

WASTE COLLECTION POLICY 2025

Item	Policy Details
Collection of Waste Materials	<p>To provide a more efficient and effective waste collection service, and to maximise recycling and waste diversion from landfill, all residents are now required to place all recyclables—including dry materials, food waste, and garden waste—only in the appropriate bins provided by Council.</p> <p>ALL recyclables and food & garden waste collected by Council are banned from the residual waste (black) bin.</p>
Container Prices (new / replacement)	<p>Pricing Schedule – approved in November 2024 and updated for approval February 2025.</p> <p>Next review to be completed November 2025.</p>
Replacement of Damaged Bins <ul style="list-style-type: none"> • Black • Blue • Brown • Food caddy • Wheelie box 	<ul style="list-style-type: none"> • £33.00 (240L) & £27.50 (180L) • £17.00 • £17.00 • £3.00 • £17.00 <p>All bins will be replaced free of charge if they are within the 5-year warranty period, starting from either the date of receipt or the date of manufacture.</p> <p>After the 5-year period, residents will be charged for replacements in line with the annual waste collection charges set by Council.</p> <p>Council to allow the purchase of a replacement container at a discounted rate if the bin was lost/destroyed due to criminal activity. A crime number must be produced by the resident to receive the discounted rate.</p> <p>Reduced rate for residents who are aged 65 or over on receipt of proof of age.</p>
Requests for Additional Bins	Request for additional bins will be considered where -

Missed Collections	Council will collect any missed bins, if at fault, and try to do so within one working day of notification. Other 'missed' collections may be serviced at the discretion of the designated officer.
Waste Collection from Private or Unadopted Roads	Council will not collect waste containers on roads unless they have been adopted by the Department for Infrastructure. If Council Officers and our contractors are satisfied that the condition of the road(s) do not endanger Council employees/contractors or cause damage to equipment waste containers will be collected. In cases where Council is unable to provide a kerbside collection an alternative collection point will be designated.
Collection of Additional Bagged Residual Waste	Council will only collect additional bagged residual waste in exceptional circumstances at the approval of the designated officer.
Contaminated Materials	<p>Recycling bins and organic bins containing inappropriate materials will not be collected and the resident will be informed by a sticker, leaflet and/or letter. The resident will be informed that the recycling or organic bin will not be collected until the contaminated materials have been removed and in normal circumstances, the waste will not be collected until the next scheduled collection.</p> <p>In the case of kerbside wheelie box, contaminants will be left in the box.</p>
Bin Repair Service	A limited bin repair service will be provided by Council, when possible, with the rates to be agreed during annual review of waste collection charges in the pricing schedule.
Caddy Liners	Caddy liners will be provided free of charge to all domestic properties with delivery by collection crews twice per year; one roll per delivery. Additional liners will available at selected Council facilities, restricted to one roll per household. Residents who qualify for an assisted lift can request an additional roll which will be delivered by Council. Commercial users will be required to purchase their own liners from Council or alternative stockists.
Waste Collections from Charitable Organisations	Approved charity organisations will receive a free of charge collection service upon submission of the relevant charitable number and by approval of the designated officer. Charities will be required to cover the cost of any replacement containers.
Support in Kind Requests	Support in Kind applications to be submitted using the approved form. Council to assist in the provision of

	waste collection and disposal services. Requests of a value up to and including £1,000 will be assessed and approved by the designated officer with any requests over £1,000 requiring Council approval. Commercial events will not be assisted through this scheme.
Household Recycling Centres/Civic Amenity Sites	All permitted commercial waste to be directed to Bruslee Recycling Centre. Users will be required to register prior to use. Disposal of permitted materials will be at rates agreed during the annual review of waste collection charges in the pricing schedule.
Bulky Waste Collections	<p>Council will provide one free bulky waste collection per financial year. A maximum of three permissible household items can be collected through the Bulky Waste Collection Service from any residential address. A fee of £10 will be charged for any additional bulky waste collections with a maximum of three permissible items.</p> <p>The items for collection need to be itemised by the resident and presented as per Council requirements. The target for the collection of Bulky Waste items is 5 working days from the date of residents' request, however residents are advised it may take up to 10 working days and may be longer during busy periods.</p> <p>There are restrictions on the size of some household waste materials that can be collected free of charge for Health and Safety reasons and/or within the resources that are available to Council.</p> <p>The restrictions are listed below.</p> <ul style="list-style-type: none"> • If the household waste items are over the permitted condition/size/quantity (for example more than 15 minutes to carry out collection), then a designated officer will estimate the required collection resources and provide a cost from the rates as agreed during the annual review of waste collection charges in the pricing schedule. • Mixed general waste will <u>not</u> be collected and residents will be advised to use their kerbside waste collection containers or the Household Waste Recycling Centres. • Garden waste can be collected, however if the request is over the permitted condition/size/quantity, then a designated officer will estimate the required collection resources and provide a cost from the rates as agreed during the annual review of waste collection charges in the pricing schedule.

Items	Collection Requirements
Kitchens	Units must be broken up, bundled and tied. Whole carcasses are acceptable if broken up, bundled and tied. Full kitchen will not be collected.
Kitchen worktops/cornicing	Must be less than 4ft long.
Greenhouses frames only (all wooden)	Must be broken up to lengths less than 4ft long, bundled and tied. Nails and glass must be removed.
Window frames	Must be broken up to lengths less than 4ft long, bundled and tied. Glass must be removed.
Front doors	Full doors acceptable but no glass allowed.
Bathrooms	No glass. Sinks & toilets are allowed.
Baths	Fibreglass, tin, or steel baths can be lifted as one complete unit. Due to the weight, cast iron baths must be broken up. Council supervisors can advise if required.
Branches	Must be broken up to lengths less than 4ft long, bundled and tied.
Fire surrounds	Wooden surrounds only and must be broken up to lengths less than 4ft long, bundled and tied.
Furniture	Glass and mirrors must be removed.
Soft furnishings	Soft furnishings should be kept dry for collection.

	Storage heaters	All bricks must be removed.
	Metal bed	All beds must be dismantled.
	Radiators	All water must be removed and units must be less than 4ft long.
	Metal gates	Council staff will access and advise
	Garden fencing panels	Must be less than 4ft x 4ft with all nails removed or flattened.
	Garage "up and over" doors	Must be less than 7'6ft x 7'6ft. Council supervisors can advise if required.
	Garden shed	Council Supervisor to assess.
	Trees/ trunks/ roots	Council Supervisor to assess.
	Central heating boilers	Council Supervisor to assess.
	Metal posts	Council Supervisor to assess.
	Metal water tanks	Council Supervisor to assess.
	Back boilers	Council Supervisor to assess.