

PROPOSED WASTE COLLECTION POLICY 2024

Item	Policy Details
Collection of Waste Materials	In order to provide the most efficient and effective waste collection service that maximises waste diversion from landfill and recycling, residents will be required to put all recyclables, including designated dry materials, food and garden waste, ONLY into the receptacle provided by Council for that purpose. This will mean that ALL recyclables collected by Council are banned from the residual waste (black) bin.
Container Prices (new / replacement)	Pricing Schedule – approved in November 2023 and updated for approval February 2024. Next review to be completed November 2024.
Replacement of Damaged Bins <ul style="list-style-type: none"> • Black • Blue • Brown • Food caddy • Wheelie box • Home composters 	<ul style="list-style-type: none"> • £33.00 (240L) & £27.50 (180L) • £16.50 • £16.50 • £3.00 • £16.50 • £10.99 <p>All bins replaced free of charge when within 5-year warranty period from the date of receipt or date of bin manufacture. Thereafter resident charged as per the prices agreed during annual review of waste collection charges.</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 in order 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 <ul style="list-style-type: none"> • Black 	Request for additional bins to be considered where - <ul style="list-style-type: none"> • 6 or more people permanently reside in the property • There is a medical condition • There are 2 people in nappies in the household.

<ul style="list-style-type: none"> • Blue • Brown • Food bucket • Food caddy • Wheelie box • Home composters 	<p>Residents to make an application through completion of the Collection of Additional Household Waste form. If the application is approved by the designated officer, additional waste collection capacity will be supplied free of charge by Council. The need for an additional collection capacity will be reviewed every 24 months.</p> <ul style="list-style-type: none"> • Up to 4 cost as agreed in review of waste collection charges; • Up to 4 cost as agreed in review of waste collection charges; • Up to 4 cost as agreed in review of waste collection charges; • Up to 2 cost as agreed in review of waste collection charges; • Up to 4 cost as agreed in review of waste collection charges; • Up to 4 at £10.99 each.
<p>Second-hand Black Bins</p>	<p>Second-hand black bins will be offered, if available, at a rate agreed during annual review of waste collection charges in the pricing schedule. Second-hand black bins will be supplied without warranty. Second-hand 240L black bins will not be provided in areas operating the wheelie box system, although a second hand 180L bin may be provided if available.</p>
<p>Requests for Assisted Collections</p>	<p>Customers to submit assisted collection request form for consideration/approval by the designated officer. If approval is granted, staff will carry out a risk assessment at the household to ensure the service can be safely provided. The need for an assisted lift will be reviewed every 24 months.</p>
<p>Presentation of Waste Containers</p>	<p>Households will be provided with suitable waste collection containers as stipulated by Council. In order to assist Council in providing an efficient and effective waste collection service, householders will be requested to comply with the following conditions:</p> <ul style="list-style-type: none"> • Leave the appropriate bin or box out by 7:00am on the day of collection; • Lids must be fully closed; • Bin handles should be turned out towards the roadside; • Containers must be in good working order including wheels, axles, lids, handles, etc; • No side waste will be collected.
<p>Missed Collections</p>	<p>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.</p>

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	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. In the case of kerbside wheelie box, contaminants will be left in the box.
Bin Repair Service	A 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 and schools with delivery by the collection crews upon request via a red tag/liner tied to handle or available at selected Council facilities. 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

Council will lift a maximum of three permissible household items per collection through the Bulky Waste Collection Service from any residential address. 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.

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. The restrictions are listed below.

- 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 not 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.
Kitchen worktops/cornicing	Must be less than 6ft long.
Greenhouses frames only (all wooden)	Must be broken up to lengths less than 6 ft long, bundled and tied. Nails and glass must be

	removed.
Window frames	Must be broken up to lengths less than 6 ft 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 6 ft long, bundled and tied.
Fire surrounds	Wooden surrounds only and must be broken up to lengths less than 6 ft long, bundled and tied.
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 6ft long.
Metal gates	Must be less than 6ft x 6ft.
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.