

Advice for Householders

If you find yourself with waste which cannot be disposed of through your normal council waste collection service there are a plenty of commercial waste collection companies who can assist you for a fee.

Before engaging anyone, it is a good idea to check with your [local council](#) to see if your waste can be collected by them as a special collection (for which a charge may be made) or taken to a local council household waste and recycling centre where it can normally be disposed of for free.

All householders have a legal 'duty of care' to ensure that waste is only given to people who are [registered waste carriers](#). It is an offence to fail to make these checks. You could face an **unlimited fine** if your waste ends up fly-tipped and you cannot show that you took reasonable steps to prevent it.

Whenever you are considering arranging for anyone other than your local council service provider to collect any waste from your household, always follow the **SCRAP code**:

- **Suspect.** Beware of rogue waste carriers – reputable companies do not usually make direct approaches. 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 registration details, and verify them by checking the [online register](#) 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 receipt containing the [written information](#) for your waste. This should include what has been removed, and where it will be going. Make sure the Company or tradesman's details are included.

Further information on how to prevent fly-tipping and the [Fly-tipping Partnership Framework](#) can be found on the [NFTPG website](#).