

# WASTE MANAGEMENT SERVICES CHARTER

## SERIO SERVIZI AMBIENTALI

Municipalities of

Alzano Lombardo

Nembro

Pradalunga

Ranica





## What is the Services Charter?

The company AVR S.p.A. is committed to providing and managing urban hygiene services based on the principles of quality and safety and respecting the times specified in this Waste Services Charter.

The Charter has been specifically drawn up to ensure that the relationship between users and AVR is clear and transparent: it is the tool that lets every single citizen know what they can expect from AVR, and is at the same time a way for them to check that commitments have been met. The Services Charter concerns urban waste management services covered by the TARI (Waste Tax), cleaning activities in public areas, and waste management, in other words collection, transportation, recycling and disposal.

This document has been drafted in accordance with the waste management services charter model annexed to Regional Council Decree no. 8/6144 of 12/12/2007.

## Where you'll find it

You can request a free copy of the services Charter:

- by calling customer services on the freephone number 800020850
- by picking one up at the council offices in Alzano Lombardo, Nembro, Pradalunga and Ranica
- by downloading it directly from one of these websites:
  - Serio Servizi Ambientali <http://serioserviziambientali.it/> in the section "Carta dei servizi";
  - AVR <http://www.avrgroup.it/> in the section "News/SerioServiziAmbientali"

## Information accessibility

You can find out more information about the services AVR provides in the following ways:

Service	Resource
<b>Freephone number</b> Information about collection services and disposal, and to report something or make a complaint about non-collection.	<b>800020850</b> You can call 24 hours a day, 365 days a year to talk to an operator.
<b>Website</b> Information about the service and the latest news, messages and events.	<a href="http://www.avrgroup.it/">http://www.avrgroup.it/</a> in the section "News/SerioServiziAmbientali".
<b>Email address</b> Send us a report form or anything else you'd like to let us know about.	<a href="mailto:chiuduno@avrgroup.it">chiuduno@avrgroup.it</a>
<b>Facebook page</b>	"AVR fa sul Serio"
<b>Smartphone apps</b>	DifferenziAPP (download from Google Play or the App Store)

## Validity of the Charter

The AVR S.p.A. Services Charter is published every three years. The information in this edition has been updated to 31 December 2016. If substantial alterations are made to the service, AVR pledges to publish periodic updates on its website [www.avrgroup.it](http://www.avrgroup.it) to ensure that citizens have clear information and that the company meets their needs.



### Complaints

Customers can report violations of the principles of this Services Charter by making a verbal or written complaint to AVR. A company form attached to the end of this Services Charter is available to help customers: it is not mandatory to use this form, but we recommend you do. Customers can make their complaint via the freephone number, by post, fax, or email, or via the smartphone app. In their complaint, customers must provide all the information in their possession for us to proceed with an initial investigation. Within a maximum of fifteen days after receiving the complaint, AVR will issue a final conclusion: verbally, if the complaint or request was made verbally, or in a written reply, if the complaint or request was made in writing. If a complaint is too complex to resolve by the deadline, customers will be informed of the current status of the complaint procedure and potential resolution times. If a complaint is made in writing, the fifteen-day period begins on the day AVR receives the letter, whether it is a normal letter or a registered letter with return receipt. The complaint form can also be downloaded from the website <http://www.avrgroup.it/>.

### Citizens protection bodies

Users who believe that AVR, as the provider of the service described in this Services Charter, has failed to fulfil its commitments may also inform citizens rights protection associations, or they may report non-fulfilment to the Guarantor of local services, in its role as the user protection body in accordance with art. 3 of Regional Law no. 26/2003 "Discipline of services of general economic interest. Regulations on the management of waste, energy, use of the subsoil and water resources".

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AVR S.p.A. is a company that carries out work and provides services in the environmental and road sectors. Founded in 1966, the company is qualified in providing specialist services to infrastructure authorities and public commissioning bodies, such as municipalities and provinces, across a large part of Italy. AVR operates in Lazio with registered and administrative offices in Rome, in Lombardy with sites in Chiuduno (BG) and Arese (MI), in Tuscany with sites in Altopascio (LU), Empoli (FI), Pisa (PI) and Livorno, in Calabria, in Puglia, where it owns two waste selection, treatment and storage plants, in Sardinia, in Campania, and in Poland, with headquarters in Krakow and five operational bases in the south of the country.

The means used to provide the service are specified in the service contract signed by Serio Servizi Ambientali and AVR, the contractor of the service following a public tender procedure. The contract was signed in 2015 and lasts three years.

AVR provides its services in accordance with the principles of equality, impartiality, continuity, involvement, efficiency, safety and cost.

### The key principles

The relationships between citizens, Serio Servizi Ambientali S.r.l. and AVR S.p.A. are based on:

- equality: treating citizens equally and impartially when applying the rules regarding the relationship with public users, regardless of sex, race, language, religion and political opinion. The rules concerning the relationship with users are the same for everyone;
- consistency: a standard service will be provided under the same technical conditions across the area;
- accessibility: the services will be accessible, with particular attention paid to disabled people, senior citizens, and anyone who has language communication issues (foreign citizens) and citizens belonging to the more disadvantaged sections of society, in both its direct and indirect dealings;
- continuity: the service provided will be continuous, regular and uninterrupted. If the service has to be suspended, all the necessary provisions will be taken in good time to keep the length of inconveniences to a minimum and, when possible, citizens will be informed before the event;
- efficiency and effectiveness: the service will be efficient and effective and all users' requirements will be met within specific deadlines; we will strive to ensure continual, steady improvement of the efficiency and effectiveness of the service by adopting the most appropriate technical, organisational and procedural solutions;
- simplicity: administrative procedures will be simple and any information provided will be complete, to ensure that we act clearly and transparently, with particular emphasis placed on using clear and comprehensible language in our dealings with citizens and undertaking to adopt modern, simple and clear administrative procedures for this purpose;
- courtesy: we undertake to ensure that all our employees treat citizens with courtesy and respect, helping them to exercise their rights and perform their duties;
- involvement: we invite citizens to get involved and give them the chance to make suggestions and comments.



### The responsibilities of citizens

AVR's commitment is not enough for the service to run smoothly: it also depends on the cooperation of the general public. Besides recognising citizens' rights, the Services Charter therefore calls for citizens to be responsible, first and foremost by observing the rules specified in council regulations for correct waste collection and keeping the town clean.

Below are a few examples of good practices to adopt every day and that should be taught to others, especially younger citizens:

- always use public litter bins for the purpose for which they are intended and only for small amounts of waste: disposing of bags of household waste in public litter bins is forbidden. People disposing of such waste may be fined by the local police who monitor how litter bins are used;
- when walking your dog, make sure you take bags or a scooper with you, so you can immediately get rid of any excrement, which must be disposed of in waste bins;
- help reduce waste by keeping the number of products you buy with superfluous packaging to a minimum (e.g. by buying loose products, locally sourced items, etc.). In particular, avoid purchasing disposable products, or products with excessive packaging or made from materials that cannot be separated;
- reduce the volume of items (for example, by flattening cartons or squashing plastic bottles and Tetra Pak containers) and empty all liquids from plastic bottles before throwing them away;
- rinse glass, plastic and metal waste before throwing it away;
- adhere to the days and times for leaving waste out: disposal staff start collecting waste at 6 a.m., so waste must be left out the evening before (from 9 p.m. onwards);
- recycle waste, keeping recyclable materials and dangerous waste separate, and separating other items as much as possible: waste disposal staff are not allowed to collect bags and containers that contain waste that does not comply with waste disposal regulations;
- dispose of waste for the public services in the special containers, or dispose of it, where possible, at the waste collection centre.

### Door-to-door collections

A door-to-door collection service is provided for all users, who must place bags and/or specific containers to be emptied on the public road on the ground floor of each building, outside the property, close to the entrance to private areas, after 9 p.m. on the appropriate day and before 6 a.m. on collection day. For security reasons, waste disposal staff are not authorised to enter private areas or courtyards, so users are asked to leave their waste on public land in accessible places where it can easily be seen.

If holidays fall on a weekday, waste may be collected one day earlier or later (usually later).

The door-to-door collection  
service



	Alzano Lombardo		Nembro	Pradalunga	Ranica
	Town Centre	Monte di Nese and Olera			
Monday	 ORGANIC  PLASTIC	 ORGANIC  PAPER  GLASS and CANS  PLASTIC  GENERAL WASTE	 ORGANIC		
Tuesday			 PAPER  PLASTIC fortnightly, the week after glass  GLASS and CANS fortnightly, the week after plastic	 PLASTIC fortnightly 1st and 3rd Tuesday of the month	 ORGANIC
Wednesday	 GLASS and CANS  GENERAL WASTE			 ORGANIC	 PAPER  PLASTIC
Thursday					 GLASS and CANS  GENERAL WASTE
Friday	 PAPER  ORGANIC from 15/6 to 15/9	 ORGANIC from 15/6 to 15/9	 GENERAL WASTE  ORGANIC from 1/6 to 30/9		
Saturday				 GENERAL WASTE  ORGANIC from 16/6 to 14/9	 ORGANIC from 16/6 to 14/9



- In the Municipalities of Nembro, Alzano Lombardo, Pradalunga and Ranica, non-recyclable general waste may only be disposed of using the pre-paid red bags with the stamp of the municipality of residence.
- In the Municipalities of Nembro and Pradalunga, organic waste must be disposed of in biodegradable and compostable bags, except for residents who have a wheelie bin, where waste can be placed loose without a bag. In the Municipalities of Alzano Lombardo and Ranica organic waste can be placed in the buckets and/or bins loose, without a bag.
- In the Municipalities of Nembro and Ranica plastic packaging can only be disposed of in the yellow semi-transparent bags with the “Serio Servizi Ambientali” stamp and logo. In the Municipalities of Alzano Lombardo and Pradalunga, such waste may be disposed of in various kinds of bags, but all must be semi-transparent so that waste disposal staff can see the contents.

### - Organic waste



#### Items that may be disposed of

Kitchen waste and leftovers  
Egg shells, fish bones  
Vegetable and fruit peel and waste  
Cut flowers and house plants  
Stale bread, biscuits  
Food that has gone bad (without packaging)  
Meat and fish scraps, bones  
Fireplace ash  
Regular and herbal tea bags  
Coffee grounds and fabric pods

#### Items that may NOT be disposed of

Shellfish shells  
Grass, branches and leaves  
Wet cloths  
Sanitary pads, tampons and nappies  
Plastic coffee pods

### - Plastic packaging



#### Items that may be disposed of

Disposable plastic cups and plates  
Water and soft drink bottles (empty and squashed)  
Blister packs and bottles, sauce and cream dispensers  
Food containers (yoghurt pots, trays, packaging, casing, etc.)  
Shopping bags, plastic film and wrapping  
Mesh bags and crates for fruit  
Detergent and soap containers  
Trays/tubs for ice cream and polystyrene containers  
Packaging and blister packs for batteries and hardware items  
Plastic packaging for pasta, rice and snacks  
Plastic wrapping for clothes

#### Items that may NOT be disposed of

Plastic cutlery  
Rubber, plastic toys and hard plastic items  
Audio and video cassettes, CD cases  
Rubber garden hosepipes  
Electric cables and trunking  
Glue, paint and solvent containers  
Furniture, small household appliances (razors, electric toothbrushes, hairdryers, kitchen scales, etc.)



- **Glass and cans**



**Items that may be disposed of**

Water and drink bottles, without tops  
Jars and other glass containers  
Tins, glasses, vials, soft drinks cans  
Food tins (well rinsed)

**Items that may NOT be disposed of**

Mirrors, light bulbs and neon lights  
Ceramic plates and items  
Painted metals  
Cork and plastic stoppers

- **Paper and cardboard**



**Items that may be disposed of**

Newspapers and magazines  
Books and notebooks  
Photocopies and other sheets  
Folded cartons and boxes for food  
Cardboard packaging  
Paper envelopes and bags  
Tetra Pak containers (milk, fruit juice)

**Items that may NOT be disposed of**

Plastic-coated paper  
Dirty and greasy paper/card (pizza boxes)  
Carbon paper  
Nylon and cellophane

- **General waste**



**Items that may be disposed of**

Rubber items, soft toys and cotton wool  
Nappies, sanitary pads and tampons  
Light bulbs  
Ceramic, porcelain, terracotta items  
Waxed, laminated paper  
Dirty cloths, synthetic sponges  
Tubes of toothpaste, used toothbrushes  
Toys, pen holders, ashtrays  
Video cassettes and audio cassettes  
Pens, markers

**Items that may NOT be disposed of**

Any recyclable waste  
Toxic and dangerous waste (batteries, medicines)  
Waste electrical and electronic equipment  
Small household appliances



## Collection centre regulations

The collection centre may only be accessed by residents of the municipality or people who have a business in the area who pay the waste tax and who have a badge or regional services card (a swipe card issued by the council, giving the person access to the collection centre), where necessary. In order to transport waste to the collection centre, users who are owners of craft, commercial and industrial (etc.) businesses must:

- be enrolled on the Transporters' Register
- fill in the waste identification form which must then be handed to centre staff.

### Types of waste that can be disposed of:

- o garden waste: grass cuttings, hedge and tree maintenance waste
- o bulky waste: mattresses, carpets, doormats, sofas, plastic garden furniture, plastic children's toys, non-wood furniture, etc.;
- o tyres: without the **metal** wheel rim, which must be removed by the user and disposed of in the container for **metal** waste;
- o metals: metal items in general;
- o wood: crates, pallets, wooden furniture, with metal or glass parts removed;
- o paper and cardboard: books, newspapers, boxes, etc.;
- o inert waste: bricks, tiles, stones, etc.;
- o paintwork and/or paints;
- o glass;
- o cellophane wrapping (film wrapping is considered bulky waste);
- o polystyrene;
- o plastic crates;
- o electronic components: computers, VHS recorders, radios, etc.;
- o televisions and monitors, washing machines, fridges, neon lights;
- o car batteries and used batteries;
- o mineral oils: used engine oil;
- o vegetable oil: cooking oil;
- o expired medicines;
- o Cork.

### TIMES

The tables below provide details of the collection centre opening hours and waste disposal limits:

	<b>Alzano Lombardo</b>	<b>Nembro</b>	<b>Pradalunga</b>	<b>Ranica</b>
<b>Monday</b>	9 a.m. - 12 p.m. 2 p.m. - 5 p.m.	3 p.m. - 6 p.m. (November to March) 4 p.m. - 7 p.m. (April to October)	1 p.m. - 4 p.m.	2 p.m. - 5 p.m.
<b>Tuesday</b>	8 a.m. - 12 p.m.	9 a.m. - 12 p.m.		2 p.m. - 5 p.m.
<b>Wednesday</b>	1 p.m. - 7 p.m.	2 p.m. - 6 p.m. (November to March) 4 p.m. - 7 p.m. (October to April)	1 p.m. - 4 p.m.	
<b>Thursday</b>	8 a.m. - 12 p.m.	9 a.m. - 12 p.m.		2 p.m. - 5 p.m.
<b>Friday</b>	8 a.m. - 12 p.m.	9 a.m. - 12 p.m.	1 p.m. - 4 p.m.	2 p.m. - 5 p.m.
<b>Saturday</b>	8 a.m. - 2 p.m.	9 a.m. - 12 p.m. and 2 p.m. - 6 p.m. (November to March) 2 p.m. - 7 p.m. (October to April)	9 a.m. - 12 p.m. 2 p.m. - 5 p.m.	9 a.m. - 12 p.m. 2 p.m. - 5 p.m.



**WASTE DISPOSAL LIMITS AND RATES**

	<b>Waste disposal limits</b>	<b>Waste charges</b>	
<b>Alzano Lombardo</b>	The amount of daily waste that can be disposed of for each individual waste consignment may vary depending on the collection's centre storage availability in accordance with the on-site provisions of the controlling operator.	Bulky waste 0.16 €/kg Garden waste 0.05 €/kg Tyres 0.20 €/kg Construction waste 0.05 €/kg	Wood 0.05 €/kg Vegetable oil 0.15 €/kg Paint 2.00 €/kg
<b>Nembro</b>	The amount of daily waste that can be disposed of for each individual waste consignment may vary depending on the collection's centre storage availability in accordance with the on-site provisions of the controlling operator.	Private individuals:  Garden waste (over 200 kg/per year) 60 €/t. Worn tyres (more than 4/per year) 1.10 €/per tyre Paint (more than 10 kg/per year) 1.10 €/kg Inert waste (over 400 kg/per year) 200 €/t.	Businesses:  Garden waste: 60 €/t. Bulky waste and wood: 122.89 €/t. Tyres: 138.33 €/t.
<b>Pradalunga</b>	There are no disposal limits	There are no charges for waste	
<b>Ranica</b>	Paints, max. 3 per month Toners, max. 2 per month Car batteries, 1 per month Oil and fats 10 kg per month	Bulky waste 0.26 €/kg Garden waste 0.05 €/kg Inert waste 0.08 €/kg up to a max. of 100 kg per day Tyres 0.26 €/kg Wood 0.07 €/kg	



## Street cleaning

AVR cleans streets and public areas or areas open to public use, both manually and using public works vehicles.

Mechanical road sweepers are used on the roads identified by the individual local councils, at intervals as indicated in the table below. The relative maps can be consulted on the AVR website.

In the Municipality of Nembro, pedestrian walkways, steps, squares and flowerbeds - where public works vehicles cannot be used - are cleaned manually, according to pre-established schedules.

Litter bins are emptied at intervals as indicated in the table below. Remember that public litter bins must always be used for the purpose for which they are intended and only for small amounts of waste: disposing of household waste in public litter bins is forbidden. People disposing of such waste may be fined by the local police who monitor how litter bins are used.

	<b>Alzano Lombardo</b>	<b>Nembro</b>	<b>Pradalunga</b>	<b>Ranica</b>
<b>Road sweeping</b>	Varied frequency, from weekly to quarterly	Varied frequency, from weekly to monthly	Fortnightly in the central area Monthly elsewhere	Twice-weekly in the central area Weekly elsewhere
<b>Market area cleaning</b>	Wednesday, Saturday	Thursday	Friday	Friday
<b>Manual road sweeping</b>		Varied frequency, from twice-weekly to monthly		
<b>Emptying litter bins and bins for used batteries and expired medicines</b>	Three times a week	Two and three times a week	Fortnightly (only batteries and medicines)	Weekly

## Waste disposal rates

All residents are required to pay for the urban hygiene service provided by the Council, in accordance with the Municipal Council Resolution.

For further information, please contact the Tax Office of the municipality in which you are resident.

Rates are those applicable at 01/01/2017 and are subject to variation at the council's discretion.

## CONTACTS

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