



Report on the new in-house dismantling system

Executive summary

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1. Increasing re-use through a new dismantling system

IMOG and the Re-use Centre have developed a new in-house dismantling system. This is a service for dismantling the furnishing of a complete household and its subsequent management. The main objective of this service is to contribute to increasing the percentage of reuse in Flanders and to establish a model to create similar solutions in other regions.

With the civic amenity sites and the collection on demand, IMOG has sufficient methods to collect bulky waste. The Re-use Centre South-West-Flanders has, with the central collection and repair site, the re-use shops, the textile containers and the pick-up service a broad network on the one hand to collect goods that are suitable for re-use and on the other hand to offer these reusable items again to the citizens.

IMOG often got the question to unclutter a whole house, but was only able to fulfil this partly because IMOG doesn't have a disassembly or clean-up service. The collection on demand is only for goods that are placed outside at the street side, and because of the use of a truck with a crane, the selection of reusable goods isn't possible. Also, the Re-use Centre often got the question to remove whole furnishings and to take care of the extra work related to this. From the public housing sector there was also a need for removal of furnishings after a relocation of people in a difficult social context. Because there was no solution for these issues, most of these goods ended up in the bulky waste instead of going to the re-use sector.

To lower the threshold for citizens to offer a big amount of goods for re-use, this new in-house disassembly service was set up. With this service it is possible to remove the whole furnishing of a household. This can be the case for example after a death, a relocation, etc. The service is also available for people in a social difficult context.

As the main objective of this disassembly service is the collection of goods that are suitable for re-use, the Re-use Centre has the most suitable infrastructure and framework for this service. Therefore, this new service was established within the existing structure and services of the Re-use Centre, but in close collaboration with IMOG who still takes care of the correct handling of non-reusable waste items.

The Re-use Centre provides a pick-up team for the disassembly service, consisting of a lorry and 2 full-time equivalents. The disassembly service is carried out with social employment. IMOG takes care of region-wide promotion and communication of this new service. Trainings were organized for the employees, responsible for the reception, of IMOG and the Re-use Centre and off course there were also trainings for the staff that is employed for the disassembly service.

Citizens can rely on this service to:

- empty closets and pack all the stuff
- dismantle furniture
- bring goods that are suitable for re-use to the Re-use Centre and non-reusable goods to IMOG's waste collection facilities



2. Practical steps and results:

1. The first step in the disassembly service is the processing of incoming calls. The reception staff of both organizations are trained to give information about the service to the citizens.
2. To request these service, the citizen has to contact the Re-Use Centre. IMOG has only an informative and referring function.
3. If a citizen wants to rely on the disassembly service, the Re-use Centre sends over an employee. This employee makes an estimation of the present furnishing by using a fixed list. During this visit, the employee makes also an estimation of the time that will be needed to unclutter the house.
4. Based on these data the Re-use Centre makes a tender for the citizen. If more than 4/5 of the goods are reusable, the service is free of charge. If less than 4/5 of the goods are reusable, then the cost of working hours, transport and processing of the waste fraction is charged.
5. If the citizens agree with the offer, a date is scheduled.
6. On the scheduled date, the employees of the Re-Use Centre execute the disassembly service.

Results of the dismantling services in 2017 and 2018

	2017	2018
Total dismantlings	186 times	36 times
Total collection	194,7 ton	76,6 ton
Total % for re-use	72%	83%

In conclusion, the disassembly service gives a solution for the goods that aren't interesting anymore for the relatives and private buyers. These goods get a new life in the re-use shops instead of ending up in the waste container. Besides lowering the amount of waste, the service also contributes to the creation of social employment.