I have to pay for a waste collection?

Business rates do not include provision for the removal of waste from business premises and it is against the law for businesses to dispose of their waste via household waste services, such as household waste and recycling bins or at recycling centres.

Waste can be anything you own or your business produces and you want or are required to get rid of.

The Duty of Care is a law, which says that you must take all reasonable steps to store waste safely and securely to stop it escaping from your control and causing pollution or harming anyone. The Duty of Care has no time limit.

You are specifically responsible for your waste, from when you produce it, until you have transferred it to an authorised person.

## The Duty of Care also states you must:

- Store and transport your waste appropriately and securely
- Check that your waste is transported and handled by people or businesses that are authorised to do so (you can check whether someone is registered to collect your waste by calling the Environment Agency on 03708 506506 or by visiting [www.gov.uk](http://www.gov.uk))
- Describe the waste in writing and keep copies of all transfer notes for two years. As part of our waste and recycling service, North Norfolk District Council will supply you with a Duty of Care Waste Transfer Note for the waste we collect from your business.

**If you break the law, you can be fined an unlimited amount.**

## Additional rules apply to the following waste types

### Food Waste

The Animal By-Products Regulations prohibit the landfill of raw meat and fish waste and former foodstuffs, as such, North Norfolk District Council is not able to collect animal by-product waste. However, where this waste is generated in small quantities from retailers, distributors or manufacturers premises (up to 20kg per week), this can be collected by North Norfolk District Council for disposal as normal business waste.

### Waste Electrical and Electronic Equipment

The Waste Electrical and Electronic Equipment (WEEE) Regulations require that WEEE is treated to remove any hazardous substances and the resultant material recycled. The 'user' is liable for all associated costs, unless the old equipment is being replaced on a like-for-like basis, when the producer of the new equipment is liable for disposal of the WEEE. Disposal of WEEE with general non-hazardous waste is not permitted.

# Dimensions of wheelie bins

BIN SIZE (LITRES)	WIDTH	DEPTH	HEIGHT
1100	1450mm	1100mm	1370mm
660	1400mm	790mm	1250mm
360	590mm	890mm	1100mm
240	590mm	740mm	1040mm

## Summary of terms and conditions

### Customers will:

1. Ensure waste is as described in the Duty of Care
2. Not include liquid or hazardous wastes for collection
3. Arrange payment in full or contact us to set up a regular direct debit within 28 days of invoice
4. Provide safe vehicular access to container
5. Ensure waste is accessible from 7am on the day of collection
6. Ensure bin lids closed and any sacks are tied at the necks for collection
7. Report any damage to NNDC bins within 24 hours
8. Place only recyclable items as per published guidelines in green bins/recycling sacks
9. Not leave excess waste or recycling for collection unless by prior arrangement
10. Provide one month's notice in writing if cancelling trade waste contract with NNDC
11. Request changes to contract in writing to NNDC

### North Norfolk District Council and its contractors will:

1. Collect waste in a proper and efficient manner
2. Comply with all relevant legislation
3. Keep charges fixed for a 12 month period from 1st April to 31st March
4. Notify customers of any changes to collection days

New customers may be subject to a credit check at the time of application. Please note that a bin delivery charge and admin fee may be levied on any customer whose bins are removed following non-payment for the service and are subsequently redelivered once the required payment has been made. Additional unscheduled/one-off collections may be subject to pre-payment.

Full terms and conditions for the service are available on our website at

[www.north-norfolk.gov.uk/commercial-waste/](http://www.north-norfolk.gov.uk/commercial-waste/)