

**Delayed Office Opening
for Employee Training**

*This office will be closed from
8.45am - 11.00am on the first
Thursday of each month.*

Environmental & Consumer Services
Head of Service Mark Butterworth

Pullar House, 35 Kinnoull Street, PERTH PH1 5GD
Tel 01738 475000

Contact Customer Service Centre
(01738) 475000
www.pkc.gov.uk

To all Customers

Our ref

Your ref

Date

Dear Customer

Uplift of Commercial Waste and Recycling Invoicing 2020-2021

Due to the current COVID-19 pandemic, Perth & Kinross Council have made the decision to temporarily postpone our start of year annual billing process which was due to be carried out in April. This means that if you normally receive an invoice and/or Waste Transfer Note from us this will be sent later in the year than usual.

Please note that at this present time there are no plans to alter our collection service and will continue to collect as planned. However, please refer to our webpages at the following link which will be updated regularly for any changes to services www.pkc.gov.uk/tradewasteneews.

We appreciate that the current ban on non-essential travel and business closures may be having an impact on your business. As such we do not want to put any additional strain on our customers by invoicing for commercial waste collections now.

Uplifts that take place will still be chargeable and we will backdate billing, at this current point in time we intend to invoice mid-July – early August for collections between 1 April 2020 – 31 March 2021. Please note that we will continue to assess the situation before confirming a billing date. If you think you will struggle to pay for collections, please contact the team as soon as possible, details below.

Our current policy is that businesses must provide 3 months written notice to cancel their contracts however in these extenuating circumstances we will be waiving this. If you would like to adjust your service; either by reducing uplifts or temporarily stopping collections, please contact us to do so. If you have already discussed such changes with the Commercial Waste Team, then no further action is needed.

If you would like to amend your service or would like to discuss the handling of waste please contact the Commercial Waste Team on 01738 476476, email us at CommercialWasteTeam@pkc.gov.uk or use our online portal <https://my.pkc.gov.uk/>.

The following link may provide useful information for your business at this particularly difficult time; www.pkc.gov.uk/coronavirus/business. We hope that we will be able to continue to be of service and look forward to hearing from you soon.

Yours faithfully

Commercial Waste Team

Housing & Environment
Executive Director (Housing & Environment) Barbara Renton