

## Special Uplifts for Bulky Waste – FAQ's

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### **How much can I have uplifted?**

You can have up to 5 bulky items uplifted, where 3 bags of waste equals 1 bulky item. For a full list of items visit [www.pkc.gov.uk/specialuplifts](http://www.pkc.gov.uk/specialuplifts).

### **What type of materials can I have uplifted?**

For a list of items accepted, visit [www.pkc.gov.uk/specialuplifts](http://www.pkc.gov.uk/specialuplifts).

### **How much does it cost?**

Special uplifts cost £35. Booking and payment (credit/debit card only) can be made through the Customer Service Centre on 01738 476476.

### **How do I book an uplift?**

You can make a booking via our Customer Service Centre on 01738 476476. Payment must be made by card.

### **How do I present my items for uplift?**

All items must be placed at the kerbside for 7:30am on the morning of your specified uplift day. If you intend on presenting bags of waste, please make sure you double bag and leave aside for 72 hours before collection. In addition, no sharp items should be placed in bags. These measures are to protect our staff whilst handling bags of waste.

Please note we cannot uplift items from inside properties, sheds or garages.

### **Can items be collected from inside my home/shed/garage?**

To minimise the risk to our staff, we can only uplift items if they are placed at the kerbside. We will not collect from inside homes, sheds or garages.

**What happens if I have more than 5 bulky items?**

At this current time, we are only able to lift 5 items. As our we get back to normal service level, you will be able to request a quote for the uplift from our Operations Team.

Check [www.pkc.gov.uk/coronavirus/waste](http://www.pkc.gov.uk/coronavirus/waste) for the latest updates.

**What alternative disposal options are available?**

Bulky waste can be disposed of at our Recycling Centres. For details on what you can take there, please visit [www.pkc.gov.uk/recyclingcentres](http://www.pkc.gov.uk/recyclingcentres).

If your items are still in good working condition, you may want to consider donating them to a local charity or reuse organisation. Details of these can be found at [www.pkc.gov.uk/wheretodonate](http://www.pkc.gov.uk/wheretodonate). Alternatively, you may want to list your items on a local sharing website such as Gumtree or Facebook Market Place.