

Our Ref: MEA/CW/23-24
Contact No: 0300 124 5000 (Option 0)

Date: As postmark



Trade Waste Team
Waste Operations
c/o Ardeevin
80 Galgorm Road
BALLYMENA
BT42 1AB

Dear Trade Waste Customer,

Commercial Collections Pricing

We understand these continue to be uncertain times for everyone and appreciate businesses have faced another particularly challenging year. Council continue to do everything possible to assist the local economy through this difficult time.

Similar to other businesses, Council costs continue to rise significantly on an annual basis. To support our customers we have undertaken a review of our commercial collection service and prices, this is in order to make our service more sustainable and value for money.

All changes to the collection service listed will be implemented from 1 May 2023.

Residual waste collections

We will offer weekly, fortnightly or monthly collections of residual waste. Any customers receiving residual waste collections outside of these frequencies can contact our Trade Waste Officer to determine if the offered services will be suitable for you. Customers that use seasonal tags for their residual collections may continue to do so, but premises will not be serviced more frequently than weekly.

Organics Collections

In support of The Food Waste Regulations (Northern Ireland) 2015, created to divert food waste from landfill, we continue to offer a collection of organic waste. Any business that produces more than 5kg of waste per week should present their food waste in a separate organics collection. We have reviewed the service and will offer fortnightly or monthly collections. Any customers that currently receive weekly organics collections can contact our Trade Waste Officer to determine if the offered service will be suitable for you. Organic waste customers that use seasonal tags for their collections may continue to do so, but collections will not be completed more frequently than fortnightly.

Glass and Dry Recycling Collections

For a number of years now, Mid and East Antrim have operated a glass and dry recycling collection to a small number of organisations in the Borough under legacy contracts. Council have taken the decision to align services across the Borough to ensure fairness and to maximise cost recovery from the commercial services. In light of this decision, we will no longer offer these collections to our commercial waste customers from 1 May 2023. Private sector contractors may be in a position to continue these collections. This

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will need to be organised directly with your chosen contractor. Our Trade Waste Officer will be able to provide some advice and guidance on this where possible if required.

As well as the implementation of collection changes, a pricing review has also been completed for the year 2023/2024.

Currently Mid and East Antrim Borough Council's commercial waste collection service operates at a deficit. Charging for the commercial service has not kept pace with inflationary rates and currently does not reflect true cost recovery. This has resulted in an increased collection cost for our commercial customers which will be implemented from 1 April 2023.

Commercial Collection Charges - 2023/24

	2022/23	2023/24
Residual Waste	240L - £7.55/bin/lift 360L - £9.29/bin/lift 660L - £16.81/bin/lift 1100L - £20.14/bin/lift Bag Tags (up to 10) - £11.35/lift	240L - £10.95/bin/lift 360L - £13.47/bin/lift 660L - £24.37/bin/lift 1100L - £29.20/bin/lift Bag Tags (up to 10) - £16.46/lift
Organic Waste	240L - £5.59 per lift 140L - £3.86 per lift	240L - £8.11 per lift 140L - £5.60 per lift
Cardboard	Free of Charge - to be delivered to Household Recycling Centre	Free of Charge - to be delivered to Household Recycling Centre

Top up/ Seasonal Tag service available in addition to contracted collections (as per bin/lift charges above)

1. What are you required to do now?

You may wish to review your commercial collections and consider other options based on our updated pricing and service structure. If your existing collection schedule is no longer viable under our updated terms and conditions, and no alternative collection contract has been returned by Monday 24th April 2023, your collections will stop on Monday 1 May 2023. A collection service can be restarted at any time with the completion of an updated contract.

Our trade waste team are on hand to audit your waste or support you in seeking an alternative provider to meet your business needs.

If you wish to update or terminate your contract, please contact us **before 21 April 2023** via the options below:

Contact		
Help Desk Operators	0300 124 5000 (Option 0)	https://council.direct/index.html MEA request for service - Trade waste Commercial.waste@midandeantrim.gov.uk

2. Payment Schedule Arrangements

As you are on a rolling contract, if your existing commercial waste service is not effected by the new operational changes, and you wish to continue with your existing service, you are not required to do anything at this stage.

Invoices for collections during the 2023/24 financial year will automatically be issued as below:

Collection Period	Biannual Invoice Generated	Direct Debit Lift
April - Sept	1 st June 2023	+ 10 Days
Oct - March	9 October 2023	+ 10 Days

We will issue notification one week in advance of the invoice being issued. Council require payments within 30 days of invoice; terms & conditions apply.

3. DUTY OF CARE

All businesses have a duty of care to ensure any waste they produce is handled safely and within the law. A Waste transfer note is required to allow us to know what waste we are handling on your behalf. This is a legal requirement issued under Article 5 of the WASTE AND CONTAMINATED LAND (NORTHERN IRELAND) ORDER 1997 by the Northern Ireland Environment Agency*.

Waste transfer notes will be available for the new financial year from **10 April 2023**:

Download online via our website:

<https://www.midandeantrim.gov.uk/business/commercial-waste-services>

Residual Duty of Care PDF

Password:

Organic Duty of Care PDF

Password:

Dry Recycling Duty of Care PDF

Password:

Request copies by phone: 0300 124 5000 (Option 0) or **e-mail:**
Commercial.waste@midandeantrim.gov.uk

*Please note your duty of care is only valid when the document provided has been signed and the relevant copy returned to ourselves at the address enclosed.

4. Access to Borough Household Recycling Centres for Cardboard Disposal



As a commercial waste customer of Mid and East Antrim Borough Council you are entitled to access our household recycling centres across the Borough to dispose of unwanted cardboard. Free passes for the incoming year can also be downloaded on our website.

<https://www.midandeantrim.gov.uk/business/commercial-waste-services#hrctrade>
Password: [REDACTED]

Details about relevant waste carriers licences are available at:

https://www.midandeantrim.gov.uk/downloads/Cardboard_and_Charity_Waste_Disposal_Information_Sheet.pdf

If you have any enquiries about your commercial waste collections or require further clarification about the information provided, please do not hesitate to contact the trade waste team or check our council website for the latest updates.

<https://www.midandeantrim.gov.uk/business/commercial-waste-services>

Information regarding our service:

Market Share

There are 4,735 businesses in the borough, which represents 7% of all businesses in Northern Ireland. The market share for Council's commercial waste customers currently equates to 15.6% of the Borough's businesses.

The existing commercial waste customers are mainly small businesses. The largest sector serviced is retail and 2nd largest hospitality.

Other service providers operate within the commercial waste collection market throughout Northern Ireland and a number of commercial traders use their services, as a cost effective solution.

Route Optimisation - reconfigure existing commercial model

As you will be aware, we are in the process of moving our commercial routes onto an electronic system. During this period of migration, we continue to be able to make changes to your contract (frequency/ bin size) and terminations.

We will keep our customers updated as we continue to implement change in the commercial waste collection service.

Yours faithfully



Amy Millar
Service Support Manager

