

Waste Collection Policies

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Policy 1 – Collection Service

Policy 1a - Standard Service for Individual Properties: The standard service for the collection of residual domestic waste, green waste and food waste from individual properties will be an alternate weekly service using 240l wheeled bins for properties with 3 or more people living at the property. The bins provided are as follows:

- Residual domestic waste (which cannot be recycled) – grey wheeled bin. Food waste can be placed in this bin as well as the green waste bin to enable a weekly collection of food waste.
- Dry recycling waste – blue wheeled bin (please note some areas still have green bins for dry recycling waste).
- Green waste and food waste – green wheeled bin.

The correct bin must be used for the right type of waste.

Exemptions may be made subject to certain criteria (see **Policy 1c**).

Where a property is provided with the standard service only waste presented in wheeled bins provided by Huntingdonshire District Council will be collected.

Where residents only have room for one wheeled bin, priority will be given to the provision of a residual domestic waste bin which will be collected fortnightly.

Policy 1b - Provision of smaller bins: Where space is limited or a resident requests they can be provided with a smaller 140l wheeled bin for one or more of the waste types we collect (residual domestic waste, recycling or green waste). These will be collected on the same frequency as the standard service (see **Policy 1a**).

Policy 1c – Properties not suitable for the standard service: To qualify for an exemption from using wheeled bins you must meet one or more of the following criteria:

- i. All the adults living in a property have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin and are therefore not able to use the **assisted collection service**.
- ii. There is no reasonable rear or side access and the useable front area is too small to accommodate the bins.
- iii. The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins.
- iv. The bins would have to be wheeled through the house to the collection point.
- v. It is impractical to pull wheeled bins out for collection e.g. a considerable distance.
- vi. The household produces excessive quantities of offensive and hygiene waste
- vii. Any other exceptional circumstance as agreed by the Council.

Where properties have space for one wheeled bin, then a residual domestic waste bin will be delivered and collected fortnightly.

If your property meets at least one of the exemption criteria we will deliver you with 52 blue sacks for residual domestic waste and 52 clear sacks for dry recyclables every six months.

For the residual domestic waste service we will only collect blue sacks provided by Huntingdonshire District Council. If non-recyclable waste is presented for collection in other sacks/containers it will not be collected. No additional blue sacks will be provided between the quarterly delivery dates.

Excess recycling sacks are not provided. Customers can provide their own sack/liner which must be in a clear sack or bag so the waste can be identified. Excess recyclable waste put out for collection in black or dark coloured sacks will not be collected.

The collection frequency will be as detailed in **Policy 2**.

Policy 1d - Multi-occupancy properties (flat blocks etc.): Properties such as flat or accommodation blocks will normally be collected using communal 1,100l wheeled bins wherever possible. The number of bins provided will depend on the number of properties. Bins will normally only be provided for the collection of residual domestic waste and dry recyclables.

Where bins cannot be provided sacks will be delivered and provided. Residents will be provided with the same quantities of sacks as detailed in **Policy 3**.

Bins will be collected from the bin storage or other area as agreed by the Council and returned to the same location.

The frequency of collection from multi-occupancy properties will be as per **Policy 2**.

For multi-occupancy properties, where the bin is contaminated it will be rejected and not emptied. It will be the responsibility of the residents/managing agents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day. Only items detailed in **Policy 4** will be collected. No loose rubbish or sacks around the bins will be collected or any other items and it will be the responsibility of the residents/managing agents to remove or clear any such items. Where a bin is blocked in with loose rubbish/sacks it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day.

A limited number of flat blocks have chute collections which are collected twice per week. All waste must be put down the chute for collection and contained within the chute bags. Excess waste dumped around the collection area will not be collected.

Policy 1e – Mixed Domestic & Commercial Properties (Hereditament Properties): Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be provided with the standard service (**Policy 1a**) unless an exemption applies. The bins provided must not be used to dispose of business waste and anyone found using bins in this way may have them removed and may be subject to prosecution under the Environmental Protection Act 1990.

Policy 1f – Remote properties located on private roads/tracks and unadopted roads: In a small number of cases due to the access or the remote location of a property it may not be possible for residents to place bins near the public highway for collection. In certain circumstances a collection from a point on a private/unadopted road may be agreed subject to an inspection and the following conditions being met:

- i. **Road surface** – roads must be of sound construction with a suitable hard surface, free of large/deep potholes and obstructions which could cause damage or injury to vehicles or persons. The collection vehicle should be able to travel safely at 25 kmph along the road.

- ii. **Road width** – the minimum road width is no less than 3.5 metres with no obstruction from trees, shrubs etc. which could cause damage to the collection vehicle.
- iii. **Road length** – if there are a number of properties located down a road, then there should be passing places, suitable for a refuse collection vehicle (hard surface, not a verge).
- iv. **Height clearance** – the minimum clearance should be no less than 5.5 metres with no obstruction from overhanging branches, cables etc. which could cause damage to the collection vehicle
- v. **Turning area** – where a through road does not exist, a suitable turning area must be available to allow the collection vehicle to turn. The turning area should have a hard surface which is of a sufficient size to allow an 11.5 metre long collection vehicle to turn with no more than three manoeuvres and have sufficient space either side of the vehicles to safely turn in the dark. Our collection vehicles will not reverse onto a public highway in order to turn round.
- vi. There must be access for the collection vehicle. Any gates must be left unlocked and open as our crews will not open and close these when undertaking collections.
- vii. An indemnity will be required from the road owner/s so that the Council will not be liable for any damage due to wear and tear to the road surface which is unlikely to have been built to highway standard.

Where the conditions above cannot be met then the collection point will be where the private/unadopted road meets the public highway. If this location is not suitable for wheeled bins, then alternative collection arrangements may be made, such as a sack collection or a communal collection point if there are a number of properties located on a private/unadopted road.

In some circumstances a collection point part of the way down a private/unadopted road may be used if the above criteria can be met at that point.

For assisted collection customers the above criteria will still apply, however alternative collection methods such as sacks will be considered to make collections easier for the resident if the collection vehicle is not able to travel the full length of the road.

In adverse weather conditions where our crews are concerned regarding visibility of the road e.g. due to snow cover or icy conditions where they feel the vehicle may slip off the road then we will suspend collections to such properties. Waste will need to be placed on the public highway for collection, or it will be collected on the next scheduled collection day if conditions have improved.

Policy 2 – Frequency of Collections

The following collection frequencies will apply:

Policy	Service	Collection Frequency
1a	Standard Service	Alternate weekly
1b	Provision of smaller bins	Fortnightly
1c i	All the adults living in a property who have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin and are therefore not able to use the assisted collection service	Fortnightly
1c ii	There is no reasonable rear or side access and the useable front area is too small to accommodate the bins	Fortnightly
1c iii	The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins	Fortnightly
1c iv	The bins would have to be wheeled through the house to the collection point	Fortnightly
1c v	It is impractical to pull wheeled bins out for collection e.g. properties located a considerable distance from the highway	Fortnightly
1c vi	The household produces excessive quantities of offensive/hygiene waste	Fortnightly
1c vii	Any other exceptional circumstance as agreed by the council	To be agreed
1d	Multi-occupancy properties	Weekly (residual domestic waste) Fortnightly (dry recycling waste)
1e	Mixed domestic/commercial properties (hereditament properties)	Fortnightly
1f	Relevant collection frequency for the type of service provided (bins or sacks)	As per the service provided

Site visits may need to be carried out in some cases to agree frequency and method of collection.

Policy 3 – Number of Wheeled Bins and Sacks Provided

Service Type	Container type	Standard provision	Provision of extra receptacles
<i>Residual domestic waste</i>	Grey wheeled bin	1 x 240l bin	No further receptacle provided unless the criteria is met for an additional bin (see Policy 7b).
<i>Residual domestic waste</i>	Blue sack	52 sacks per six months	No further sacks provided and waste presented in non-HDC sacks will not be collected.
<i>Dry recycling</i>	Blue wheeled bin (please note some areas still have green bins for dry recycling waste)	1 x 240l bin	2 additional 240l bin provided on request.
<i>Dry recycling</i>	Clear sack	52 sacks per six months	Excess waste can be put out by residents who may use their own clear sacks (as long as the waste is clearly visible) for any additional recycling.
<i>Green waste and food waste</i>	Green wheeled bin	1 x 240l bin	2 additional 240l bin can be provided on request (subject to an annual charge).

Policy 4 – Materials Allowed in Wheeled Bins & Sacks

Grey Residual Domestic Bin & Blue Sacks	Blue Recycling Bin (Green in some areas) & Clear Sacks	Green Recycling Bin
<ul style="list-style-type: none"> • Plastic waste (except plastics allowed in the recycling bin) • Nappies and sanitary products • Polystyrene • Broken toys • Ash – this must be contained within a bag/sack • Cat litter & dog faeces – only a small amount which must be wrapped • Any items which cannot be put in the blue and green recycling bins unless prohibited (see below) 	<ul style="list-style-type: none"> • Newspapers and magazines • Junk mail and flyers • Envelopes • Holiday brochures • Directories • Cardboard • Packaging Card • Egg boxes (cardboard only) • Milk, Juice and Squash cartons • Plastic bottles • Plastic yoghurt pots • Plastic margarine or spread tubs, ice cream tubs • Plastic trays from chocolate & biscuit boxes, meat, vegetables and fruit • Plant pots (clean) • Plastic bottle tops, lids and triggers • Plastic packaging – cling film, bread bags, bubble wrap • Carrier bags • Sandwich packets • Plastic cream, custard pots, soup pots, instant noodle pots • Plastic tubs for dishwasher & laundry tablets • Cans, tins & foil, biscuit and sweet tins • Glass bottles and jars • Jam jar lids • Aerosols 	<ul style="list-style-type: none"> • Grass cuttings & leaves • Untreated wood (i.e., no nails, paint or varnish) & sawdust • Flowers and weeds • Windfall • Prunings from hedges, shrubs & trees • Straw • Shredded paper (providing it's mixed with green waste) • Bread • Fish • Vegetable and fruit peelings • Meat • Bones • Dairy products • All cooked and uncooked food • Tea bags and coffee grinds • Compostable paper liners for food waste • Cold ashes only when mixed with other compostable waste (please wrap ash in a paper bag or newspaper if you have no other compostable material in your bin) • Small amounts of soil (please see Appendix 2 for clarification)

Policy 5 – Items Prohibited from Wheeled Bins & Sacks

Grey Residual Domestic Bin & Blue Sacks	Blue Recycling Bin (Green in some areas) & Clear Sacks	Green Recycling Bin
<ul style="list-style-type: none"> • Dry recyclables and compostable organic waste (that is accepted in the blue or green recycling bin) • Hot ashes • Car parts • Builders rubble & soil • Corrosive materials and liquids such as oil and paint • Fluorescent tubes & low energy light bulbs • Electrical and electronic equipment • Pesticides 	<ul style="list-style-type: none"> • Black sacks (with or without recyclable waste in them) • Textiles (clothes, bedding, duvets etc.) • Food waste • Polystyrene • Broken toys • Nappies 	<ul style="list-style-type: none"> • Green waste or food waste contained in any type of plastic bag • Any type of degradable & biodegradable bag/sack (including corn starch bags) • Garden items such as plastic flower pots & trays • Any items that should be in the recycling or residual domestic bin • Soil (large amounts of) • Stones, hardcore & rubble

Policy 6 – Collection Arrangements

Policy 6a - Collection Day & Time: Details of your day of collection can be found here www.huntingdonshire.gov.uk/bins. Additional garden bins will be collected on the same day as your 1st garden bin.

The bins/sacks must be available at the collection point by 6.30am on the day of collection.

Waste must not be placed out for collection before 6pm on the day before collection.

Policy 6b - Collection Point for Wheeled Bins & Sacks: The waste should be presented at the edge of a resident's property, where the premise meets the public highway. If properties are located down a private driveway then the bins must be presented where the private access road/driveway meets the public highway.

In a small number of cases due to the access or location of a property it may not be possible for residents to place bins near the public highway for collection. Each case will be looked at on an individual basis to agree a suitable location point. Where the collection vehicle has to travel over a private road/drive we will require an indemnity from the owner/s that we will not be liable for any damage due to wear and tear to the road surface which is unlikely to have been built to highway standard.

Policy 6c - Return of Bins: Bins will be returned to the collection point where possible or another safe place within a reasonable distance to the property and should be removed by the householder as soon as reasonably possible after collection has been made.

Where a bin store has been provided the bins will be returned to the bin store wherever possible.

Policy 6d - Excess Waste & Side Waste

Grey Residual Domestic Bin & Blue Sacks	Blue Recycling Bin (Green in some areas) & Clear Sacks	Green Recycling Bin & Paper Sacks
Excess waste beside or piled on top of the grey residual domestic wheeled bin will not be taken and a rejection hanger left on the bin. Persistent excess waste may result in an officer visit to advise on management of waste and could ultimately result in legal action being taken against the householder.	Additional recycling materials for the blue bin will be collected as long as these are contained in a clear sack/bag or cardboard box. Any excess waste put out for collection in black or dark coloured sacks will not be collected. Please do not use your own recycling boxes only the wheeled bins provided by HDC.	Excess waste will not be collected with the exception of real Christmas trees which should be cut down to the same size as the wheeled bin and left separately.

Policy 6e – Bin Lids: Wheeled bins will only be collected if the bin lid is closed otherwise it will not be emptied. This is to limit the potential for waste to fall or blow out of the bin when it is being lifted by the bin lift.

Policy 6f – Rejected Wheeled Bins and Sacks because of Contamination:

Where wheeled bins are found to be contaminated, residents will be notified by means of a hanger placed on the relevant bin or sack (if possible) requiring them to remove the offending material and dispose of it in a responsible manner.

For garden waste bins and dry recycling bins where 1-2 small litter items (e.g. crisp packet, drinks can, cigarette butt) have been dropped on top of the bins contents, the bin will either be emptied or the contaminating item removed and placed in a bag which will be tied to the bin for the resident to dispose of appropriately. For larger amounts of contamination or other items obviously not litter related the bin will not be emptied until the offending material has been removed and they will be collected on the next scheduled collection day. We will not return to empty the bin or collect the sack before the next scheduled collection date where they have been rejected in these circumstances. A flow chart showing the process is included at Appendix 1.

Policy 6g – Repeated contamination of recycling and garden waste bins:

Where a resident repeatedly contaminates a recycling or garden waste bin then the Council may remove the bin. Before removing the bin the Council will contact the resident and provide details of the ongoing contamination and if required undertake a site visit to provide information on the waste collection service and allow the resident time to resolve the issues. This will be deemed to be the '**first yellow card warning**' which will consist of a letter advising on what you need to do to ensure your bin is emptied. If further ongoing contamination occurs then a '**second yellow card warning**' will be given. An officer will arrange a visit to undertake a waste audit and provide advice. If further contamination occurs then a '**red card**' will be given and a suspension from the service will be implemented. No additional capacity will be provided for waste collection if a bin is removed.

Policy 6h - Missed Collections: We will only return for missed collection bins in the following circumstances:

- The bin or sack was placed out before 6.30am on the day of collection.
- The right collection point was used.
- In the case of assisted collections there was access to get the bin (e.g. gate) was unlocked.
- A rejected sticker/hanger has not been put on the bin.
- A crew report has not been received regarding the bin e.g. heavy, excessive waste.

A missed collection must be reported within 3 days of your normal day of collection. Any missed collections reported after this time will not be collected until the next scheduled collection day unless there are exceptional circumstances. In this instance if the bin has been genuinely missed and the resident cannot store all their waste until their next collection day they will be sent HDC sacks so they can manage until their next collection.

Missed collections reported within the timescales above will be collected within 3 working days of a report being received.

Policy 6i - Assisted Collections: Assisted collections are available to anyone with a disability or mobility problem where no-one in the household is able to take the bins to the normal collection point (see **Policy 6b**). The collection team will collect the waste or recycling from its normal storage point, empty the container and return it back to the householder's storage point.

The bins/sacks must be easily accessible for the crews, gates left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. Please ensure there are no overhanging branches or shrubs as we may be collecting in the dark. Wherever possible the bins should be stored at the front of the property to enable easy collection.

Where a property on an assisted collection is located a long way from the public highway on a private driveway/road we may require an indemnity from the owner/s of the road to enable our vehicle to access the property where it is not suitable for our crews to walk to collect the waste.

Checks will be carried out by the Council on resident's suitability for the collection and evidence requested from the householder. Failure to provide such evidence will lead to this service being withdrawn. Any change in circumstance must be notified to the Council as soon as possible.

Policy 6j - Frozen Green Waste Bins: When green waste is frozen in the bin, if the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The lid of the bin will be left open to indicate the crew have tried to empty the bin. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection. This includes additional garden waste bins for which an annual fee has been paid.

Policy 6k – Overweight & Overloaded Wheeled Bins and Sacks: Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of the bin, then it will be left unemptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override.

When collecting sacks the employee will assess the weight of the bag. If this is too heavy to carry safely to the vehicle, the bag is likely to split or the employee cannot safely lift it into the vehicle it will not be collected.

Where any bin or sack is found to be too heavy the householder will be required to remove sufficient material from the bin and dispose of it in a responsible manner.

Once sufficient weight has been removed, the bin or sack should be presented on the next scheduled collection date. We will not return to empty the bin or collect the sack before the next scheduled collection date.

Overloaded bins could result in the whole content of a bin not being emptied. If any of the waste does not empty when lifted by the vehicle mechanism the remaining contents will be left. Residents should ensure the waste is loosened within the bin when presenting it for collection.

Policy 7 – General Wheeled Bin Policies

Policy 7a - Ownership of Wheeled Bins & Sacks: All wheeled bins and sacks provided remain the property of the Council and should be left at the property when moving out with the exception of any additional bin provided for residual domestic waste or chargeable 2nd garden bin. These bins should be taken with you if you are moving to a property in Huntingdonshire. Please ensure the bins are empty before moving them. You must notify us of your change of address otherwise the bin may not be emptied. If you are moving out of Huntingdonshire you should notify us so we can collect the additional domestic and/or chargeable garden bin.

Wheeled bins and sacks provided must only be used for the collection of waste and recycling.

The householder is responsible for keeping the bins and sacks safe whilst they are on their property and to protect them from misuse. The Council will charge for the replacement of any wheeled bin that has been misused.

Policy 7b - Additional Bins for Residual Domestic Waste: All households will be provided with a 240l capacity bin. Residents can request one additional grey residual domestic waste bin (140l) if they meet one or more of the criteria as follows:

- There are 6 or more permanent residents in the household and excessive residual domestic waste that cannot be recycled.
- There are 5 permanent residents in the household including children in full time nappies.
- There are 4 permanent residents in the household with more than one child in full time nappies.
- A resident in the household has special circumstances creating an unusual amount of waste to be produced on a regular basis.
- A household where a large quantity of offensive hygiene waste is being produced.

Residents that have a grey residual 140l domestic waste bin can request an upgrade to grey residual 240l domestic waste bin if they meet one or more of the criteria as follows:

- There are 2 permanent residents in the household including children in full time nappies.
- A resident in the household has special circumstances creating an unusual amount of waste to be produced on a regular basis.
- A household where a large quantity of offensive hygiene waste is being produced.
- They have moved from another property in Huntingdonshire where they had a 240l bin for residual waste and have left the bin at that property

All households that request additional capacity will have to complete a declaration as to how they meet the criteria. Checks will be made on any application and may include:

- A waste audit to ensure the household is utilising the recycling bins as much as possible. A second recycling bin may be provided before an additional residual domestic bin is provided if the waste is mainly recyclable.
- A check on the names listed permanently residing at the property.
- Site visits to ensure the information is still relevant.

Additional capacity is approved on the agreement that the household makes full use of the recycling service. We may carry out random spot checks to ensure this is being complied with.

If additional capacity is authorised due to babies in nappies then the maximum duration of the additional capacity period is two years. After two years the household will revert back to a standard 240l bin unless they then meet the criteria for the number of adults/children in the household or for some other exceptional reason.

Additional bins are supplied on a conditional basis, which will be reviewed periodically. If circumstances have changed, the additional bin will be removed.

Policy 7c - Stickers on Wheeled Bins: Only stickers provided by HDC will be allowed on bins, or stickers which residents use to identify their bin e.g. house number. No other advertising/promotional stickers will be put on the bins without the permission of the Council.

Policy 7d - Provision of Replacement Wheeled Bins:

From 1st April 2019 householders will be required to pay a £15 delivery charge for replacement wheeled bins. This charge is applied if your bin is lost, stolen or damaged beyond repair. The £15 covers the delivery of replacing 1 or all 3 bins

If you are moving into a property where the previous occupier has not left the bins, please contact us to arrange delivery of a set of bins – a delivery charge of £15 will be required.

Policy 7e - Stolen Wheeled Bins: In the event that a bin has been stolen householders should check with their neighbours and in the street once other bins have been removed before contacting us to request a replacement bin. The householder will not be able to request a replacement bin until three days after their collection.

Policy 7f - Lost & Damaged Wheeled Bins: If you suspect your bin has been lost please check the surrounding area before requesting a replacement bin.

Policy 7g - Sharing Wheeled Bins: If residents request to do so, then they may share bins with their neighbour if both are in agreement. One resident must claim overall responsibility for the bin as a bin can only be allocated to one address. It is the responsibility of the named householder if the bin is contaminated, misused or needs replacing.

Chargeable 2nd garden bins may be shared between properties, however the only one property will have overall responsibility for this and the full payment required. If payment is not received from that property the bin will be removed.

Policy 8 – Disruptions to Services (for Access or Environmental Reasons)

Policy 8a - Severe Weather: During severe weather we will:

- Continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a refuse collection vehicle to access a specific location/street has to be determined locally by the driver of that vehicle. Among key factors that apply are: road conditions, weather conditions, access past parked cars, risks to public and/or the crew.
- We will try to return and collect missed bins as soon as possible after the scheduled collection date. If this is not possible due to continuing bad weather conditions we may make alternative arrangements such as providing sacks to properties so they can store their waste until the next scheduled collection day.
- If significant disruption occurs we will update the Council's website with the information on what is happening and may decide to prioritise which services are caught up. First priority will normally be given to the residual domestic waste service.

Policy 8b - Access Issues: Where we have on a number of occasions attempted to gain access to a road but were unable to do so for reasons such as parked cars, roadworks, building works, road closures etc. we may make alternative arrangements such as the delivery of sacks to properties for residual domestic and dry recycling to enable households to have sufficient capacity to last until their next scheduled collection day.

Policy 9 – Offensive & Hygiene Waste: The Council does not offer a separate collection for low grade offensive and hygiene waste, i.e. non-infectious waste such as incontinence pads, nappies, feminine hygiene products etc. unless excessive quantities are produced. This waste should be double wrapped and placed in the non-recyclable (grey wheeled bin). Where a large quantity is being produced then the household may be eligible for an additional grey wheeled bin under **Policy 7b**.

Sharps must never be placed in the grey wheeled bin but disposed of in special sharps boxes as advised by the Clinical Commissioning Group.

Policy 10 – Clinical Waste (Infectious or Hazardous Waste): Patients producing infectious or hazardous waste must contact the Clinical Commissioning Group for the correct disposal procedure.

HDC only offer a collection service for dialysis waste and will only accept referrals from the Clinical Commissioning Group or dialysis nurse.

Policy 11 – Policies Relating to Additional Garden Bins, (more than 1 garden bin)

Policy 11a – Cost of Service: The charge for providing this service will be £50 per additional bin from 1 July to 30 June. If you join part way through the year the charge will be the same and only valid for collections until 30 June.

Policy 11b – Paying for the Service:

The preferred payment method is via an annual Direct Debit Payment taken on 1 July.

When requesting an additional bin for the first time, you will be asked to make a payment via a credit or debit card on the telephone. A direct debit mandate form will be sent out for completion ready for the next renewal period.

Policy 11c – Delivery of bins following receipt of payment: Bins will be delivered within 10 working days of receipt of payment.

Policy 11d – Number of additional bins allowed: Householders will be allowed two additional chargeable bins.

Policy 11e – Refunds: No refunds will be given once payment has been received for the year, even if the service is only used for part of the year.

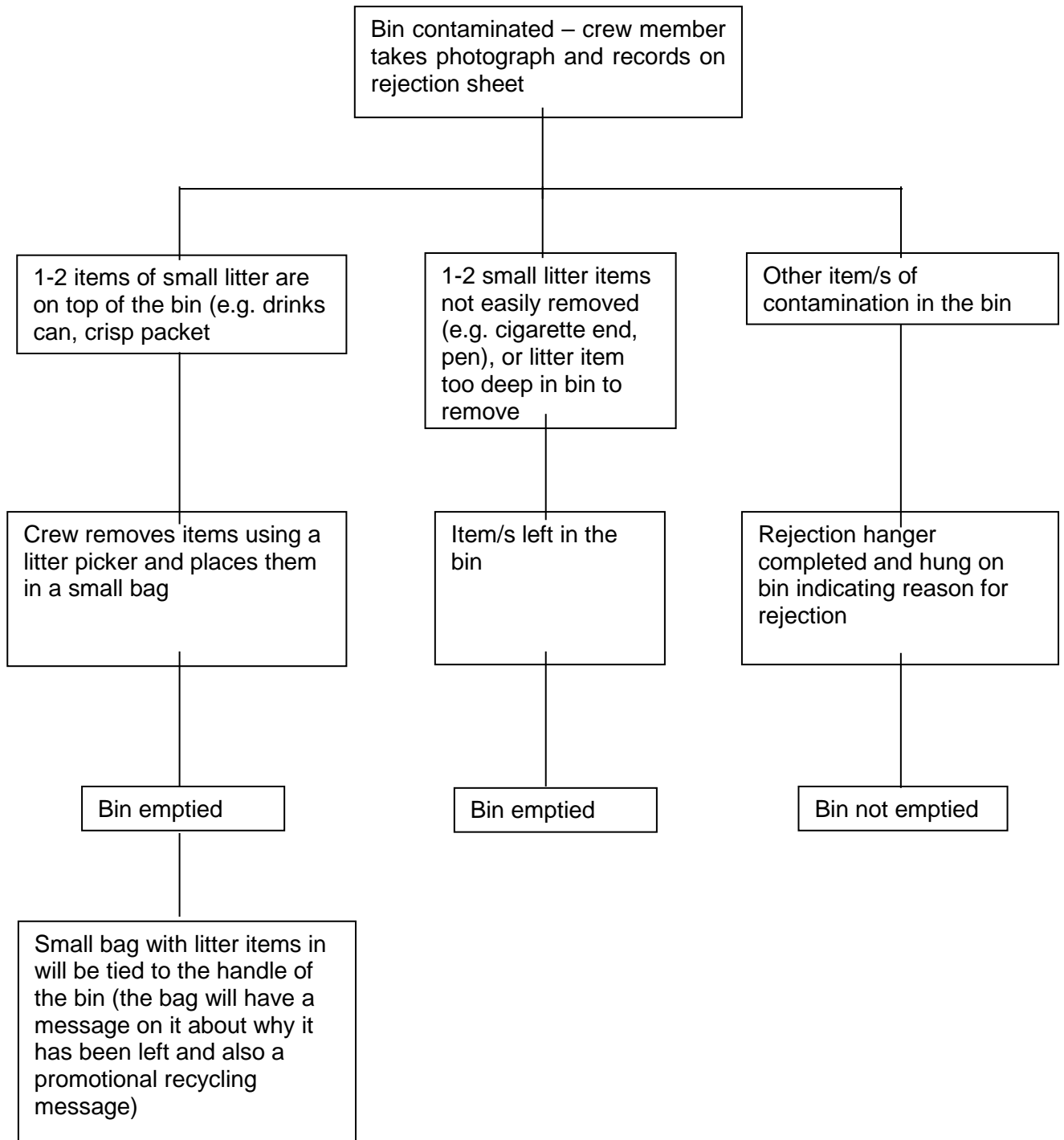
Policy 11f – Non-payment: If payment is not received for the additional then it will be removed.

Policy 11g – Exemptions from Payment: The only exemptions in relation to the charge for an additional garden bin will be in relation to schools where the bin is provided for use with a school allotment or garden for educational purposes.

Policy 11h – Bin Stickers: The resident must ensure the bin sticker provided is stuck to the lid of the bin. If the bin sticker is not on the bin it will not be collected and no re-collection will be made even if payment has been received.

Policy 11i – Missed Collections: No refunds will be given for missed collections. Missed collections must be reported in line with **Policy 6h** and re-collection will be arranged if you meet one of the circumstances described in the policy. If the bin sticker is not stuck to the lid of the bin, re-collection will not be arranged.

Appendix 1: Rejected Bin Flow Chart (Dry Recycling & Garden Waste Collections).



Appendix 2: Clarification of the Amount of Soil Accepted within the Green Bin

We can't get away from the fact that there will be an amount of soil within the green bins which has come from plant pots. The Council is happy to accept soil which is approximate to the size of an 8" plant pot. Any plant which is still within soil from any pot that is bigger will result in the bin being rejected. If it is clear that an attempt has been made to knock off the soil then please empty the bin

The images should give you a guide to how much soil is acceptable.



Acceptable amounts of soil



Unacceptable amount of soil

A large amount of turf is also unacceptable. If there are a few offcuts and the bin isn't too heavy to move, the bin can be collected