

Assisted Bin Collection Frequently Asked Questions

What is an Assisted Bin Collection?

This service is granted to households that need help moving their bins and/or sacks; putting them out and taking them back in after they are emptied. Each application is individually assessed.

I have completed the Assisted Bin Collection application form - what happens next?

If you have registered with My Test Valley, you will get a response by email notifying you of the outcome. If you chose not to register with My Test Valley, then you will receive a response by letter.

Why does Test Valley Borough Council review its Assisted Bin Collection service?

We carry out reviews every two years as circumstances do change and not everyone requires this additional service to continue on a long term basis.

My household's circumstances have changed - what happens if we no longer meet the Assisted Bin Collection criteria following a review?

Please complete the application form. We will assess it and let you know if you still meet the criteria for the service or not. If you don't, then we will make arrangements to stop the service for your household. Your bin/sack should be placed at the edge of your property by 7am on your collection day. If, however, you still feel you need an assisted bin collection and can supply further information to support your application, then we will be happy to review our decision. Please contact the customer services team on 01264 368000 or 01794 527700.

I need help to complete the application form, what do I do?

You can get a friend, neighbour, carer or family member to help you or alternatively contact the customer services team on 01264 368000 or 01794 527700 who will be happy to assist you.

What happens if I don't complete the application form but I still need the service?

If we have asked you to re-apply for the service, it's important that you complete the form, otherwise the service will stop.

I have moved - how do I tell you my new address?

You can let us know either by completing the relevant details on the My Test Valley application form or by contacting customer services on 01264 368000 or 01794 527700.

I don't need the service anymore, what do I do?

If you no longer wish to receive this service, please let us know. You can do this online (there is an option in the application form to inform us) or by contacting customer services on 01264 368000 or 01794 527700.