

Our Ref: MEA/CW/21-22  
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 of everyone and appreciate businesses have faced a particularly challenging year. Council have done everything possible to assist the local economy through this difficult time. Unfortunately waste collection and disposal costs continue to raise significantly on an annual basis. Therefore we are required to review our trade collections in order to make our service more viable.

Thank you for your custom in 2020/21; please find enclosed important information about your trade waste collections from Mid and East Antrim Borough Council:

- A price increase of 5% has been added to charges to reflect increased landfill tax costs.
- Invoices will be issued biannually instead of quarterly (Invoice/ Direct Debit customers will be charged as below)

### Commercial Collection Charges - 2021/22

	2020/21	2021/22
Residual Waste	240L - £6.85/bin/lift 360L - £8.43/bin/lift 660L - £15.25/bin/lift 1100L - £18.27/bin/lift Bag Tags (up to 10) - £10.30/lift	240L - £7.19/bin/lift 360L - £8.85/bin/lift 660L - £16.01/bin/lift 1100L - £19.18/bin/lift Bag Tags (up to 10) - £10.81/lift
Blue Bin Waste (Larne Only)	240L - £5.07/bin/lift	240L - £5.32/bin/lift
Organic Waste	240L - £5.07 per lift 140L - £3.50 per lift	240L - £5.32 per lift 140L - £3.68 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)*

Thank you to the customers who completed our feedback survey; this information will help to evaluate our service and establish other areas where we can generate efficiencies. We will continue to consider proposals from our commercial customers. Should you have any ideas for improving the service please do not hesitate to contact us.

## 1. What are you required to do now?

You may wish to review your trade collections and consider other options based on our changing pricing structure and payment terms.

Increasing trade recycling and reducing black bin waste sent to landfill is not only good for the environment; it is also more budget friendly. 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 via the options below **before 5 April 2021.**

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

## 2. 2021/22 \*NEW\* Payment Schedule Arrangements

As you are on a rolling contract if you wish to continue with your existing trade waste collections you are not required to do anything at this stage.

Invoices for collections commencing **1 April 2021** will automatically be issued as below:

Collection Period	Biannual Invoice Generated	Direct Debit Lift
April - Sept	Week commencing 12 April 2021	+ 10 Days
Oct - March	Week commencing 27 September 2021	+ 10 Days

Council require payments within 30 days of invoice; terms & conditions apply.

[https://www.midandeantrim.gov.uk/downloads/Commercial\\_Collection\\_TC\\_Contract.pdf](https://www.midandeantrim.gov.uk/downloads/Commercial_Collection_TC_Contract.pdf)

### 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 **12<sup>th</sup> April 2021**:

**Online Download** via our website:

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

**Organic Duty of Care PDF**                      **Password:**    Provided to active customers only

**Dry Recycling Duty of Care PDF**                      **Password:**    Provided to active customers only

**Residual Duty of Care PDF**                      **Password:**    Provided to active customers only

**By phone:** 0300 124 5000 (Option 0)

**By e-mail:** [Commercial.waste@midandeastantrim.gov.uk](mailto:Commercial.waste@midandeastantrim.gov.uk)

\*Please note your duty of care is only valid when the document provided has been signed and copy returned to ourselves at the address enclosed (available to active customers only).

### 4. Access to Borough Household Recycling Centres for Cardboard Disposal

As a trade 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.midandeastantrim.gov.uk/business/commercial-waste-services#hrctrade>

Password: [Provided to active customers only](#)

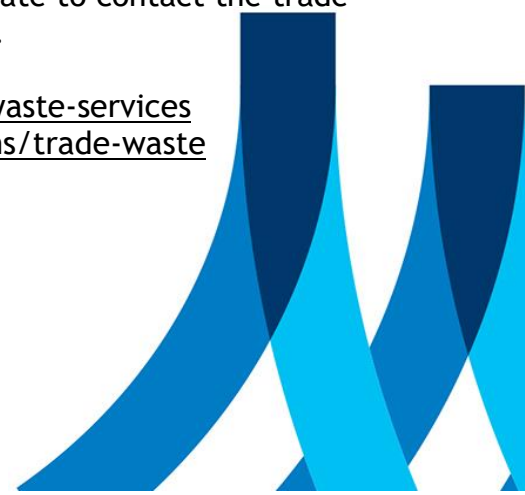
Details about relevant waste carriers licences are available at:

[https://www.midandeastantrim.gov.uk/downloads/Cardboard\\_and\\_Charity\\_Waste\\_Disposal\\_Information\\_Sheet.pdf](https://www.midandeastantrim.gov.uk/downloads/Cardboard_and_Charity_Waste_Disposal_Information_Sheet.pdf)

If you have any enquiries about your trade 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.midandeastantrim.gov.uk/business/commercial-waste-services>

<https://www.midandeastantrim.gov.uk/covid-19/bin-collections/trade-waste>



## **Information regarding our service**

Currently Mid and East Antrim Borough Council's commercial waste collection service operates at a deficit. Charging for the trade service has not kept pace with inflationary rates and currently does not reflect true cost recovery.

## **Market Share**

There are 4,700 businesses in the borough, which represents 6.6% of all businesses in Northern Ireland.

The existing commercial trade waste customers are mainly small businesses. With the second largest sector being 102 schools (100 of which are education authority funded).

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

## **Charges**

We are increasing our collection charges by 5% and moving to biannual invoicing in 2021/22.

Unfortunately pricing increases are required, however we are aware, commercial waste collection is a sensitive market place, with a number of private sector suppliers involved. The increased costs for your waste collections will help reduce the current subsidy, which is on an average of £214.00 per annum per customer.

## **Route Optimisation - reconfigure existing trade model**

We are now in the process of moving our trade routes onto an electronic system. Feedback from the customer survey highlighted the key benefits to our trade customers are:

- Electronic service calendars
- Electronic contracts/ duty of care & invoices
- Automated updates for service disruption
- Live collection data

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

Yours faithfully



Janet Dixon  
Office & Commercial Manager

