

# Assisted Collection Policy

If you have difficulty putting your recycling and rubbish containers out for collection we offer an assisted collection service.

An assisted collection will be provided upon request to:

- Residents who have a permanent disability, illness or condition making them physically unable to present their containers for collection e.g. dementia or chest / heart conditions
- Residents who have a temporary disability, illness or condition making them physically unable to present their containers for collection i.e. recovering from surgery or during the last three months of a pregnancy
- Residents who are physically incapable of undertaking the task

In all cases confirmation of your circumstances may be required from your GP.

The assisted collection service will only be provided where there is no other able bodied person, over the age of 16, living in the property who is capable of placing waste containers out for collection.

To receive assistance residents must complete an application form, which is available online at [www.staffs Moorlands.gov.uk/assistedcollection](http://www.staffs Moorlands.gov.uk/assistedcollection).

Alternatively a customer services advisor will be able to complete the form over the telephone.

Once approved the collection crews will come on to the property to collect waste containers from a specified collection point. Containers will be returned after emptying.