

## **ATTACHED TO QTR 3 INVOICES**

Our Ref: MEA/CW/cov-19 Qtr 3  
Contact No: 0300 124 5000 (Option 0)

Date: 14<sup>th</sup> October 2020



Trade Waste Team  
Waste Operations  
Room 20  
Ballymena Showgrounds  
BT43 7DR

Dear Trade Waste Customer

### **COV19 - Qtr 3**

Please see below for some important information relating to your trade waste account:

#### **CURRENT COLLECTION ARRANGEMENTS**

We will continue to operate trade schedules as normally as possible however you may notice a change in collection times as crews and staff may rotate or alternate routes. Collection days will remain the same.

All service updates are available on our website:

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

We would encourage businesses to continue to check for regular updates.

Invoice Issued	Invoice due on or before*	D.D Lift
Qtr 1 - Apr - June 14 May 2020	14 August 2020	14 August 2020
Qtr 2 - July - Sept 29 July 2020	28 September 2020	28 September 2020
Qtr 3 - Oct - Dec 14 <sup>th</sup> October 2020	14 <sup>th</sup> November 2020	27 October 2020
Qtr 4 - Jan - Mar TBC	30 DAYS from invoice issue	+ 10 DAYS from invoice issue

*\*Please provide prompt payment to ensure collections arrangements are not disrupted due to non payment.*

#### **ACCESS TO THE HRC FOR CARDBOARD DISPOSAL**

Trade waste customers can access the household recycling centres for disposal of cardboard as part of contracts. *(Carrickfergus customers are not required to book for Sullatober site when attending with cardboard recycling).* Please make sure to check the council website for the latest opening arrangements for sites as these have changed during Cov -19.

[www.midandeantrim.gov.uk](http://www.midandeantrim.gov.uk)

## **PUBLIC & STAFF SAFETY DURING TRADE WASTE COLLECTIONS**

To ensure the continued safety of public and staff we would ask businesses to ensure you follow necessary guidelines from the public health agency (PHA) in relation to your specific business type. Details available from <https://www.midandeastantrim.gov.uk/covid-19/covid-19-faqs>

## **CONTACTING OUR TRADE WASTE TEAM**

Our trade waste team continues to be available to help source the best waste collection arrangements for your business. This may be with council or an alternative provider.

### **TRADE WASTE E-MAIL 24/7**

[Commercial.waste@midandeastantrim.gov.uk](mailto:Commercial.waste@midandeastantrim.gov.uk)

**HELPDESK PHONELINE** is available Mon - Fri 9 -5  
0300 124 5000 (Option 0)

## **SERVICE REVIEW - CUSTOMER FEEDBACK**

As you will be aware the trade waste service currently operates at a subsidy; therefore we continue to keep it under review.

To help inform future service delivery we would like feedback about existing provision. We would encourage you to complete a short survey which will be issued in the coming weeks. *(Electronic & Hard Copy will be available)*

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.

Yours faithfully



Janet Dixon  
Office & Commercial Manager

