Assisted Collection Service

Do you need help with your waste or recycling containers?

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CONWY
CYNGOR BWRDEISTREF SIROL
COUNTY BOROUGH COUNCIL

About the Assisted Collection Service

Our assisted collection service is available for people who are unable to take their wheelie bin, recycling containers or garden waste bags to the kerbside because of a disability or ill health.

This service is available for residents who:

- Have a disability or illness that prevents them from placing their waste/recycling containers at the kerbside
- Do not have anyone else residing within their household to help place the waste/recycling containers at the kerbside.

How can I apply for assisted collections?

To request an assisted collection, please complete the attached form and return it to: Environment, Roads and Facilities, Conway Road, Mochdre, Colwyn Bay, LL28 5AB.

What will happen after I apply?

A Council Officer will arrange a visit to assess your requirements and identify a collection point where the crews can access your kerbside containers.

Once your application has been approved and a site visit has taken place, your assisted collections will begin on your normal collection day.

Please label your wheelie bin and recycling containers with your house's number/name so they can be returned to the correct address.

How long can I use the assisted collection service?

You can sign up for this service for 3, 6 or 12 months or indefinitely depending on your personal circumstances.

If you move house or no longer require this service, please let us know by calling **01492 575337** or by emailing **erf@conwy.gov.uk**

Assisted Collection Application Form

Name	
Address & Post code	
Telephone Number	
Email	

Which containers do you need assistance with?

☐ **Wheelie Bin** ☐ **Recycling** ☐ **Garden Waste**

How long will you require this service?

☐ **3 months** ☐ **6 months** ☐ **12 months** ☐ **Indefinitely**

Please describe the reason why you need assistance:

*You do not need to provide evidence at this time, but evidence may be requested in future to verify an ongoing need.

By signing this form you are confirming that you can demonstrate that you are unable to place your containers at the kerbside and you do not have anyone residing in your household who can help:

Signed:_____ **Date:**_____

Please detach and return this form to:

Environment, Roads & Facilities
Conway Road
Mochdre
Colwyn Bay
LL28 5AB

Please allow up to 10 working days to process your request.