

IWMA CUSTOMER CHARTER FOR HOUSEHOLD WASTE COLLECTION

1. INTRODUCTION

The Irish Waste Management Association (IWMA) is the association of professional Waste Management Service providers in Ireland committed to providing the highest standards in the provision of waste services to their clients. We have a commitment to providing a continuous service improvement programme that seeks to conserve natural resources and foster environmentally sound management of waste materials in our possession, this is in line with current National Policy in the area – A Resource Opportunity - published in July 2012. This document is designed to communicate how our members intend to provide household waste collection services 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.
- 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 so wish.
- h. We will design our service and carry out collections in a way that minimises litter or odour nuisance.
- i. We will collect as many materials for recycling as we can and explain to you what happens to them.
- j. We will operate pricing structures designed to incentivise environmentally sustainable behaviours by households in terms of waste reduction and segregation.
- k. We will offer all customers a minimum of a '2 Bin' collection service to facilitate the separate collection of recyclables and residual waste. Where not already available, we will expand this service over time, in line with National Policy, to the separate collection of other recyclable materials which will encompass food waste and other compostable materials. Additional services may be provided by your operator and will be advised accordingly.

3. COMMUNICATION WITH CUSTOMERS

- a. We will explain clearly what services you can expect to receive.
- 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, phone number, email, postal address), a clear breakdown of pricing policy for provision of service, methodology for receipt of payments, methodology for dispute resolution, service provision frequency and details and the methodology for cancellation of service provision. 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 methodology.

4. HELP US TO HELP YOU

- a. Reduce, reuse and recycle as much as possible in order that we can conserve precious natural resources. Refer to national and regional campaigns that seek to help you reduce your waste production. For further details see our [Useful Links](#) page.
- b. Present your waste materials, properly segregated and placed in their respective bins / receptacles. Please refer to our [Waste Segregation and Presentation Guidelines](#) available on our web site and available to send to you by post if requested.
- c. Do not contaminate the various recyclable bins with non-recyclable waste (ref. [Waste Segregation and Presentation Guidelines](#)). This may lead to withdrawal of service or financial penalties being applied to you.
- d. Waste materials presented in separate bags / receptacles cannot be collected without prior agreement organised via our customer care centre.
- e. Please present your waste in an accessible location (generally kerb side) and in time on the agreed scheduled collection days Please ensure that your bins are not overfilled and close fully i.e. the lid sits down properly (ref [Waste Segregation and Presentation Guidelines](#)).

- f. Pay your bill in a timely manner so as to ensure that there is no interruption of service (please allow 2 working days for payments to clear). In the case of billing enquiries or bill payment queries we can deal with most of these over the phone, but should you wish to contact us in writing we will respond to your query within 10 business days.
- g. In the event that you have difficulty paying your outstanding bill please contact us directly as soon as possible via our customer support team line 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. We reserve the right to withdraw service provision either permanently or temporarily due to the non-payment of outstanding bills.
- h. National Policy places an onus on all householders to be able to prove that they are availing of an authorised waste collection service or are otherwise managing their waste in an environmentally acceptable manner, in accordance with legislation. Please ensure that you retain the necessary records if you change service supplier or utilise other legally authorised routes.
- i. 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 and available to review on the company's web site.
- 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.
- 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.
- f. National policy has moved towards a position where all customers will be billed according to the quantity of waste that they produce (pay-by-weight / use / volume). This is in line with the EU Polluter Pays Principle. IWMA members are committed to adopting this methodology and it will be phased in over time in line with the national timelines. You will be notified in advance of the changes involved and the benefits.

6. COMPLAINTS PROCEDURE/DISPUTE RESOLUTION

- a. Customer call centre details are on all literature and company web site. 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.
- 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 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.
- b. Information packs shall be available to all customers clearly indicating waste types applicable to each bin and how to present material for recycling. This information is also available on our web site via [Waste Segregation and Presentation Guidelines](#).
- c. We shall work with other national bodies in promoting waste prevention, reduction and recycling e.g. EPA / Repak etc. Visit our [Useful Links](#) web page to get some helpful guidance in these areas.

8. TERMINATION OF SERVICE / REFUNDS / CHANGING SERVICE PROVIDERS

1. Should you wish to terminate your service provision, please advise us by email or in writing or by phoning our call centre giving us 30 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.
2. We will ensure that there are no direct impediments to you switching your service provider, but cancellations will not be accepted from any unauthorised third party.
3. When switching providers, you may be asked to provide proof that all outstanding bills have been paid to the previous provider. If requested we can provide a receipt and confirmation for your next service provider that your account is paid in full. This will be issued within 7 days of receipt of any final payment made or received. A new provider is entitled to request this document and if applicable will be in their [Terms and Conditions of Business](#).

4. If you cease service provision for any reason, our Refund Policy and service Cancellation Charges are clearly described in Terms and Conditions of Business available on our web site and which we can despatch by post if requested. The cancellation charge covers costs of recollection, cleaning and servicing of bins.

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. The bins provided for service collection remain the property of the service provider.
- b. In the case of changing equipment / ceasing service / changing service provider your old bins must be left empty and easily accessible for collection by arrangement via our call centre.

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. Our detailed Terms & Conditions of Business and the other Guidance documents referred to here in this document can be viewed on-line at our company web site or by request they are available by post.

END DOCUMENT

NOTES (REMOVE BEFORE PUBLISHING)

This document was created in Word 2011, it can be supplied in other versions if necessary to allow you to publish it on your web site.

Below is the list of web documents you will need to have on your web site, clicking any of these hyperlinks in the Charter should bring you to your version of these documents on your web site:

Terms and Conditions of Business -This is your Standard terms and conditions of business – (Very important from the National Consumer agencies view point and also the DoE) Please refer to the link sent by the NCA about what should be excluded from this document

Waste Segregation and Presentation Guidelines – Here you need to list down what materials can be put in each bin, how you want it presented, where you want it presented, times for service etc

Useful Links– Suggest that you use the following links and also any other ones you feel are relevant to your customers . e.g. www.stopfoodwaste.ie , www.recyclemore.ie, www.epa.ie, www.repak.ie

A Resource Opportunity – This is the new Waste Policy document issued in July 2012. Link to here on the DoE web site <http://www.environ.ie/en/Environment/Waste/> OR for the actual document <http://www.environ.ie/en/Environment/Waste/PublicationsDocuments/FileDownload,30729,en.pdf>