



Terms of Service

You confirm that the information given is true and correct.

You understand that the Waste and Recycling Team may check the details provided against details held by other council departments.

You understand that if you provide false information it may result in the cancellation of the service.

You will tell Solihull Council via telephone, email or in writing, should there be any change in my circumstances affecting my eligibility to the service

Details of delivery (If your application is accepted)

- Delivery usually within 10 working days, although please allow up to 20 working days (however it may take longer during periods of high demand)
- We carry out deliveries from 7.00am to 5.00pm on weekdays and may complete deliveries on weekends at times of high demand. (*Specific days and times cannot be given*)
- If request for a larger bin, the smaller wheelie bin will need to be exchanged when delivery made, no exchange will be made without the wheelie bin, being returned. The bin would need to be left at the front of the property visible from the road the next working day.
- If request for a larger bin, the wheelie bin must be empty of any contents, rinsed and any identification removed. (Failure to present the bin in this condition will mean that we will not supply the new bin)
- If you are applying for extra purple sacks as child/ren in nappies, then you will receive 1 roll. This roll of purple sacks is to last you 12 months. You can place out a max of 2 sacks per week.

You cannot apply for extra sacks during this time period. If at the end of the 12 months your circumstances still require sacks, then you will need to re-apply.