

Frequently asked questions – Bulky Waste Furniture Collection

What time is the collection?

Collections are made Monday to Friday **6am to 4pm**.

How should I present my waste for collection?

You will need to leave your items out at the **front edge boundary of your property by 6am on the morning of your booked collection**. You can leave them out the night before if necessary. If you live in a block of flats, place your items **by your bin store area**, or where you would place your rubbish for collection.

Do you collect electrical items/ white goods for free?

No, electrical collections are still a chargeable service. You can purchase an electrical collection using the link below.

<https://new.enfield.gov.uk/services/rubbish-and-recycling/bulky-rubbish/#1>

I have a combination of white goods and other items, can these be booked on the same booking?

No, you need to book an electrical collection which is a chargeable service.

How many items can I book for collection?

You can book up to 6 items per collection.

Can I have preferred date for collection?

Yes, for a charge of £15 you can have a preferred date for collection.

Do I need to be home for collection?

No, you will need to leave your items out at the **front edge boundary of your property by 6am on the morning of your booked collection**.

You can leave them out the night before if necessary.

Can you collect from inside my property?

No, we don't collect from inside a property.

Can I put garden waste in black bags?

No, garden waste should be recycled. You can take garden waste to Barrowell green recycling centre or you can subscribe to our paid for garden waste service using the link below.

<https://new.enfield.gov.uk/services/rubbish-and-recycling/rubbish-and-recycling-collections/#4>

What can I put in black bags?

You can place broken household items and non-recyclable packaging such as polystyrene and plastic wrapping.

What happens if I place my items out for collection, but the crew fail to collect it?

You can report a missed bulky waste collection online using the link below.

<https://new.enfield.gov.uk/services/rubbish-and-recycling/report-a-missed-collection/>

If you have a question that is not answered above, please email waste.admin@enfield.gov.uk.