

Advice for Householders

Whenever you are considering arranging for anyone other than your local Council service provider to collect any waste from your household, always carry out the following checks:

1. **Never accept unsolicited offers to have rubbish taken away.**
2. **Get more than one quote and expect to pay a reasonable fee** - the fees that legitimate waste carriers have to pay to dispose of waste that they collect have to cover the costs they incur disposing of it responsibly, and rogue waste collectors, who operate outside the law and are more likely to fly-tip the waste, will try to undercut legitimate operators unfairly. An unusually low quote, or an offer to take rubbish away for free in order to profit from any scrap metal that may be among it, should be treated with suspicion.
3. **Don't be afraid to ask questions** - you have a duty of care to take reasonable steps to prevent someone else dumping your waste unlawfully. Always ask a carrier what exactly is going to happen to your rubbish and seek evidence that it is going to be disposed of appropriately. A legitimate, professional waste carrier who wants your business should not object to being asked reasonable questions.
4. **Ask for details of their waste carrier registration** - if you are using a waste carrier (other than your local Council) to remove household, garden or construction waste always ask for their waste carrier number. If in doubt check their details with the Environment Agency - it is you that could face a fine of up to £5,000 if your waste ends up fly-tipped and you cannot show that you took reasonable steps to prevent it.



Check the [public register of waste carriers](#) or call **03708 506 506**.

5. **Record the vehicle registration numbers of any vehicle used by a private waste carrier to take your rubbish away.** The waste carrier may be less likely to illegally dump your rubbish if he is aware that his vehicle registration and details have been recorded and that he can be traced. If waste is found dumped illegally and traced back to you, investigators will have more information with which to trace the culprits; the more information that can be provided, the greater the probability of us being able to tackle those responsible.
6. **Ask for a proper invoice and receipt.**

More advice for householders is provided on the Environment Agency website:
<http://www.environment-agency.gov.uk/homeandleisure/waste/default.aspx>

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Suspect. Beware of rogue waste carriers who dump waste illegally. If in any doubt as to whether someone is a legitimate waste carrier, do not allow them to take your waste.

Check. Ask for their waste carrier's registration details, and verify them by searching the [Environment Agency](#) or by calling **03708 506 506**. Note down the registration number of the vehicle used to take your waste away.

Refuse unsolicited offers to have any rubbish taken away. Always carry out your own research and choose who you wish to approach.

Ask questions. Always ask what exactly is going to happen to your rubbish and seek evidence that it is going to be disposed of appropriately. A legitimate, professional waste carrier who wants your business should not object to being asked reasonable questions.

Paperwork. Make sure you get a proper invoice and receipt for your waste.