



Highland Council Bulky Uplift Service Policy

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Version 2.0

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Highland Council Bulky Uplift Service Policy

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1. Introduction

The Bulky Uplift Service is a chargeable service provided for use by householders in Highland for the collection of waste that is unable to be disposed of in household bins including large and oversized items.

Where possible, it is preferable for large household items in good condition, to be reused rather than collected for disposal. For more information about opportunities for reuse please visit the Highland Council's ['Reduce, reuse, recycle for Highland' webpage](#).

The Highland Council Bulky Uplift Service is for domestic premises only. Commercial premises and private landlords are not eligible for this service.

2. Bulky Uplift Service Charges

The 2019/20 charges for Bulky Uplift Collections are:

- **£23.37 for up to 3 items (for example, a sofa and two chairs). A bed counts as 2 items: bed base with headboard, and mattress**
- **£46.73 for up to 6 items.**

Charges will be set annually in April of each year or as agreed by Members and publicised on the Highland Council website.

3. Bulky Uplift Bookings & Collection Dates

When a booking is made for a Bulky Uplift Collection, householders are asked to provide an indication of their preferred collection date.

Where practicable, the Highland Council aims to make collection within 2 working days of the date requested. However, as large items are collected on specific days in some areas, the Council cannot guarantee that this will be the case in all instances.

The scheduled collection day will be confirmed with the householder once the booking has been received and prior to collection.

Items may be added or removed from your uplift request or a full cancellation requested no later than 2 working days prior to your collection date. To contact us regarding your collection please call 01349 886603.

4. Presenting Items for Collection

All items should be presented at your usual bin collection point by 7 a.m. on the morning of your scheduled collection day. If you usually receive backdoor collections, items should be left next to your bin (or as close as possible).

We are unable to collect items from gardens, sheds or garages. Collection crews are not permitted to enter properties to remove waste.

If you need assistance removing items from your property you may be able to receive help from the Handyperson Service. The Highland Council Handyperson Service is for people aged 65 or over who have difficulty carrying out small jobs around the home, and for people of any age with a disability. More information about the service can be found on the [website](#).

5. Items Accepted for Collection

For indicative lists of the type of items that can and cannot be collected by the Bulky Uplift Service, please refer to [Schedule 1](#). If you are unsure whether an item or items you wish to dispose of can be collected by the Bulky Uplift Service please contact the Highland Council's Service Centre on 01349 886603.

Collection crews will only uplift items that match the description of items provided by the householder when the Bulky Uplift Collection booking is made.

6. Requirements for Collection

The Council reserves the right not to undertake collection where the following circumstances apply:

- Items do not match those described by the customer;
- Items are too heavy to safely manoeuvre;
- Items have not been presented in the required state or manner detailed in Schedule 1;
- Items are inaccessible at the time of collection;
- Items have been left uncovered and are unable to be moved due to being frozen or heavily saturated with water.

Refunds will not be given if a collection is missed through circumstances beyond the control of the Council.

SCHEDULE 1-**1. INDICATIVE LIST OF ITEMS ACCEPTED FOR BULKY UPLIFT COLLECTION** 

ITEM	ADDITIONAL INFORMATION & REQUIREMENTS
Bathroom Suites and Sanitaryware	For example, a toilet pan, cistern, basin, pedestal, bath, shower cubicle, shower tray. These will be counted as individual items (i.e. a shower cubicle, shower tray and bath are 3 items).
Beds	A bed will be counted as two items: bed base with headboard, and mattress.
Bicycles	
Car tyres and rims	A tyre and rim will be counted as one item.
Carpets	These must be covered to protect them from rain water and snow.
Cookers	Agas, Rayburns and cast-iron cookers are not accepted for collection.
Computers	
Cupboards	
Dishwashers	
Doors	Doors with glass panels cannot be accepted.
Fridges & Freezers	Doors should be taped up or appliances should be stored with the door up against a wall or fence to prevent access by persons or animals. The interior must be cleaned out prior to collection and all removable shelves and trays removed.
Gas heaters	Bottles must be removed
Gates	Up to 2.4 metres in length
Kitchen units, work tops and sinks	Kitchen units should not be disassembled; each unit will count as 1 item. Work tops should be no longer than 2.4 metres.
Lawnmowers and garden tools	
Living room furniture (sofas, armchairs etc.)	Must be covered to protect them from rain water or snow.
Mattresses	Must be covered to protect them from rain water or snow.
Microwaves	
Rolls of floor covering	These must be kept dry.
Rotary driers	Concrete and rope must be removed.

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Soft furnishings	These must be covered and kept dry.
Storage heaters	Bricks must be removed
Tables	
Televisions	
Tumble dryers	
Vehicle tyres	One car tyre on or off a rim will count as 1 item.
Vacuum cleaners	
Washing machines	
Window frames	Frames only. Glass will not be accepted.

2. INDICATIVE LIST OF ITEMS UNABLE TO BE ACCEPTED FOR BULKY UPLIFT



- ✗ Asbestos- see [Dispose of Home Asbestos](#) for details of how this material can be disposed of.
- ✗ Bagged waste
- ✗ Barbed wire
- ✗ Branches
- ✗ Bricks and breeze blocks
- ✗ Car parts and scrap metals
- ✗ Cement and concrete
- ✗ Chemical and liquid wastes (including pesticides, oil, paint & paint cans and weed killer)
- ✗ Clothes poles
- ✗ Coal bunkers
- ✗ Corrugated iron
- ✗ Dead animals
- ✗ Fencing
- ✗ Fireplaces
- ✗ Fluorescent tubes
- ✗ Garage doors
- ✗ Gas canisters and gas bottles
- ✗ Glass
- ✗ Heating appliances and boilers
- ✗ Pianos
- ✗ Plasterboard
- ✗ Radiators
- ✗ Roofing
- ✗ Rotary driers with concrete base and rope attached
- ✗ Rubble
- ✗ Sheds
- ✗ Soil
- ✗ Stones
- ✗ Tarmac
- ✗ Tree stumps
- ✗ Water tanks
- ✗ Wire
- ✗ Wood- unless smaller than 2 by 2 by 4 foot that cannot fit into a wheeled bin