

National Re-use Phone Line – 0800 0665 820

The national re-use phone line supports community based re-use organisations across Scotland to provide the public with a high level of customer service when donating for re-use.

Funded by Zero Waste Scotland, the National Re-use Phone Line accepts a broad range of bulky items in good working order.

How does the service work?

Simply call 0800 0665 820 between 9am and 5pm Monday to Friday and speak to one of the call handlers about your item. They will take down details and arrange for a local re-use organisation to make contact with you to collect it. Alternatively you can fill in an on-line form at any time of day and one of the call handlers will phone you back in business hours to arrange a collection.

<http://www.recycleforscotland.com/donate-re-use-line-now>

What sort of items can be collected?

The National Re-use Phone Line collects bed frames, mattresses, chests of drawers, bookcases, wardrobes, dressing tables, tables, chairs, sofas, armchairs, washing machines, electric cookers, fridge freezers and bikes.

What condition should the items be in?

For general furniture, items need to still be in good condition to be collected. This means the items should be free from tears in upholstery, be in working order and should not have been left outside.

Sofas and armchairs can only be picked up if they have their fire-tags still attached, as without these they are not allowed to be passed on or sold by law.

Electrical items should still be in good working order.

Bikes tend to be collected by local bike recycling charities, where expert mechanics will fix them up to be re-used, so bikes requiring minor repairs *can* be collected.

What happens to my item once it has been collected?

Items donated via the Re-use Line are collected by local re-use organisations. These are usually social enterprises and charities which sell furniture in their re-use stores to raise money for their charity work, or to help people on low incomes to set up home. The items will go on to be used by someone else, preventing them from going to waste. This helps the environment, local economies, charities and gives someone else a chance to make use of your item. In 2015, over 100 tonnes of household goods were diverted for re-use in Glasgow via the National Re-use Phone Line.

What items can't be collected?

The Re-use Line cannot collect TVs, TV cabinets and stands, small household electrical items (toasters, kettles, microwaves etc), damaged items and sofas and armchairs which have had their fire-tags removed.