



**Cork**  
**County Council**  
Comhairle Contae Chorcaí



## **Frequently Asked Questions - Waste Collection Service**

**1. Why is Cork County Council ceasing to provide a waste collection service?**

The Council's customer base has been steadily falling over the years. This, together with the recent implementation of an EU VAT Directive and an EU ruling in relation to pre-treatment of waste before going to landfill, has placed a significant strain on our ability to provide a service that is financially viable.

**2. I am an existing customer. Who will be taking over my waste collection service?**

We have signed an agreement with Country Clean Recycling Ltd in relation to the waste collection service to our existing customers.

**3. Who should I contact if I have any queries regarding the waste collection service?**

From 1st September 2010, customer queries regarding waste collection services should be directed to:  
Country Clean Recycling Ltd  
Telephone: 022-46848; Website: [www.countryclean.ie](http://www.countryclean.ie); E Mail: [info@countryclean.ie](mailto:info@countryclean.ie)

**4. When will Country Clean Recycling take over Cork County Council's waste collection service?**

Country Clean Recycling, working with KWD Recycling, will take over the collection service on the week beginning 6th September 2010.

**5. Will the new service cost me more?**

Country Clean Recycling will implement a 10% reduction in weight charges for the Council's existing non-waiver customers from 1st September 2010.

**6. Is my recycling still free?**

Yes.

**7. Will my waste collection day change under Country Clean Recycling?**

Your collection day will stay the same for the moment. There may be a gradual rationalisation of routes over time and Country Clean Recycling will notify you in good time of any intended change.

**8. Will my bins be rebranded?**

Country Clean Recycling will arrange to rebrand your existing bins in due course to reflect the new service provider. You will not need new bins.

**9. Is there anything I need to do at this stage?**

No. You do not need to do anything. The Council will transfer some of your details (i.e. name, address, contact details (telephone/mobile), waiver category (if applicable) and bin details only) to Country Clean Recycling. No other details relating to your account with the Council will be supplied. Country Clean Recycling will continue to provide the waste collection service on the normal collection day in your area and they will contact you in due course.



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**10. I am a waiver customer with Cork County Council. What does this mean for me under Country Clean Recycling?**

The Council has secured a continuation of the waiver scheme for existing customers on the Council's current scheme for a further 12 months. Country Clean Recycling will extend the waiver scheme to 24 months to such customers on the basis of customer loyalty.

**11. When will I receive my final bill from Cork County Council?**

Country Clean Recycling Ltd and Cork County Council will issue a joint invoice at the end of the 3rd quarter.

**12. Who should I contact if I have any queries on outstanding invoices with Cork County Council?**

Queries may be directed to Cork County Council on Telephone (021) 428 5514.

**13. Can I still pay my bill as normal?**

Yes. You can pay as normal through the post office, cheque, credit card, direct debit, internet.

**14. Will I have to change my direct debit details?**

For the quarter ending September 2010, your direct debit will be processed as normal. Country Clean will be in contact with you with their bank account details which will allow you to set up a new direct debit for future payments.

**15. I have an agreement with Cork County Council regarding arrears.**

**What will happen to that arrangement?**

Payment of arrears to Cork County Council will continue as previously agreed.

**16. What happens if I fail to clear my account with Cork County Council?**

The Council will actively pursue all outstanding balances. Legal proceedings for the recovery of the debt, together with associated costs, will be initiated.

**17. If I am a commercial customer, what will my new waste collection charges be under Country Clean Recycling Ltd ?**

A 10% reduction will be implemented immediately for all non-waiver customers, including commercial customers.

**18. What happens to Cork County Council staff working in the waste collection area?**

Staff who currently provide the waste collection service will be redeployed to improve service delivery in other operational areas within Cork County Council.

**19. Who should I contact for further information on the changeover?**

From 1st September 2010, customer queries regarding the new arrangements for the waste collection service should be directed to:

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Telephone: 022-46848; Website: [www.countryclean.ie](http://www.countryclean.ie); E Mail: [info@countryclean.ie](mailto:info@countryclean.ie)