



National Waste Collection Permit Office

WASTE COLLECTION PERMIT APPLICATION FORM SUPPLEMENTARY QUESTIONS

Applicant Name:	
Telephone Number:	
Postal Address:	

FORM 3 OF 4

**THIS FORM IS APPLICABLE FOR SPECIFIC WASTE TYPES ONLY.
(SEE QUESTION 5.4 OF THE APPLICATION FORM)**

If it is proposed to collect Household Kerbside Waste the applicant will also need to complete **Form 4** (Excel spreadsheet of proposed household waste collection service and vehicles).

All forms are available to download from www.nwcpo.ie

IMPORTANT

Please note this application form is continuously updated.

If this form has not recently been received or downloaded it is advised to contact the National Waste Collection Permit Office to confirm that this is the most recent version.

Please be aware that information supplied in this application, including supporting documentation will be put on public display and open to inspection by any person. Following the application process this application may be requested under the Freedom of Information Act 2014



Supplementary Question 1: Batteries and Accumulators

Background

The Collection of Waste Batteries and Accumulators (*e.g.* rechargeable batteries) is regulated by the European Union (Batteries and Accumulators) Regulations, 2014.

These Regulations aim to maximise the separate collection of waste batteries and accumulators and minimise their disposal in mixed municipal waste.

Waste Collectors are obliged (regulation 27) to ensure that waste batteries are treated and recycled using best available techniques.

ADVISORY NOTES: Collectors of hazardous batteries and accumulators must also complete **Supplementary Question 5** of this form relevant to hazardous waste collection.

Q.1.1. Will the proposed collection activity include the collection of batteries and accumulators?

Yes No

Q.1.2. If 'Yes' Please ensure that the types of batteries and accumulators that you propose to collect have been included and all fields completed in Form 2 (Waste Codes Table)

Sub-Category	LoW Code	Common Description
Portable Batteries (Under 2kg)	20 01 34	Municipal (household and similar commercial) - Alkaline, Carbon Zinc, Lithium, Zinc Air, Silver Oxide, Nickel Metal Hydride, Lithium Ion, Lithium Polymer
	20 01 33*	Municipal (household and similar commercial) - Nickel Cadmium, Mercury Oxide,
	20 01 33*	Mixed loads of 20 01 33* and 20 01 34
	16 06 04	Non-municipal Alkaline (excluding mercury containing batteries)
	16 06 05	Non-municipal lithium, zinc carbon, zinc air, silver oxide,

Industrial	16 06 01*	Lead
	16 06 02*	Nickel Cadmium
	16 06 04	Alkaline, Carbon Zinc, Zinc Air, Silver Oxide, Nickel Metal Hydride, Lithium Ion, Lithium Polymer
	16 06 05	Lithium, Lithium Ion, Lithium Polymer

Automotive	16 06 01*	Lead Acid, Nickel Cadmium, Other
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Form 2 (waste codes table) completed with relevant battery details

Q.1.3. Do you propose to collect batteries or accumulators under contract to an approved scheme (WEEE Ireland or ERP)?

Yes, WEEE Ireland

Yes, ERP

No, **Independent** of an obligated producer or approved scheme

If '**Independent of an obligate producer or approved scheme**', the collector is required to maintain records in accordance with regulation 29 of the European Union (Batteries and Accumulators) Regulations, 2014. Please outline below how such records will be generated and maintained.

Continue on separate sheets if necessary.

Q.1.4. Do you intend to collect Lithium and Lithium Ion batteries (Low 16 06 05)?

Yes

No

If **yes**, please provide contact details for your Dangerous Goods Safety Advisor (DGSA) and details of their relevant qualifications:

Name:
Address:
Contact Phone Number:
Relevant Qualifications:
Continue on separate sheets if necessary.

Q.1.5. Please outline how, as a carrier, you can ensure that the batteries are packed in accordance with ADR requirements (P909 for Lithium/Lithium batteries) or Special Provision SP636 for other dangerous loads (including mixed loads LoW 20 01 33*).

Continue on separate sheets if necessary.

Supplementary Question 2: Bulky Waste Collection or Skip Hire Service

Background

The collection of waste in skips requires measures to be taken to avoid the placement of inappropriate waste materials in the skips.

The placement of skips in public areas may also require additional authorization from the Local Authority area where the skip is being placed.

Q.2.1. Does the applicant propose to provide a skip or skip bag service?

Yes No

Q.2.2. If 'Yes', are the areas that the applicant proposes to collect waste in controlled by Skip Bye-Laws? (For further details of skip licenses, please contact the Roads Division of the relevant Local Authority)

Yes No

Q.2.3. Does the applicant have an existing Skip Operating Licence?

Yes No

If 'Yes', please give details as they appear on the Skip Operating Licence:

Skip Operator Name and Licence Number:	
Skip Operator Address:	

Q.2.4. Please outline the measures the applicant will take to prevent the collection of hazardous waste, WEEE, batteries and accumulators, and non-bulky mixed municipal waste in the collections:

Continue on separate sheets if necessary.

Supplementary Question 3: Commercial and Industrial (Non Production) Waste (door to door kerbside, packaging, commercial food waste and edible oils)

Background

The Waste Management (Packaging) Regulations, 2014 obliges commercial and industrial premises who place packaging on the Irish market, to segregate at source specified packaging *e.g.* waste aluminium, fibreboard, glass, paper, plastic sheeting, steel and wood and make available for separate collection.

The Waste Management (Food Waste) Regulations, 2009 as amended, obliges producers of commercial/industrial/municipal food waste to segregate their food waste.

Q.3.1. Will the applicant's proposed waste collection service include a commercial packaging waste collection service (LoW chapter 15 01)?

Yes No

If '**Yes**', please outline how the proposed service will incentivise and assist the segregation of specified packaging waste (aluminium 15 01 04, fibreboard 15 01 01, glass 15 01 07, paper 15 01 01, plastic 15 01 02, steel 15 01 04, and wood 15 01 03). Outline how you will assist your clients to comply with this requirement of the packaging regulations.

Continue on separate sheets if necessary.

If '**Yes**', please outline and how you will ensure that source segregated packaging waste is not remixed during collection (with other waste) or the quality of the material reduced for recycling.

Continue on separate sheets if necessary.

Q.3.2. Will the proposed waste collection service include the collection of commercial food waste (including edible oils)?

Yes

No

If **'Yes'**, please outline how the proposed service will assist and incentivise the segregation and recovery of food waste generated on commercial premises:

Continue on separate sheets if necessary.

**ADVISORY
NOTE:**

The Waste Codes Table (**FORM 2**) must include details of the type of collection service being proposed *i.e.* collection areas, receptacle types, segregation of waste, charging mechanism *etc.*

Supplementary Question 5: Hazardous Waste (List of Waste codes marked with an asterisk *)

Background

Collectors of Hazardous Waste have more onerous obligations than collectors of non-hazardous waste. All movements of hazardous waste must be pre-notified to Dublin City Council as the National Transfrontier Shipment Office.

Q.5.1. Will the proposed waste collection activity include the collection of hazardous waste?

Yes No

If **'Yes'**, it is advised that the applicant becomes familiar with the requirements of the European Communities (Shipments of Hazardous Waste exclusively within Ireland) Regulations, 2011 (S.I. No. 324 of 2011).

For further information, please contact:

Dublin City Council (The Competent Authority) at 01 222 4402/4522 or e-mail nationaltfs@dublincity.ie. To register with their office, please log onto <https://wrms.dublincity.ie>.

Q.5.2. Prior to moving hazardous waste you are required to register on Dublin City Council's 'Waste Regulation Management System' (<https://wrms.dublincity.ie>). Please provide evidence that you have registered as required (email receipt of registration will suffice).

Registered on <https://wrms.dublincity.ie>?

Yes Evidence Attached

Q.5.3. Will the proposed activity require measures to be taken under the European Agreement Concerning the International Carriage of Dangerous Goods by Road (ADR)? If this is not known, please contact the Health and Safety Authority.

Yes

If **yes**, please provide contact details for your Dangerous Goods Safety Advisor (DGSA) and details of their relevant qualifications:

Name:
Address:
Contact Phone Number:
Relevant Qualifications:
Continue on separate sheets if necessary.

If **yes**, please outline ADR driver training provided (when and how many drivers with training):

Continue on separate sheets if necessary.

Supplementary Question 6: Household Kerbside Waste

Background (Waste Management (Collection Permit) (Amendment) Regulations 2015)

The Waste Management (Collection Permit) (Amendment) Regulations 2015 requires all collectors of household kerbside waste to:

- Use a weighing system to weigh each reusable receptacle (*i.e.* bins) used for collecting household kerbside waste. This relates to all three waste fractions, Residual, Dry Recyclables and Food/Bio-Waste (where applicable).
- Only use vehicles with an approved weighing system fitted to collect household kerbside waste.
- Report the weights collected to their customers at least every month (electronically will suffice)
- Prepare a customer charter in the form set out in the sixth schedule of the Regulations (see Appendix A template attached).

Q.6.1. Will the proposed waste collection service include a door to door, household kerbside waste collection service?

Yes No

Q.6.2. Please complete **Form 4** “excel spreadsheet of proposed household waste collection service and vehicles”. New applicants who haven’t collected waste previously must complete part 1 and 2.

Previous holders of a waste collection permit for collection of household kerbside waste must confirm details of their vehicle fleet through the vehicle management system on their online web portal. Please contact the NWCPO in this regard.

Completed and included with the application

Q.6.3. Please outline how the applicant proposes to report weights of household kerbside waste collected, to the customer (required at least monthly).

Continue on separate sheets if necessary.

Q.6.4. Please provide a copy of your Customer Charter for approval (Template provided in Appendix A)

Completed and included with the application

Background (Household Food Waste)

The European Union (Household Food Waste and Bio-waste) Regulations 2015 requires all collectors of household kerbside waste to provide a separate collection service for the collection of food waste from households depending on the size of the agglomeration that the household waste collection service is being provided.

Q6.5. Is the proposed waste collection service within an agglomeration (population centre) that requires the collection of household food waste?

- 1st July 2015 for agglomerations > 1,500 persons
- 1st July 2016 for agglomerations > 500 persons

Yes No

If **'Yes'**, please outline how the applicant proposes to incentivise the segregation and recovery of food waste (customer information, pricing etc):

Continue on separate sheets if necessary.

ADVISORY NOTE:	If 'Yes' , " the excel spreadsheet of proposed household waste collection service and vehicles " Form 4 , must include details of the type of food and collection service the applicant proposes <i>i.e.</i> collection areas, receptacle types, segregation of waste, charging mechanism <i>etc.</i>
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Q.6.6. Household kerbside waste collection technical competence requirements.

It is the policy of the NWCPO that a waste collection permit will not be granted unless the applicant has appropriate qualifications or training in relation to the collection of waste. Please ensure that details of appropriate qualifications or training has been included in **Section 6.3** of Form 1.

Completed

Supplementary Question 8: Waste Electrical and Electronic Equipment (WEEE)

Background

The Collection of Waste Electrical and Electronic Equipment (WEEE), is regulated by the European Union (Waste Electrical and Electronic Equipment) Regulations, 2014.

These Regulations aim to maximise the separate collection of WEEE to support the preparation of WEEE for re-use, recycling and other forms of recovery.

These Regulations also require that WEEE collectors give priority to the preparing for re-use of WEEE and its components.

ADVISORY NOTES:

It is advised to research the collection of batteries and accumulators thoroughly prior to answering this question.

The receptacles and facilities detailed in the waste codes table (**FORM 2**) should reflect the proper management of waste batteries.

Collectors of hazardous WEEE must also complete **Supplementary Question 5** of this form relevant to hazardous waste collection.

Q.8.1. Will the proposed waste collection activity include the collection of WEEE?

Yes

No

If **'Yes'**, please outline how the applicant proposes to manage WEEE during collection and transport to avoid damage that would prevent equipment or components from being reused or recovered:

Continue on separate sheets if necessary.

Supplementary Question 9: Waste Tyres**Background**

The Collection of Waste Tyres is regulated by the Waste Management (Tyres and Waste Tyres) Regulations, 2007.

These Regulations aim to maximise the reuse, recycling and recovery of waste tyres.

Q.9.1. Will the proposed waste collection activity include the collection of waste tyres?

If **'Yes'**, the applicant is obliged under the Waste Management Tyre Regulations (WMTR) to either register with each Local Authority within whose functional area it is intended to collect waste tyres OR become a member of an approved body. Please notify as to which method will be implemented in order to fulfil obligations under these regulations.

- Register with each relevant Local Authority
- Register with REPAK ELT (repakelt.ie)

Evidence of the initiation of the registration process must be provided with this application. An email from either each relevant local authority or Repak ELT will suffice as evidence.

Evidence Attached

**ADVISORY
NOTE:**

As a tyre collector, the applicant must only supply waste tyres to persons in accordance with Article 17 of the Waste Management Tyre Regulations.

APPENDIX A

Customer Charter Template

CUSTOMER CHARTER FOR HOUSEHOLD WASTE COLLECTION

1. INTRODUCTION

XXX is committed to providing the highest standards in the provision of waste management services to their customers. We have a commitment to providing a service that seeks to incentivise waste prevention and to encourage the segregation of waste so that it can be managed in accordance with the waste hierarchy, whereby waste prevention, preparing for reuse, recycling and other recovery are preferred over the disposal of waste. This approach is in line with current national waste policy in the area – *A Resource Opportunity – Waste Management Policy* in Ireland. This document is designed to communicate how we intend to provide household waste collection services in accordance with these principles to the public in a clear and concise fashion.

2. CUSTOMER SERVICE STANDARDS

- a) We will provide a regular and reliable collection service and process your waste in a professional and environmentally sound manner.
- b) All service provision will be carried out in line with current local and national legislation and in line with sustainable waste management practices. Our National Waste Collection Permit Office (NWCPO) waste permit collection number is XXXXXX and can be viewed at www.nwcpo.ie.
- c) We will provide you with timely, relevant and clear information regarding your collections, including temporary changes resulting from public holidays or adverse weather conditions.
- d) We will consider any reasonable special requests that individual households may have.
- e) We will explain clearly what our service rules are and the reasons for them.
- f) We will respond to formal complaints we receive about our services in a timely and professional manner.
- g) We will ensure that there are no direct impediments to you switching your service provider should you wish to do so.
- h) We will design our service and carry out collections in a way that minimises litter or odour nuisance.
- i) We will offer a “2 Bin” or “3 Bin” service (to facilitate the segregation of residual waste, recyclables and where appropriate, food/bio waste) in line with the relevant regulations in relation to food/bio waste [the European Union (Household Food Waste and Bio-waste) Regulations 2015]. The frequency of collection will be as follows:
 - Residual Waste Bin - in line with the European Union (Household Food Waste and Bio-waste) Regulations 2015
 - Recyclable Waste Bin - at least every fortnight
 - Food & Bio Waste Bin -in line with the European Union (Household Food Waste and Bio-waste) Regulations 2015

3. COMMUNICATION WITH CUSTOMERS

- a) We will explain clearly what services you can expect to receive and will provide details of the collection services we offer on a county/city basis to the National Waste Collection Permit Office for publishing on their website.
- b) We will provide you with clear and concise billing which will allow you to understand all elements of the costs involved in providing your waste services.
- c) We will inform all customers availing of a domestic waste collection service at least 10 days in advance of any predictable alternative arrangements made for collection in relation to public holidays etc. or any proposal to vary the level of collection.
- d) We will keep you informed of changes in our service that are designed to improve our service offering.
- e) At the time of initial service provision each customer will be provided with details of their service providers; full name and address, contact details (web site where available, phone number, email, postal address), a clear breakdown of pricing policy for provision of service, process for accessing account statement and balances, procedure for receipt of payments, process for dispute resolution, procedure for customers who have fallen into arrears with their payments, where applicable, service provision frequency and details and the procedure for cancellation of service provision, including refund of charges where applicable. You will also be provided with details of the period of validity for the offer provided and advised of a cooling off period should you wish to change your mind (usually any time prior to delivery of bins but at least 7 days from time of contract signing).
- f) In the case of e-Commerce contracts with customers, and in line with reducing paper usage, all communication and documents will be sent by email unless otherwise requested. In the interests of the environment and reducing costs we are committed to increasing communication by this method.
- g) We will alert you at least 30 days in advance of the expiry of your contract.
- h) We will produce a version of this Charter which has been approved by the National Adult Literacy Agency.

4. Householder Responsibilities

- a) In line with national policy, prevent, reuse and recycle waste as much as possible. Refer to national and regional campaigns that seek to help reduce waste production. Present your waste materials, properly segregated and placed in their respective bins / receptacles. Please refer to our *Waste Segregation and Presentation Guidelines* (see section 7 below) which are available on our web site or which are available to send to you by post if requested.
- b) Segregate your waste appropriately. Please note the procedure in place should the incorrect waste be placed in a bin (e.g. food waste placed in the recycle bin):

(Procedure for dealing with contamination of a bin through waste being deposited in the incorrect bin to be inserted by collector)

- c) In the event that you have difficulty paying your outstanding bill please contact us directly as soon as possible as we have a procedure to agree an individual payment plan which deals with how we will manage customers who have difficulty paying their bill.
- d) Contact us, as your waste management service supplier if you have any queries on how best to manage any of your waste materials. We have the expertise to provide the appropriate service or advice on how to best resolve the issue.

5. PRICING, CHARGING MECHANISM AND ACCESS TO ACCOUNT INFORMATION

- a) The range of service and costs for service provision will be clearly communicated to each customer.
- b) New Customers will receive information on charging and pricing structures at the time of sign up i.e. whether over the phone, via website sign-up or via completion of hard copy application form.
- c) Information, including a copy of Terms and Conditions of Business will be provided to Customers as part of new Customer Welcome Packs and will be available on the company's website and/or www.nwcpc.ie.
- d) Any changes to the Terms and Conditions of the business will be communicated to customers in a timely manner. Payment of invoices following such notifications shall be taken as acceptance of the updated Terms.
- e) Customers will be entitled to easy access to their account information including statements / balances.

6. COMPLAINTS PROCEDURE/DISPUTE RESOLUTION

- a) You are entitled to a fair and reasonable hearing when you have a genuine complaint or dispute and the company commits to resolving your issues as quickly as is reasonably possible. Please find our contact details for complaints:

(Collector to insert contact details)

- b) We will respond to formal complaints we receive about our services in a timely and professional manner. In the case of written complaints, within 10 working days.
- c) Complaints shall be logged on the individual customer account with a tracking facility to ensure the complaint has been resolved and the customer notified of updates or the course of action taken to resolve the issue.
- d) Billing disputes are handled on a case by case basis and recorded. We will liaise with you directly to resolve the matter.

- e) Dispute resolution including withdrawal of service will be in line with the company policy available on the company web site or which is sent out by post on request. This will be a fair and equitable process in line with good consumer policies.

7. EDUCATION AND RAISING AWARENESS

- a) We shall implement an education and awareness programme in relation to waste management for householders that we service. This will be available via promotional literature that we provide directly to you and via our web site or through the website of the National Waste Collection Permit Office.
- b) Information packs shall be available to all customers clearly indicating waste types appropriate to each bin and how to present material for recycling.
- c) We shall work with other national bodies in promoting waste prevention, reduction and recycling e.g. EPA / Repak etc.
- e) We will provide Waste Segregation and Presentation Guidelines to customers, or at a minimum to the National Waste Collection Permit Office for publishing on their website, which clearly explain which materials are to be placed in which bin and collect at a minimum the recycling materials set out below and as prescribed in the seventh schedule of the Waste Collection Permit Regulations. We will explain to you what happens to materials collected in the residual, recycle and food waste bins.

Paper	Plastic Bottles (PET 1)
Newspapers	Mineral bottles

Magazines	Water bottles
Junk mail	Mouthwash bottles
Envelopes	Salad dressing bottles
Paper	
Phone books	Plastic Bottles (HDPE2)
Catalogues	Milk bottles
Tissue boxes	Juice bottles
Sugar bags	Cosmetic bottles
Calendars	Shampoo bottles
Dairies	Household cleaning bottles
Letters	Laundry detergent bottles
Computer paper	Window cleaning bottles
Used Beverage and Juice cartons	Bathroom bottles
Milk cartons	
Egg Boxes	Plastic packaging (PP)
Holiday brochures	Yogurt containers
Paper Potato bags	Margarine tubs
	Rigid food packaging - (except black)
	Liquid Soap Containers
Cardboard	Fruit containers
Food boxes	
Packaging boxes	Steel cans
Cereal boxes	Pet food cans
Kitchen Towel tubes	Food cans
	Biscuit tins
Aluminium cans	Soup tins
Drink cans	

Optional

In addition, we will accept the following items in the recycling bin:

- **XXXXX**

8. TERMINATION OF SERVICE / REFUNDS / CHANGING SERVICE PROVIDERS

- Should you wish to terminate your service provision, please advise us by email or in writing or by phoning, giving *(Number of days to be inserted)* days' notice. We will remove our bins by arrangement with you and any balance owing on your account, after a Cancellation Charge (if applicable) is deducted, will be refunded to you within 30 days of receipt of termination notice.
- We will ensure that there are no direct impediments to you switching your service provider.

9. CHANGING EQUIPMENT AND OWNERSHIP OF BINS

- a) At time of initial service provision, by agreement, each customer will be supplied with the appropriate bins / receptacles sized to service their specific needs.
- b) In the case of changing equipment / ceasing service / changing service provider we commit to organising to arrange the collection of your old bins within a two week period of the ceasing of the service.
- c) This Charter does not affect your statutory rights in any way and provides a simple interpretation of our commitment to you, our customer, and what we expect in return, to help ensure that you are provided with the best service level possible.