

## Waste Disposal Authority bill dispute- suitability for human habitation

This form is to be used to report that your property is uninhabitable, and to provide evidence for this. Decisions will be made on an individual basis using the information provided in this form. Each section of this form **must** be completed.

**Please note that any dispute must be submitted by the due date stated on the invoice; any disputes received after that date will not be considered.**

To be classified as uninhabitable, the following three conditions must be satisfied as of 1 January of the year that the invoice relates to:

- 1) the property is **not lived in**,
- 2) the property is **unfurnished**, and
- 3) the property is **undergoing** (or requires) **major work** in order to make it habitable.

**Please note, a property that is only vacant and unfurnished is still liable for an invoice.**

The following are indicators as to what we consider may constitute **major work**:

- Property undergoing major repairs to remedy structural instability
- Property undergoing substantial structural repairs/alterations, e.g. roof, walls, foundations
- Property issued with a closing order by the Medical Officer of Health
- Water and electricity services are unable to be safely used for an extended period of time (i.e. not just disconnected)
- Property has been completely gutted
- Property undergoing major works across its entirety to eradicate dry/wet rot or damp
- Interiors of property are being re-constructed (e.g. changing from house to flats)
- Property has experienced major fire damage
- Property undergoing major repairs or renovations which render it void of kitchen, bathroom, and sleeping facilities

*For the avoidance of any doubt, repairs such as the following are **not** considered to be significant enough as to render the property uninhabitable:*

- *Replacing a roof covering*
- *Fitting new windows*
- *Rewiring*
- *Decorating*
- *General refurbishment or modernisation such as replacing kitchens or bathrooms*

**Please note, in order to be able to process a request to waive a charge on the basis that the property is uninhabitable, we require evidence – such as photographs – to confirm the current state of the property.**

Full name:

Contact phone number, email  
address, or both:

Address and postcode of the property you would like to be investigated:

**Correspondence** address and postcode (on the basis that your property is uninhabited):

Account number (this can be found on your invoice):

Invoice number (this can be found on your invoice):

Please provide full details here as to why you believe your property is uninhabitable:

Please specify the date the  
works commenced and the  
expected completion date:

- I confirm that I have attached evidence to support my dispute.*
- I confirm that I am the owner of the property detailed above and would like the records for its suitability for human habitation to be investigated.*
- I confirm that the information provided in this form is true and accurate to the best of my knowledge, and understand that knowingly providing false or misleading information may result in my dispute being rejected and further action being taken.*
- I confirm that I consent for any of the information in this form to be shared with any relevant department(s) of the States of Guernsey that Guernsey Waste see fit, and/or for any other department(s) to share relevant data with Guernsey Waste.*

Signature:

Date:

## **What happens next?**

Please return this form to:

Guernsey Waste  
La Hure Mare  
Vale  
GY3 5UD

When your dispute is received by Guernsey Waste, an acknowledgement will be sent to you. If you do not receive an acknowledgement, this will indicate that the submission has not been received, and it is your responsibility to follow this up with us, either by emailing [recycle@gov.gg](mailto:recycle@gov.gg) or calling us on 221234.

Once your dispute is acknowledged, your account will be put on hold whilst it is investigated. No payment will be required at that stage. Once your dispute has been formally investigated you will be informed of the outcome, and at that stage the block will be lifted from your account. Payment for any charges that you are still liable for will be required within 30 days of the date of the written confirmation.

The States of Guernsey will process any personal data that you provide, via this online form, in accordance with the Data Protection (Bailiwick of Guernsey) Law, 2017. Further information about how your personal data is processed by the States of Guernsey can be found at [www.gov.gg/yourdata](http://www.gov.gg/yourdata).