



Assisted Waste Collection Request

Check if you qualify for the service

Assisted collections are provided where householders are unable to carry their waste sacks or move their wheeled bins to the kerbside, due to infirmity, serious long-term illness or disability. The service is only provided where there is no able-bodied person living at the address.

Proof is required in the form of:

- a medical certificate, which can be obtained from your doctor
- a letter from a carer (this may be a healthcare professional, or someone who regularly visits to care for you at your home)
- a blue badge

All evidence received will only be used to confirm that the assisted collection is required and treated as private and confidential. Once your request has been approved, originals will be returned to you and other documentation securely destroyed. Copies of proof are preferred.

You can find our privacy notice on the council's website at www.eastcambs.gov.uk/notices/privacy-notice (opens in new window).

Assisted collection service

Your bins or sacks can be left for collection at an agreed location on your property and will not need to be carried to the property boundary.

If you are eligible and wish to request this service, please provide the following details.

Name and address of person requiring service

Full name

Address

Postcode

Telephone

If you are applying on behalf of somebody else, please provide your contact details

Full name

Address

Postcode

Relationship to person specified above

Telephone

Reason for requesting service

Collection point

You should specify below where bins/sacks will be left for collection.

Please note, assisted waste collections of standard bins or sacks (including refuse, recycling and organic waste) should be clearly visible on the side of the property, closest to the main road access and must not be within a structure such as a shed or behind fences. Sacks must not be left for collection in a container.

Our crews cannot pull bins on long drives or on uneven surfaces (unmade ground, grass, gravelled path) as it is not a safe way to move them. If an assisted collection is required and is not possible through bins for the above reason, you may be switched to an alternative collection service. For more information, visit www.eastcambs.gov.uk/east-cambs-street-scene/alternative-collection-service (opens in new window).

Declaration

I declare that I am unable to carry my waste for collection to the property boundary because of infirmity, serious long-term illness or disability and no able-bodied person is living at the address.

I am attaching the following document/documents to prove the service is needed.

Date

Signature

Please return this form to the following address

Customer Services
East Cambridgeshire District Council
The Grange,
Nutholt Lane,
Ely,
Cambridgeshire,
CB7 4EE

If you have any queries please call 01353 665555 or email ContactUs@eastcambs.gov.uk
We will contact you to confirm the start date for this service.

Annual Review

In order to maintain our records, residents in receipt of this service will be contacted by letter on an annual basis to check that the service is still required. Failure to respond will result in the service being withdrawn.