



Neighbourhoods, Regeneration and Sustainability  
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Your Ref: DR/lp/lm  
Our Ref:

28 June 2021

Chief Executive(s)  
Housing Associations  
Glasgow

Dear Chief Executive

Firstly, may I take this opportunity to thank those organisations that were able to join any of our series of MS Teams calls to update on our emerging plans including how we plan to deal with bulk waste.

As you know, our bulk waste collection service was reintroduced on a request-only basis on 10<sup>th</sup> December 2020 and at that time core bulk (pavement) uplifts were ceased. We have received over 43,000 requests for collection since this date which has assisted residents to reduce the number of items they stored during the temporary suspension.

I can now advise that following the decision made by the Council in February last year, we will be introducing charging for household bulk waste collections from **5 July 2021**.

This decision brings Glasgow into line with the vast majority of Scottish local authorities, where charging for uplifting bulky items is a standard feature of their waste management services.

Requiring householders to pay for large items to be collected is also consistent with the Council's new Resource and Recycling Strategy 2020-30 and 'empowering Glasgow to become a zero-waste city'.

Charging aims to change the way citizens think about resources. By assigning value to bulky items we can encourage residents to reduce the amount of waste they produce or find other ways for items to be reused where possible. Extending the useful life of bulky items will help reduce Glasgow's carbon footprint and help support the city's aim of becoming carbon neutral by 2030.

[You can find out more about the Resource and Recycling Strategy 2020-30 by following this link.](#)

Full details of how the service will operate and the charges applied will be available on our website from today at [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste), however, for assistance a summary of key details are provided below.

I would very much appreciate if you could communicate this information to your tenants in your newsletters etc.

- We are introducing charges for collection of household bulky waste from **5 July 2021**.
- Residents will be able to place requests online by first registering with “myaccount”. Full details and guidance is at [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)
- We will provide a limited phone line initially for 3 days a week for residents who cannot access the internet.
- Payment can be made by credit or debit card on our secure site and will be taken upfront.
- Residents will be provided with terms and conditions which provide information on their rights and obligations.
- Charges are:
  - £35 for up to 10 standard items (£35 for each number up to 10 thereafter)
  - £35 for each large electrical item – these will be collected separately for recycling
  - Special large items such as marble fireplaces, sheds, cast iron baths will continue to be charged on a half-hourly basis. A full list is available on our website.
- Residents will first be issued an acknowledgement and will then receive a follow up notification with a Collection Date - we aim to collect items within 28 days.
- Where we have been unable to collect for operational reasons, we will arrange a new Collection Date.
- More information including full terms and conditions, FAQs, lists of items we collect, how and where to present items, is on our website [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)
- Residents can continue to visit our Household Waste Recycling Centres, and if items are in good condition, residents can also use [Zero Waste Scotland's National Re-use Tool](https://wasteless.zerowastescotland.org.uk/articles/reuse-tool) and donate these items to charity. The link is here:  
<https://wasteless.zerowastescotland.org.uk/articles/reuse-tool>

I would also like to advise that we will be ceasing our remaining free bulk chamber clearance service from **9 August 2021**.

If your organisation is unable to make alternative arrangements in this timeframe and would like to discuss this with us, please email [commercialservices@glasgow.gov.uk](mailto:commercialservices@glasgow.gov.uk) putting “Bulk Chamber clearance” in the subject line by **12 July 2021**.

For those Housing Associations that have introduced a backcourt maintenance service for the removal of their tenants’ bulk waste I am pleased to reconfirm that there will be no charge for disposal of this household waste until the end of March 2022.

Housing Associations will still be able to drop off waste at our Household Waste Recycling Centres free of charge. I am hopeful that this will encourage participating organisations to continue to offer this service and that others will assess if they are able to introduce a similar service.

I would however like to clarify the items that are acceptable under this arrangement:

#### **Free of Charge Disposal**

- Only bulky household items that have been placed out for disposal by your tenants will be accepted free of charge. An example list is attached at the bottom of this letter.

#### **Chargeable waste**

- Bulky Items your organisation has cleared from households as part of any refurbishment scheme, or any other type of waste such as garden waste & waste cleared as part of your facilities maintenance programme are still subject to charge.
- Please note that all loads will be inspected on arrival at our Transfer stations and any loads containing the items above will incur charges against the full load.

Should you require any further information please do not hesitate to contact the following Neighbourhood Liaison Managers who would be happy to assist with any further enquiries.

**North East**

Martin Lundie – [martin.lundie@glasgow.gov.uk](mailto:martin.lundie@glasgow.gov.uk)

**North West**

Frankie O'Rourke – [francine.o'rourke@glasgow.gov.uk](mailto:francine.o'rourke@glasgow.gov.uk)

**South**

Laura Moran – [laura.moran@glasgow.gov.uk](mailto:laura.moran@glasgow.gov.uk)

**City Centre**

Lise Fisher – [lise.fisher@glasgow.gov.uk](mailto:lise.fisher@glasgow.gov.uk)

Yours sincerely

A handwritten signature in black ink, appearing to read 'David Russell', written in a cursive style.

David Russell  
Divisional Director

## Attachment

### Household Bulk Items accepted free of charge

#### 1. Standard Items

Standard Item	Instructions
Aerial	
Armchair	
Baby Chair	
Rubble	Must be bagged, 1 bag equals 1 item
Sawdust	Must be bagged, 1 bag equals 1 item
Bag	1 bag equals 1 item
Bannister	Must be cut to 4ft lengths
Barbeque	
Barrel	
Basket	
Bath Panel	
Bed Frame / Divan	Must be dismantled
Bed Springs	
Bedroom Unit	Must be cut to 4ft lengths
Bench	
Bike	
Bin	
Bird Cage	
Blinds	
Bookcase	
Box	
Bread Tray	
Brick	Must be bagged, 1 bag equals 1 item
Brush	
Bunk Beds	Must be dismantled, each bed equals 1 item
Cabinet	
Canopy	
Bagged Cardboard	1 bag equals 1 item.
Cardboard	1 bag equals 1 item.
Carpet Sweeper	
Carpeting	Must be cut into manageable bundles, 1 bundle equals 1 item
Case	
Chair	
Christmas Tree (Real)	Must be cut to lengths of less than 4 ft, 1 length equals 1 Item
Tree (Xmas Real)	Must be cut to lengths of less than 4 ft, 1 length equals 1 Item
Chute	
Cistern	
Clothes Horse	
Coat Stand	
Computer	
Concrete	Must be bagged, 1 bag equals 1 item
Cooker Hood	
Cot	
Crate	

Cupboard	
Curtain Rail	
Cushion	
Deck Chair	
Desk	
Door	
Drawers	
Dressing Table	
Drinks Bar	Must be dismantled into 4ft lengths, 1 length equals 1 item
Duvet	
Exercise Bike	
Fencing (Wood)	Ensure wood is in 4ft lengths and bundled. 1 bundle equals 1 item. We cannot accept metal fencing.
Filing Cabinet	
Fire (Electric)	
Fire Debris	Must be bagged, 1 bag equals 1 item
Fire Guard	
Fireplace - Wooden	
Fish Tank	Glass must be secured
Floor Light	
Garage Door (Wood)	Wooden only. Cut to 4ft lengths. A 2 door garage counts as 2 Items
Garden Refuse	Items such as branches must be no longer than 4ft. Items must be bagged or tied into manageable bundles (No soil/sand), 1 bag/bundle equals 1 item
Garden Seat	
Gate (Wood)	We cannot collect metal gates
Glass	Glass must be secured
Glass Door	Glass must be secured
Glass Table	Glass must be secured
Heater	Not old brick filled storage heaters
Hi-Fi/Stereo	
Hob (Electric)	
Hose	
Iron	
Ironing Board	
Junk	Must be described, each article equals 1 item
Karaoke Machine	
Kitchen Unit	
Knitting Machine	
Ladders	5ft or less (if longer - please break up)
Lamp	
Lawn Mower (Electric)	
Lino	Must be cut into manageable bundles, 1 bundle equals 1 item
Locker	
Mattress	
Mirror	
Miscellaneous	each article equals 1 item
Mop	
Office Equipment	each article equals 1 item
Oil Drum (Empty)	Drum must be empty
Organ	Must be broken down
Ottoman	

Glasgow – Supporting the Gaelic language Glaschu – a' toirt taic do'n Ghàidhlig

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Padding Pool	
Pelmet	
Picture Frame	
Plant Pot	
Plastic	
Play Pen	
Pole (Not Cast Iron)	Not cast iron. Must be cut to 4ft lengths.
Polystyrene	
Pouffe	
Pram	
Pulley	
Rabbit Hutch	
Radiogram	
Record Player	
Rug	
Satellite Dish	
Scooter (Non-Motorised)	Must be non-motorised
Couch	
Settee	
Sewing Machine	
Shelving	Must be cut to 4ft lengths and tied into manageable bundles, 1 bundle equals 1 Item
Shower Base	
Shower Screen	
Shower Unit	
Sideboard	
Sink	
Sink Unit	
Slab	Must be bagged, 1 bag equals 1 item
Snooker Table	
Soil	Must be bagged, 1 bag equals 1 item
Speakers	
Stool	
Suite	Each item equals 1 Item (e.g. 3 piece suite equals 3 items)
Sun Lounger	
Swing	Must be dismantled
Table	
Tallboy	
Tarpaulin	
Tea Chest	
Tent	
Tiles	Must be bagged, 1 bag equals 1 item
Toilet	
Toilet Seat	
Tools	Must be bagged, 1 bag equals 1 item
Toys	
Trampoline	Must be dismantled
Tree (Trunk)	Must be cut to lengths of less than 4 ft, 1 length equals 1 Item
Trolley	
TV Stand	
Typewriter	

Underfelt	Must be cut into manageable bundles, 1 bundle equals 1 item
Units	
Vacuum Cleaner	
Video	1 bag equals 1 item
Wall Unit	
Wash Hand Basin	
Water Tank	
Wheel	
Wheelbarrow	
Whirligig	
Window Frame	Glass must be secured
Window	Glass must be secured
Wire	
Wood	Must be cut to 4ft lengths and tied into manageable bundles, 1 bundle = 1 item
Wood Pallet	
Wood Panelling	This must be cut into 4ft lengths, each 4ft length is 1 item
Worktop	This must be cut into 4ft lengths, each 4ft length is 1 item
Bath (Plastic)	
Headboard	
Books	Must be bagged, 1 bag equals 1 item
Trunk (Chest)	
Baby Bath	
Laminate Flooring	Must be cut 4ft lengths & tied into manageable bundles, up to 5 bundles = 1 item
CD/DVD Rack	
DVD Player	
Bucket	
Strimmer	
Wardrobe (Dismantled)	
Monitor (Computer)	
Shoe Rack	
Printer	
Car Seat	
Hedge Trimmer	
Climbing Frame	Must be dismantled
Dolls House	
Pedestal	
Toaster	
Deep Fat Fryer	
Coffee Machine	
Electric Knife	
Hair Dryer	
Electric Shaver	
Epilator	
Scales	
Electric Toothbrush	
Digital Alarm Clock	
Digital Watch	

Radio
Video Camera
Video Recorder
Keyboard/Synth
DJ Mixer
Electrical Equipment (Misc)
Amplifier
Scanner
Mouse (Computer)
Keyboard (Computer)
Laptop
Typewriter (Electronic)
Calculator
Telephone
Fax Machine
Telephone Answering Machine
Electric Train Set
Car Racing Set
Games Console
Tablet PC
Hob (Gas)
Lawnmower
Fan
Stereo
Patio Heater
Water Cooler Unit
Water Cooler Bottles (Empty)
Chest Of Drawers
Sofa Bed
Parasol
Christmas Tree (Artificial)
Tree (Xmas Artificial)
Digital TV Receiver/Box
Buggy
Baby Walker
Bike Wheel/Tyre
Soundbar
Soundbar And Bass Speaker
Bread Bin
Kitchen Bench
Patio Heater (Electric)
Radio - Electrical
Small Electrical Item
Storage Heater (Not Brick Type) This does not include older brick filled storage heaters
Suitcase
Wheelchair (Manual)



## 2. WEEE Items

These items should be delivered separately.

All food waste within fridges and freezers should be removed prior to delivering.

Large Electrical Item	Instructions
Cooker (Electric)	
Cooker (Gas)	
Dishwasher	
Electrical Sports Equipment (Misc)	
Freezer	All food waste must be removed.
Fridge	All food waste must be removed.
Fridge Freezer	All food waste must be removed.
Microwave	
Oven (Electric)	
Oven (Gas)	
Photocopier	
Refrigerator	All food waste must be removed.
Scooter - Motorised	
Spin Dryer	
Sunbed	
Television	
Tumble Dryer	
Washing Machine	
Wheelchair (Electric)	