

## Form 5 - Supplementary Questions For Household Kerbside Waste Collections

In accordance with Article 7.(1)(f) of the Waste Management (Collection Permit) Regulations, 2007 as amended, the following questions examine your ability to meet the requirements of household kerbside conditions to be attached to a waste collection permit.

In answering the following questions, an Applicant or Permit holder must demonstrate that they are, and continue to be a **Fit and Proper Person** to hold a Waste Collection Permit i.e. have the requisite technical knowledge or qualifications to carry on the activity in accordance with the waste collection permit and the other requirements of the Act.

All questions must be answered and relevant documentation provided where requested.  
Continue on separate sheets where necessary.

This form must be accompanied by Application Form 4 “**Household Kerbside Service Provision and Charging Details**” which is available to download in EXCEL format from [www.nwcpo.ie](http://www.nwcpo.ie). This EXCEL form must be submitted electronically to the NWCPO.

Permit Holders Name:

Permit Holders NWCPO reference Number:

### Part 1: Service Provision

#### **Condition 6.6.1:**

*On and after 1st of July, 2016 permit holders shall only collect household kerbside waste in approved receptacles which are designed for reuse, with the exception of the collection of such waste in specific areas designated by a local authority as being only suitable for the collection of such waste in non-reusable receptacles such as bags. A register of designated areas is available at the principal office of each local authority or on the website of the NWCPO, [www.nwcpo.ie](http://www.nwcpo.ie) for all local authorities.*

#### **Condition 6.6.2:**

*The permit holder shall provide a separate receptacle for each waste fraction namely, residual, recyclables and where appropriate, food and bio-waste. The frequency of collection shall be as follows:*

- i. Recyclable Waste – at least once every fortnight (in line with the Waste Management (Collection Permit) Regulations, 2007 as amended*
- ii. Food and Bio-Waste - at least once every fortnight or more frequently as may be determined by the relevant local authority (in accordance with the European Union (Household Food Waste and Bio-waste) Regulations 2015 as amended*
- iii. Residual Waste – in accordance with the European Union (Household Food Waste*



**Question 6.6.4:**

Please complete **TAB C** (Agglomerations serviced) on Application Form 4 “Household Kerbside Service Provision and Charging Details”. All fields must be completed.

**Condition 6.6.5:** *The permit holder shall provide for the collection of at least the recyclable waste materials listed in Appendix E of this permit or such later revision to the said appendix as the NWCPO may issue. The permit holder shall provide a dry recyclable waste receptacle with at least the same capacity as the residual waste receptacle provided.*

**Question 6.6.5A:**

Please provide a list of recyclable wastes which you are currently collecting as a permit holder or propose to collect as an applicant?

Attached

**Question 6.6.5B:**

*“The permit holder shall provide a dry recyclable waste receptacle with at least the same capacity as the residual waste receptacle provided”.* Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit condition?

Continue on separate sheets if necessary.

**Condition 6.6.6:** *The permit holder shall return emptied waste containers to the designated collection point or to the boundary of the premises from which it was collected, insofar as is practicable.*

**Question 6.6.6:**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit condition?






Continue on separate sheets if necessary.

**Condition 6.6.11:** *The permit holder shall implement and maintain an ongoing programme of communication for their household kerbside waste customers in accordance with their customer charter or as may be required by the NWCPO.*

**Question 6.6.11:**

Please detail the means of communication used by the Permit Holder / as an applicant propose to use to communicate with your customers in order to comply with this permit condition? For existing permit holders, please provide examples of previous or current communication programmes.

Attached

Continue on separate sheets if necessary.

**Condition 6.6.12:** *The permit holder shall, minimise noise and nuisance and only collect:*  
*i. Between the hours of 6am and 10pm in areas where a 60 kilometre per hour or lower speed limit applies, or an extended timeframe if agreed between the nominated authority and the local authority in which the collection activities will take place, or*  
*ii. At any time in areas where an 80 kilometre per hour or higher speed limit applies*  
*(i) and (ii) are subject to the permit holder making reasonable efforts to reduce noise and nuisance.*

**Condition 6.6.13:** *The permit holder shall minimise noise and nuisance where glass is being collected as a separate fraction of household kerbside waste, and shall only collect*



- glass as follows: National Waste Collection Permit Office
- i. Monday to Friday between 7am and 10pm (excluding public holidays)
  - ii. Saturdays between 8am and 10pm
  - iii. Sundays and public holidays between 10am and 6pm

Unless the permit holder has received written confirmation from the nominated authority or the relevant local authority that noise reduction measures for such collections are sufficient to allow such collections occur within the hours specified in condition 6.6.12.

**Question 6.6.12 / 6.6.13:**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit?

Continue on separate sheets if necessary.

## **Part 2: Vehicle Weighing Systems (VMS)**

**Condition 6.6.14** *Permit holders shall weigh each and every collection of household kerbside waste collected separately in approved receptacles designed for reuse, except for:*

- i. glass collected separately from households*
- ii. household kerbside waste collected on off-shore islands*
- iii. household kerbside waste collected in receptacles which are not designed for reuse in specific areas designated by a local authority under article 20(2)(g)(iv) of the Waste Management (Collection Permit) Regulations 2007 as amended.*

**Condition 6.6.15** *Permit holders shall use and maintain a weighing instrument to weigh household kerbside waste that complies with the Metrology Act, 1996, (No.27 of 1996) and any ensuing regulations to weigh household waste in accordance with condition 6.6.14.*

**Condition 6.6.16** *Permit holders shall only use a weighing instrument to collect household kerbside waste in accordance with condition 6.6.15 of accuracy Class Y (b) or better, where such a weighing instrument shall have a resolution of 1 kilogramme (kg) or better, for weighing approved receptacles designed for reuse with a volume of 360 litres or less and a resolution of 5 kilogrammes [kg] or better for weighing approved receptacles designed for reuse with a volume of greater than 360 litres, in accordance with the Legal Metrology (General) Regulations 2008.*

**Condition 6.6.17** *The permit holder shall only use vehicles which are listed in Table 2 of Appendix C and have been fitted with a weighing instrument which is in accordance with Conditions 6.6.15 and 6.6.16, to collect household kerbside waste collected separately in receptacles designed for reuse.*

### **Question 6.6.14 / 6.6.15 / 6.6.16 / 6.6.17:**

Details of waste collection vehicles that are used for the collection of waste are required to be uploaded to the NWCPO VMS (Vehicle Management System).

Please **DO NOT** submit a hard copy of the VRC's to the NWCPO.



For Review applications:

On acknowledgement of your application, the NWCPO will transfer your existing vehicle fleet to your pending application on the VMS system and notify you by email when complete. On receipt of this notification you are required to review the vehicle details in the system and amend where appropriate. When complete you are required to confirm in writing to the NWCPO that all vehicle details are correct.

For New applications:

On acknowledgement of your application, the NWCPO issue you with a username, password and VMS guidance manual to allow you to upload your vehicles. When complete you are required to confirm in writing to the NWCPO that all vehicle details are correct.

**Condition 6.6.18** *In the event of a weighing system break down or malfunction, permit holders shall record the matter as an incident in accordance with condition 4.3 and notify the NWCPO by the end of the next working day after the breakdown, and in such format as may be required by the NWCPO.*

**Question 6.6.18:**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit?

Continue on separate sheets if necessary.

**Condition 6.6.19** *Where a household kerbside waste collection vehicle is configured to collect different fractions of household kerbside waste simultaneously, the existence of this facility shall be clearly marked on both sides of the main body or rear of the vehicle, in clearly exposed, legible, and indelible lettering at least 70 millimetres high.*

**Question 6.6.19:**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose



to comply with this National Waste Collection Permit Office permit condition?

Continue on separate sheets if necessary.

### Part 3: Record Keeping and Reporting

**Condition 6.6.20** *The permit holder shall report in writing, or make available through electronic means, the weight of each and every separate collection of waste and the registration number of each vehicle used to collect and transport each and every separate collection of waste, to the person who presented the waste for collection (this can include a management company in the case of multi-unit dwellings e.g. apartments). These weights shall be reported or made available by electronic means at a frequency of not less than once every month.*

**Question 6.6.20A**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit condition?

Continue on separate sheets if necessary.

**Question 6.6.20B**

Please provide details of the software system used to manage your waste collection data



and meet your waste requirements?

National Waste Collection Permit Office

reporting

Continue on separate sheets if necessary.

**Question 6.6.20C**

Please attach a sample printout of a monthly report of household kerbside waste collection as is required to be provided to your customers (personal information may be redacted).

Attached

**Condition 6.6.21** *The permit holder shall compile and maintain specified records for the collection of household kerbside waste, for a period not less than 7 years, records shall include as a minimum the following:*

- i. Date of waste collection*
- ii. Waste collection vehicle registration number*
- iii. The local authority area of origin of the waste*
- iv. Customer name and address, including Eircode (where provided by the customer)*
- v. Identification of the customer as a household or apartment unit*
- vi. Type of receptacle used by each customer for each waste fraction*
- vii. List of Waste (LoW) and description of waste (residual, recyclable, food/bio-waste, glass etc.)*
- viii. Quantity (in units of tonnes) of waste collected*
- ix. The name, address and licence, permit or certificate of registration number of the authorised waste facility to which the consignment of waste was delivered*
- x. Record of receptacles that were not collected due to contamination of the waste*
- xi. Details of customers who choose not to partake in the collection of any of the separate fractions of household kerbside waste*

**Question 6.6.21**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit condition?


Continue on separate sheets if necessary.

**Condition 6.6.22** *The permit holder shall use an electronic data management system to compile the records as outlined in condition 6.6.21. These records shall be:*

- i. Available for inspection at the principal place of business during normal working hours by authorised officers of any relevant local authority and any other person authorised under section 14 of the Waste Management Act 1996*
- ii. Provided on request and in the format specified (including electronically) by authorised officers of any relevant local authority and any other person authorised under section 14 of the Waste Management Act 1996*

**Question 6.6.22A**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit condition?

Continue on separate sheets if necessary.

**Question 6.6.22B**

Please attach a sample extract from your records to demonstrate compliance with this permit conditions (personal information may be redacted).

Attached



**Condition 6.6.23** The National Waste Collection Permit Office permit holder shall, not later than the 28th February each year, furnish to the NWCP in such form as may be specified by the NWCP an Annual Report (AR) in respect of waste collection activities carried out by the permit holder in the preceding calendar year or part thereof, as the case may be. The AR shall be a summary of the records maintained under condition 6.6.21 of the permit. The AR shall contain the following information in summary form, in respect of waste collected by the permit holder in the preceding calendar year:

- i. Local authority area of origin of waste
- ii. Source of waste (household or apartment)
- iii. List of Waste (LoW) code for each waste type
- iv. Description of waste (residual, recyclables, food/bio-waste, glass etc.)
- v. Quantity (in tonnes) of each waste type collected
- vi. Destination of waste (authorised facility name and address)
- vii. Waste licence, permit or certificate of registration register reference number of facilities to which waste was delivered
- viii. Country of destination (if exported abroad)
- ix. The total number of households and apartment units served with kerbside collection and totals for each segregated fraction of waste (e.g. residual, recyclables, food & bio waste, glass) and the types of receptacles used, for each fraction reported, per each local authority functional area

The information specified above may be used for local, regional and national reporting including being used to produce community statistics on the generation, recovery and disposal of waste as set out by Regulation (EC) 2150/2002.  
Fixed Payment Notice Condition (S34(7)(d)(vi))

**Question 6.6.23**

Please demonstrate that you have sufficient resources (staff, IT systems etc.) in place, to meet your data gathering, annual and ongoing reporting requirements, in order to comply with permit conditions?

Continue on separate sheets if necessary.

**Condition 6.6.24** The permit holder shall maintain a complaint register and procedure for dealing with customer complaints. This register shall be available for inspection at the principal place of business during normal working hours by authorised officers of any relevant local authority and any other person authorised under Section 14 of the Waste Management Act 1996.

The complaint register shall include a written record of at least the following:

- i. Date and time of the complaint
- ii. The name of the complainant
- iii. Details of the nature of the complaint
- iv. Actions taken on foot of the complaint and the results of such actions, and
- v. The response made to each complainant

**Question 6.6.24A**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit condition?

Continue on separate sheets if necessary.

**Question 6.6.24B**

Please attach a copy of your customer complaints procedure.

Attached

**Condition 6.6.25** *Where a permit holder intends to impose any penalty on a household for non-compliance with the terms of the contract for collecting household kerbside waste, including non-compliance by the householder with regard to properly segregating waste or overloading receptacles, they shall ensure that any such penalty be clearly communicated to the customer, including through the customer charter.*

**Question 6.6.25**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit condition?

Continue on separate sheets if necessary.

**Condition 6.6.26** *The permit holder shall operate an incentivised charging system to ensure that the fees charged to collect household kerbside waste, in the reasonable opinion and to the satisfaction of the nominated authority respect the polluter pays principle*



and incentivise the reduction of residual waste and also incentivise the segregation of recyclables and food waste or as the case may be, bio-waste and discourage such waste from being mixed with residual household kerbside waste by the householder in accordance with the waste hierarchy and section 21A of the Act.

The permit holder shall ensure that the fees charged to collect residual household waste are not a "flat rate fee" i.e. a fixed, periodic, fee which covers the cost of collection over a defined period of time, regardless of the weight of residual waste presented or the number of presentations of residual waste.

Pricing structures may contain a service fee or standing charge, but shall contain a weight based and/or per lift fee for the collection of residual waste. Where a service fee is applied as part of an incentivised charging system, the level of the service fee shall not negate the incentive to segregate waste to the satisfaction of the nominated authority. Where a fee is charged for the collection of recyclable, food waste and bio-waste as the case may be, that fee shall not negate the incentive to segregate waste to the satisfaction of the nominated authority and shall be lower than the fees applied for the collection of residual household waste.

Any "flat rate fees" currently in operation shall be phased out as follows:

- i. New customers or renewing customers cannot be offered a flat rate fee for residual household waste collection from the date of grant of this permit;
- ii. Customers who have a contract and were on a flat rate fee on 30 September, 2017 cannot be offered a flat rate fee for residual household waste when they next renew their contract after the date of grant of this permit; and
- iii. Customers who were on a contract greater than 12 months on 30 September, 2017 cannot remain on a flat rate fee for residual household waste collection after 30 September, 2018.

**Question 6.6.26**

Please demonstrate how as a Permit Holder you are complying / as an applicant propose to comply with this permit condition?

Continue on separate sheets if necessary.

Please also complete **TAB D** (Incentivised Charging) on the Application Form 4 "Household Kerbside Service Provision and Charging Details". All charging plans and mechanisms must be included.

Completed