

Assisted Collection Service (special collection)

Do you need help with your
waste or recycling containers?



www.gwynedd.llyw.cymru



About the Assisted Collection Service

Our assisted collection service is available for people who are unable to take their wheelie bins and recycling boxes 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 living with them who could help .

How can I apply for assisted collections?

Complete the attached form and return it to the address noted on the form or download the application form from the web:

www.gwynedd.llyw.cymru/cymorthcasglu

scan the completed application form and return via e-mail to **cymorthcasglu@gwynedd.llyw.cymru**

What will happen after I apply?

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

Once the application has been approved your assisted collections will begin on your normal collection day unless otherwise stated.

Please label your wheelie bin and recycling containers with your house's number/name so that they can be returned following collection.

How long can I use the assisted collection service?

You can sign up for a temporary service for 3, 6 or 12 months for example if you've been injured or had surgery (such as a hip or knee replacement) and you can't move your containers/bins at the moment, but you expect to make a full recovery. If your circumstances are unlikely to change, you can request a permanent assisted collection for up to 24 months. We will contact you at the end of the 24 month period to ask you to confirm whether or not you still require the service. Failure to respond may result in your containers not being collected by your property.

If you move house or no longer require this service, please let us know by calling **01766 771000** or by emailing **cymorthcasglu@gwynedd.llyw.cymru**

Assisted Collection/Special Collection Application Form

Name

Address

.....

..... Post code

Telephone Number Email

Which containers do you need assistance with? Tick all relevant boxes.

Wheelie Bin/black bags Blue Box/trolley

Food Waste Bin Garden Waste

How long will you require this service?

3 months 6 months 12 months 24 Months

Please describe the reason why you need assistance:

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** 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 in your household who can help:

Signed: Date:

Please detach and return this form to: **Highways and Municipal, Gwynedd Council, Cibyn Industrial Estate, Caernarfon, Gwynedd LL55 2BF** or by e-mail to: **cymorthcasglu@gwynedd.llyw.cymru**. Please allow up to 10 working days to process your request.