

Waste Services Contract

Domestic Recycling and Waste Collection Policy and Procedure Statement - New Service: Tonbridge & Malling Borough Council

The purpose of this Statement is to set out the Council's Recycling and Waste Collection Service Policies and Procedures for the new service being introduced on 30th September 2019.

The Council provides a separate weekly collection of food waste alongside a fortnightly collection of residual waste for the majority of domestic households within the borough, and an alternate weekly collection of dry recyclables, textiles, batteries and small Waste Electrical and Electronic Equipment (WEEE) and an optional, charged for, garden waste service.

The following policies and procedures are covered by this document:-

1. The Council's Collection Commitment
2. Standard Household Collections
3. Containers
4. Property Suitability for Wheeled Bins
5. Collection Point from Individual Properties
6. Assisted Collections
7. Side Waste
8. Additional Refuse and Recycling Capacity
9. Replacement or Broken Containers
10. New Property Developments
11. Clinical Waste Collection
12. Bulky Waste Collection
13. Missed Collections
14. Acceptable/Unacceptable Materials
15. Misuse of Containers & Enforcement Action
16. Schedule 1 Collections
17. Unadopted Roads

The Environmental Protection Act (1990) is the principal legislation that defines the roles and responsibilities of borough and district councils as waste collection authorities.

1. The Council's Collection Commitment

- i. The Council is committed to providing waste and recycling services, which are good value for money, responsive and which meet the needs of our residents.
- ii. This means the Council will:
 - explain clearly what services residents can expect to receive;
 - provide a reliable collection service;
 - design services responsibly and carry out collections in a way that

- minimises litter;
- collect as many materials for recycling as possible and explain to residents what happens to them;
- clearly explain service guidelines;
- tell residents in good time if changes need to be made to services;
- respond quickly and positively to complaints.

2. Standard Household Collections

- i. Recycling and waste will be collected on the same day every week. Food waste will be collected weekly, recycling and residual waste will be collected on alternate weeks.
- ii. Collections will be made on Bank Holidays. Exceptions over the Christmas and New Year period will be advised via a collection calendar, or other notification mechanisms. Services may be suspended in exceptional circumstances such as bad weather when notification will be provided via the Council's website and social media channels.
- iii. Food waste will be collected separately from recycling and refuse materials and stored in a separate compartment on the collection vehicle.
- iv. Garden waste will be collected fortnightly from residents subscribing to the service and may be collected on a different day to the other services. Separate collection calendars will be provided to households subscribing to the service.
- v. Textiles such as unwanted/worn out items of clothing and paired shoes, will be collected for recycling fortnightly in an average size carrier bag placed alongside the green lidded recycling bin on collection day. These are collected on the same day as the recycling bin and stored in a cage under the vehicle.
- vi. Small waste electrical items such as hairdryers and toasters will be collected for recycling fortnightly in an average sized carrier bag placed alongside the black refuse bin on collection day. These are collected on the same day as the refuse and stored in a cage under the vehicle.
- vii. Household batteries will be collected for recycling fortnightly in a clear plastic bag placed on top of the lid of the recycling bin. These are collected on the same day as the recycling bin and stored in a cage under the vehicle.
- viii. All recyclables and waste, including food waste, must be presented at the point of collection by the householder no later than 7.00 am on the scheduled day of collection or as otherwise notified by the Council.
- ix. The refuse and recycling collection calendar will be publicised twice per

year and residents will receive a new leaflet and calendar should their collection day change.

3. Containers

- i. **Standard collection** arrangements: all properties suitable for wheeled bins will use:
 - 1 x 240 Litre (L) black wheeled bin for refuse, (in the future it is the Council's intention to move to 180 litres for residual waste to encourage recycling);
 - 1x 240 L green lidded wheeled bin for recyclables (cans, plastics, glass bottles and jars, juice, milk or soup cartons);
 - 1x 5L grey kitchen caddy for use within the home for food waste;
 - 1x 23L black and orange external food bin for presentation of cooked and uncooked food waste for collection. The external food bin has a locking lid to prevent spillages; and
 - 1 x 55L green box – for the presentation of paper and cardboard for collection.
- ii. All properties NOT suitable for a wheeled bin service will receive 52 black sacks for residual waste each year and 60L reusable bags for recycling. The existing green 55 litre box will be used to present paper & card and residents will also receive a 23L food bin for a weekly collection. This enables participation in the new service and therefore these properties will receive alternate weekly collections of recycling and residual waste. Properties unable to store/present a food waste bin will remain on weekly sack collections and receive 104 refuse sacks annually.
- iii. Where a property is only able to accommodate one wheeled bin, the Council will provide a 240L refuse bin (fortnightly collection), a 23L food bin (weekly collection) a green box for paper and cardboard (fortnightly collection) and a re-usable 60L bag for dry recycling (fortnightly collection).
- iv. All containers will remain the property of the Council and will be provided free of charge.
- v. It is the resident's responsibility to maintain the cleanliness of the containers and to report any defects to the Council.
- vi. Containers must not be used for any form of advertising.
- vii. **Communal Containers:** Communal properties including flats will, where space allows, be provided with a bin or bins of appropriate size and being identifiable for recycling and residual waste (and will not receive sacks). Communal recycling and food waste collections will be assessed on an individual basis by Council staff and will be introduced wherever possible. If the recycling is contaminated on a regular basis, the recycling service

may be withdrawn.

- viii. Where a weekly food waste collection can be provided, the presumption will be that residual waste collections will be made on alternate weeks to the recycling collection. Communal properties that are unable to accommodate food waste collections will remain on weekly collections.
- ix. **Garden Waste Containers:** The Council will provide, on payment of the annual subscription charge, a 240 litre brown wheeled bin for the fortnightly collection of garden waste. All containers will remain property of the Council. Refer to Garden Waste Terms and Conditions for full details.
- x. Those properties classed as Exempt Properties i.e. properties unable to accommodate wheeled bins will be encouraged to consider options for garden waste such as home composting. These households will be able to subscribe to the garden waste service and receive 3 x 90L reusable green hessian sacks.

4. Property Suitability for Wheeled Bins

- i. The following criteria will assist the Council in determining the best service solution if the use of a wheeled bin is in doubt i.e.
 - no place to put the wheeled bin;
 - there is a place at the front of the property but it will cause an unacceptable obstruction to access and egress from the premises onto the highway;
 - there is a suitable storage space at the rear of the property but there is no way of wheeling the bin to the point for collection, for example, the only access is through the house;
 - there is no rear access and where the front area is of a size less than 5 square metres or there will be an unacceptable obstruction on the highway;
 - there is an excessive number of steps in a single flight e.g. 3 or more steps;
 - the distance required to manoeuvre the bins from the collection point to the collection vehicle is considered to be unreasonable, usually more than 10 metres;
 - there is no reasonable access for the refuse collection vehicle with bin lifting equipment; or
 - where there is a purpose-built bin storage cupboard located at the front of the property and is not large enough to cope with a wheeled bin or bins and has no outside space suitable for wheeled bins.
- ii. If it can be demonstrated that the use of wheeled bins is impractical the following will be offered to the resident:-
 - Black sacks (52 per year) for residual waste and 60 litre re-usable hessian bags for recycling, a 55L recycling box for paper and cardboard and a 23 litre food waste bin and kitchen caddy.

- Black sacks and recycling collections will operate on an alternate weekly basis in line with the rest of the borough.
- Properties unable to store or present a food waste bin will remain on weekly sack collections and receive 104 refuse sacks annually.

5. Collection Point from Individual Properties

- i. The normal collection point for all contained recycling and waste (whether in wheeled bins, food bins, boxes or bags) will be at the boundary of the property nearest to where the collection vehicles pass, with the exception of clinical waste which may be collected from an alternative collection point as agreed by a Council Officer.
- ii. Where a variation from the normal collection point is required (e.g. at the side or rear of the property, at the end of a rear access, at the nearest adopted highway) the occupants of the property concerned will be notified. The Council's decision as to where containers are to be presented for collection is final in line with its right to serve notice of a designated collection point under the terms of the Environmental Protection Act 1990 (Section 46).
- iii. Back alley collection will only be made in the most exceptional circumstances. In such cases a communal collection point will be considered in the first instance. Where this applies, containers will need to be labelled by the residents with their property name or number and placed out for collection at the designated point or storage area. The containers will need to be returned back to the properties by the residents as soon as possible after collection.
- iv. The collection point will be located no further than 10 metres from where the vehicle passes. This policy will be applied to all new developments, and may be applied to existing properties if risk assessments show the need for revised collection practices.
- v. For example, in the instance of shared driveways, the presentation point of the container should be at the boundary of each individual property where it meets the public highway, so long as this point is not further than 10 metres from the road which the collection vehicle uses to service those properties.
- vi. Wheeled bins and other collection containers must not be left on the public highway at any time other than for collection. Where wheeled bins are left on the public highway before or after collection in such a way as to cause an obstruction to pedestrians, the householder will be contacted and advised to remove the bin(s) from the highway. Enforcement action will be considered if householders repeatedly obstruct the highway with their wheeled bin(s) and other collection containers.

6. Assisted Collections

- i. In situations where all occupiers are physically unable to place their own refuse or recycling containers at the boundary, assisted collections will be offered. The recycling and refuse containers will be collected from an agreed storage point (no more than 10 metres from the highway, unless in exceptional circumstances). A Council Officer or Contractor visit may be required to carry out a risk assessment.
- ii. The following information may be requested:
 - the reason for the request;
 - medical confirmation of condition;
 - if there is anyone else, such as carers or regular visitors in the household, who can move the containers to the boundary and back; and
 - the location from where the containers are to be collected and returned to in order to identify any potential risks i.e. steps, locked gates etc.
- iii. Given that the number of properties receiving assistance impacts upon the efficiency and effectiveness of the collection service, and that there is an acceptance that households change ownership over time or individual residents circumstances change, an annual review of the Assisted Collections list will be undertaken by the Council to confirm that the arrangements are still required.

7. Side Waste

- i. "Side Waste" means excess residual or other waste materials from the household, left alongside the wheeled bin (or other container) or which prevent the lid from closing.
- ii. Residual side waste should not normally occur if the household is fully utilising all the recycling services offered to them. Additional residual waste will not be collected.
- iii. Side waste of recyclable material will be collected with the recycling container on the appropriate collection days (excluding garden or food waste), provided it is suitably contained (recycling box, cardboard box, open carrier bag) and not in refuse sacks.
- iv. Due to the nature of the waste, food side waste should not be presented next to the external food waste caddy. Additional food bins will be provided on request.
- v. All side waste is the responsibility of the householder and must be presented as above or properly disposed of by the householder.
- vi. Small electrical items, batteries and textiles are not defined as side waste and will be collected when appropriately contained on the correct day.

8. Additional Refuse and Recycling Capacity (excluding garden waste)

- i. If a householder requests additional recycling capacity because they are utilising the recycling container to its full capacity, an additional container may be provided on application.
- ii. A “larger” household can apply for an additional wheeled bin for non-recyclable refuse, which may result in additional capacity being agreed. A “larger” household is defined as one where there are six or more people in permanent residence or where a medical condition results in additional refuse. A visit may be made by a Council Officer to assess the situation
- iii. Where a household of five or fewer people reports that they have insufficient capacity to store non-recyclable refuse in a standard black wheeled bin, the Council will enquire into any medical conditions etc. and if not applicable give recycling advice. A visit may be made by a Council Officer to assess the situation and carry out a waste audit.
- iv. The Council Officer will seek to establish the extent to which the householder is currently recycling. If the householder is fully utilising the recycling facilities provided but can still demonstrate a shortfall in their bin capacity, an additional black wheeled bin may be provided for refuse.
- v. Where the Council Officer deems that a household is not making full use of the recycling collection services they will not be given an additional/larger refuse wheeled bin and any resulting side waste will be the responsibility of the householder to dispose of themselves.
- vi. Where capacity is exceeded due to cat litter or pet waste additional storage capacity will not be provided. Council Officers will provide advice to householders on an individual basis as to alternative methods of treatment and disposal.
- vii. Additional food waste bins will be provided on request. Up to two additional garden waste bins will be provided when each bin is paid for on subscription.
- viii. A review of households with larger or additional bins will be carried out by the Council annually to determine whether the household is still eligible for the larger/additional bin. Householders are encouraged to notify the Council where they no longer need, or qualify, for the larger or additional bin.

9. Replacement or Broken Containers

- i. All containers provided by the Council remain the property of the Council and where containers are damaged, stolen or lost, it is recognised that there will be a need to consider each request for a replacement on an individual basis. Replacement containers for

individual properties will be provided by the Council to ensure that they fully comply with the Council's specification. The following general criteria are considered reasonable and should be applied in most circumstances.

- ii. For wheeled bins or other containers that have been damaged or lost, the Council will provide a replacement container or repair that meets the Council's specification for wheeled bins, boxes, food bins or re-usable garden waste sacks. If this is the fault of the householder the Council may re-charge the cost of provision.
- iii. The Council may issue clean, used bins to households as a replacement.
- iv. In the event that the occupancy of a property changes, all containers provided by the Council should be left at the property for the use of the incoming residents. For Garden Waste bins please see *Garden Waste Terms and Conditions*.
- v. Containers that have been damaged or lost in the collection vehicle or during the collection process as a result of mis-handling or misuse by the collection staff, excluding any damage caused as a result of prohibited waste being placed in the bin, will be the responsibility of the contractor.
- vi. In circumstances where the bin is reported as having been 'stolen', the Council may request a police incident log number (non-crime reference number). The Council will provide a replacement container of the type stolen, if subsequent bins are reported as lost or stolen the Council may re-charge the cost of provision to the householder.

10. New Property Developments:

- i. Landlords have a responsibility to remove and dispose of waste caused by lettings under the Environmental Protection Act 1990. Failure to do so can result in prosecution. Landlords must advise tenants about the waste facilities provided by the Council, and must encourage their tenants to recycle waste. Where tenants exceed their waste allowance, the landlord must ensure that the tenant uses a private waste collection contractor to remove any excess waste. Any waste produced by a contractor carrying out maintenance of a property is the responsibility of the landlord who must ensure the waste is removed in line with regulations.
- ii. The Council will not be held liable for excessive wear and tear, sinking or shifting of block or brick, or any other road surfaces as a result of its contractor's vehicle movements during the provision of the collection services and necessary movements related thereto.
- iii. Reversing refuse trucks can be hazardous so where possible, the road layout should include sufficient space for vehicles to drive in and turn

around keeping reversing manoeuvres to a minimum. Appropriate overall turning areas for refuse trucks is 22.5m and 4.5m height allowance must be designed into the development.

- iv. **Houses:** All collections are made from the front boundary of the property. Sufficient space should be allocated to allow space for storage and presentation of:
 - 1 x black refuse bin (up to 240 litre);
 - 1 x green lidded recycling bin (240 litre);
 - 1 x black & orange food waste bin (23 litre)
 - 1 x 55L green recycling box.
- v. The majority of residents in households with gardens will want to opt into the garden waste service, and therefore space should also be allocated to accommodate an additional bin.
- vi. The boundary (point of presentation) should be as close as possible to where the vehicle passes but no more than 10 metres from vehicle to collection point.
- vii. All houses are required to have an individual collection and must not be provided with communal collection arrangements unless otherwise agreed with the Council or specified by it.
- viii. **Flats** are generally serviced by communal bin stores. Details of the container specification will be provided on request to the Council.
- ix. Bin stores must be large enough to accommodate and manoeuvre sufficient 1100 litre refuse Eurobins for the number of dwellings in each block.
- x. Space must be allocated and all bins must be distinctly labelled and/or coloured for recycling in accordance with the Council's container specification.
- xi. Space must be allocated for a communal food waste collection in accordance with the Council's specification and the number of dwellings.
- xii. The immediate area outside the bin store should be level with the road, should not include an incline and the installation of a drop-kerb where necessary is mandatory. Car parking spaces should not be allocated immediately in front of the access to the bin store.
- xiii. The distance from bin store to vehicle should be no more than 10m where the development is a mixture of houses and flats and bin stores are used. It is a requirement that an FB1 or FB2 key arrangement or FB1 padlocks only are fitted.
- xiv. Communal Bin store guidance

Above ground stores to conform to BS5916 (1980) and must be:

- easy to clean;
- vermin proof and fire proof;
- of adequate height to lift lid of bin;
- allow all bins to be easily accessed and used by residents;
- allow wheeled containers to be withdrawn horizontally over a hard surface with no trip hazards;
- have drop kerb provision, close to the roadside;
- allow sufficient space for each bin to be maneuvered to and through the door without the need to move other bins for access;
- provide a minimum clearance of 500 mm width through any doorway over and above the largest bin size;
- have artificial lighting; and
- not to be used for any purpose other than the storing of bins.

11. Clinical Waste Collections

- i. The Council provides a separate clinical waste collection service for the collection of infectious waste, sharps (needle) waste, cytotoxic waste (medical, chemical, contaminated, biological waste) to householders, upon request from a District Nurse or Medical Practitioner.
- ii. The Council will supply compliant sacks/receptacles of a colour appropriate to the method of disposal to households when starting the clinical waste service. The health care professional should supply an initial sharps container and the Council will provide a replacement 5/7 litre container upon collection.
- iii. The Council will collect child and adult disposable nappies within the residual waste service as this does not require clinical waste disposal, additional capacity may be approved upon application. All clinical waste contained in the correct containers shall be removed from an agreed collection point.
- iv. Infectious clinical waste sacks will be delivered to the householder at the time of collection.
- v. Collections may be made weekly or fortnightly.

12. Bulky Waste Collections

- i. The Council offers residents the collection of bulky waste items for a charge.
- ii. The Council will collect Bulky Household Waste items such as furniture, metal items and also items of household WEEE (being items that fall under the EU Directive on Waste Electrical and Electronic Equipment) including, but not limited to:

- Televisions;
 - Computers;
 - Fridges (doors must be taped in the closed position);
 - Freezers (doors must be taped in the closed position);
 - Washing machines;
 - Tumble driers;
 - Cookers;
 - Microwave ovens.
- i. Charges apply for one (1) to six (6) items. These charges are reviewed annually by the Council.
- ii. Bulky collections will be made within 5 working days of the booking or on a date agreed with the householder. The householder will be advised of the date of collection at the time of booking.
- iii. The householder will be required to present the bulky items, as listed in the booking, on the boundary of their property, by 7am on the day of collection.
- iv. Terms & Conditions for Bulky Collections.
- Only items confirmed in the booking will be collected.
 - The collection must be from a residential property, (the Council will not collect from commercial premises, including schools and nursing homes).
 - Items must be clearly visible and accessible at the front of the property abutting the highway by 7am on the day of collection.
 - All items must be under two metres, items that cannot be lifted by two operatives or carried from the collection point to the vehicle will not be taken.
 - Fridges and freezers must be defrosted and empty of food/water as any contaminated items will not be removed.
 - Any changes or a cancellation of this booking should be notified to the Council no later than 48 hours before the scheduled collection.
 - Items put out for collection are the residents responsibility and no refund will be given if items are removed by anyone other than the Council's contractor unless the Council are notified no later than 11am on the day before the scheduled collection.
 - The collection crews will not be allowed to access the resident's household to collect items unless an indemnity/damage waiver is agreed when the booking is made.
- v. The Council will not collect the following items.
- Car parts
 - Window Units
 - Mirrors (if mirror is part of a unit/door then this must be securely cross

- taped)
 - Garage and Patio doors
 - Hazardous Waste
 - Builder's rubble and glass
 - Any items over 2 metres long
 - Any item that 2 operatives cannot safely lift
 - Loose garden waste (should be bundled/bagged)
 - Commercial Waste
 - Industrial Waste
 - Any other item deemed unsuitable
- vi. Collections will be made from a point abutting the highway as agreed at the time of booking.
- vii. If the contractor is required by the householder to enter the home in order to collect items, full details must be given at the time of booking, and the householder will be required to sign a damage waiver. This will only be agreed in exceptional circumstances such as the resident being elderly/disabled and having no other assistance in moving the item/s to the standard collection point.
- viii. If the items booked for collection are not out, or there is a discrepancy between items booked and those presented, the contractor will notify the occupier by posting a leaflet/card through the letterbox of the household concerned. Should an abortive visit be made owing to the householder failing to meet the agreed arrangement, the Council will attempt one further collection at no additional cost, by arrangement. If the householder fails to meet the agreed arrangements on a second occasion, the Council will be deemed to have fulfilled its obligation and no monies will be returned.
- ix. Collections cancelled up to 48 hours before collection will not be charged, cancellations after this time will be charged at full rate.

13. Missed Collections

- i. If collections are missed as a result of the crew's inattention, the collection will be made within one working day, of it being reported.
- ii. If collections are missed as a result of the highway being temporarily blocked or for any other exceptional circumstance, the collection will be made when access becomes available.
- iii. Missed collections must be reported within two working days of the scheduled collection. If a missed collection is not reported within two working days, the bin will not be emptied until the next scheduled collection. An exception will be made for assisted collections whereby the householder is unable to check whether the bin has been emptied.

- iv. Bins identified as being unacceptable for collection (such as the contents containing contaminating or excessively heavy materials) or not collected due to the resident not making them available, including blocked access, will not be collected until the next scheduled collection.
- v. During extremely cold conditions it is possible that some of the bin contents will freeze to the inside of the bin. This is a rare occurrence and only affects small quantities of material usually at the bottom of the bin. Should this occur, the waste will be collected during the next collection cycle (if thawed). Material will only be emptied as the bin tips up on the bin lift, crews are unable to scrape inside the bin.
- vi. During extremely cold conditions some of the wheeled bin lids may freeze shut, if the crews are unable to open them using reasonable force, the crews will return later the same day.

14. Acceptable/Unacceptable materials:

i. Food Waste:

Acceptable waste for the weekly food waste collection includes:

- all cooked and uncooked food including:-
- dairy produce;
- fish, meat and bones;
- bread and pastries;
- tea and coffee grounds;,,
- pasta and rice;
- fruit and vegetables;
- nut shells and egg shells; and
- mouldy or spoilt food.

ii. Unacceptable materials for food collections include:

- liquids & oils; and
- food packaging (must be removed).

Plastic bags must not be used to contain the food waste. Only compostable cornstarch or paper liners certified EN13432, newspaper or kitchen roll are acceptable materials to wrap the food waste in. Should any householder have any question as to the suitability of liners they intend to use then they should contact the Council to minimise the risk of collections not being made.

- iii. **Mixed Dry Recycling Collection: 240L Green lidded bin (or re-usable bags for exempt properties)**
- iv. **Acceptable** recyclable materials for the mixed dry recycling scheme, which should all be clean, empty and dry, are as follows.
 - Glass - bottles and jars of any colour (glass food & drink containers only)
 - Cans – drink & food cans, empty aerosol cans

- Kitchen foil and foil trays
 - Plastic bottles – all plastic bottles –household, detergent, shampoo, cleaning liquids and all drink bottles.
 - Mixed Plastic Containers – meat trays, pots, tubs & fruit and vegetable punnets
 - Food and Beverage Cartons – soup, milk, juice etc.
- v. **Recycling collection 55 L Green Box:** acceptable materials are as follows.
- Cardboard - packaging such as cereal packets and pizza boxes, cardboard sleeves, toilet & kitchen roll centers, greeting cards (those without glitter).
 - Paper - newspaper, magazines, brochures, catalogues, junk mail, envelopes, office paper.
 - Any large cardboard boxes which are flattened. If they will not fit into the box they can be presented alongside the recycling bin or a cardboard box can be used to contain additional paper/cardboard.
- vi. **Unacceptable** materials for dry recycling collections are any that are not specified in the above list, specifically including the following items.
- Clinical waste including medicines, needles or syringes
 - Food waste
 - Garden waste
 - Plastic film, bags or sacks
 - Scrap metal
 - Polystyrene foam
 - Plastic wrapped items
 - General household waste
 - Wet materials
 - Clingfilm
 - PVC (sheets, paddling pools)
 - Plastic toys, washing baskets, buckets, plant trays/pots
 - Hazardous materials
 - Soil, stones or builders rubble
 - Plastic foil laminated pouches (such as cat food pouches) or foil lined containers
 - Textiles
 - Expanded polystyrene food trays
 - Pet waste and litter
 - Corks
 - Broken ornaments/crockery
 - Glass mirrors, vases, window glass, glass ovenware
- vii. **Garden waste: Acceptable**
The subscription service is for the following items of garden waste.

- Grass cuttings
 - Leaves
 - Weeds
 - Dead flowers and plants from the garden
 - Light garden prunings
 - Hedge trimmings
 - Small branches (up to 3 inches in diameter)
 - Untreated wood chippings (without causing excessive weight)
 - Windfalls of fruit (without causing excessive weight)
- viii. **Garden waste: Unacceptable:** bins containing materials other than those permitted or listed below will not be emptied.
- Food Waste
 - Cardboard
 - Pet waste, animal bedding, cat litter
 - Dead animals
 - Plastics & Metals
 - Soil, stones & building rubble, plasterboard
 - Large pieces of wood
 - Hazardous materials

Residents will be required to remove the offending material and either put it into their residual waste container (if appropriate) or make arrangements to dispose of it separately.

- ix. Refuse Collection: The refuse should only contain materials that cannot be recycled such as plastic film/bags, nappies, sanitary items, broken toys/crockery/ornaments, pet waste/litter/bedding, pet food pouches and soiled items such as cleaning cloths.

Unacceptable items for the refuse collection service include the following items

- Bulky & heavy items
 - Garden waste
 - Builders' waste including plasterboard
 - Paint tins
 - Liquids
 - Tyres and car batteries
 - Electrical items
 - Gas bottles
 - Hypodermic needles
 - Other hazardous waste
- x. Garden waste should not be placed in either the black refuse bin or green lidded recycling bin. If garden waste is found in either bin it will not be collected.
- xi. Householders are required to remove any contaminating material from

waste containers and dispose of it separately.

- xii. The residual waste bin will not be emptied if the collection crew perceive the weight of the bin could cause the bin to fall from the lifting equipment on the vehicle. The weight of the bin must be reduced before the next collection.
- xiii. **Textiles, Small Waste Electrical & Electronic Waste & Batteries Recycling Collections:**
- xiv. Textiles such as items of unwanted or worn out clothing and shoes (tied in pairs) will be collected. The Council can only accept an average size carrier bag full, as space is limited on the vehicle. The bag should be put out for collection next to, not inside, the green lidded recycling bin.

Unacceptable items for Textile collection includes duvets, pillows, cushions or similar or any items placed in black sacks or charity bags.

- xv. **Waste Electrical & Electronic Equipment**
- xvi. Small broken household appliances such as kettles, toasters and hairdryers can be placed in a standard sized carrier bag for collection next to, but not inside, the black refuse bin. No larger electrical items can be taken as there is limited space on the vehicle.
- xvii. Household batteries such as 6 volt batteries, 9 volt batteries (transistor batteries), D, C, AA, AAA and button batteries (watch batteries) as well as mobile phone batteries and laptop batteries are accepted. Batteries should be presented for collection in a small bag on top of but not inside the green lidded recycling bin on collection day.

Unacceptable: Car batteries or other industrial batteries.

15. Misuse of Containers & Enforcement Action

- i. Where a resident does not wish to participate in the service (for example, the resident finds the bin unsightly or they are not prepared to accept or use the containers provided) a number of steps will be taken to ensure that the householder is fully aware of how the service operates. If they still choose not to use the containers, the resident will be advised they will need to dispose of their own waste and will be considered to have “opted out” of the service, as per the Environmental Protection Act of 1990 and there will be no reduction in Council tax.
- ii. If the resident fails to use the recycling or food waste collection service but instead opts to use only the capacity available in the refuse container between refuse collections, then no enforcement action would be taken. Please note that no side waste will be accepted and

the bin will not be emptied if it contains unacceptable materials e.g. garden waste.

- iii. However, where a resident uses their recycling container for general refuse (black sack waste), the following steps will be taken.
- iv. On the first occasion, the bin will not be emptied and a hanger or sticker placed on the bin to explain why the bin could not be emptied. On the second occasion the same procedure will be followed.
- v. On the third occasion within any rolling six (6) month period a Council Officer may arrange to visit the resident to establish why the resident is failing to use the system correctly. An audit of the waste presented will be offered. This would entail sorting through the contents of the container/s with the householder present. The resident will be given further advice on how to use the service.
- vi. If the misuse continues further enforcement action will be taken.
- vii. In accordance with Section 46 of the Environmental Protection Act 1990, the Council may serve a Statutory Notice to the householder to require waste to be placed within the correct containers specified. The authority is entitled to specify that separate containers are used for waste to be recycled and waste which is not recycled and to determine where such containers must be placed to facilitate the emptying of them.
- viii. Any person that fails, without reasonable cause, to comply with the requirements of such a Notice may be issued a Fixed Penalty Notice in accordance with section 46 of the Environmental Protection Act 1990.
- ix. All households which are assessed as suitable for a wheeled bin for their refuse will be deemed suitable for fortnightly refuse collections. Where a resident presents their waste in sacks despite having a wheeled bin, this will be treated as side waste and will not be collected.
- x. Enforcement action may be taken as a last resort where the Council is satisfied that all reasonable attempts at discussion and explanation have been thoroughly explored and concluded
- xi. Mixed Dry Recycling Contamination**
- xii. Recycling collection crews will be instructed to lift lids of each recycling bin to check for contamination prior to emptying.
- xiii. Where contamination is present in the green lidded recycling bin, the collection crew will not be able to empty the bin. For example, upon lifting the lid, plastic sacks, food waste, garden waste or other non-acceptable material is visible the container will not be emptied, an advice note will be

placed on the container to advise of the reason for non-collection.

- xiv. Householders will be advised to remove the contaminating material from the recycling container prior to the next scheduled collection.
- xv. Where incidents of contamination are of a persistent nature (e.g. more than two collections), a letter will be sent to the householder and/or they may receive a visit from a Council Officer to reinforce what the householder should and should not be putting in their recycling container. Enforcement action may also be used for persistent offenders where the Council is satisfied that all reasonable attempts at discussion and explanation have been thoroughly explored and concluded.
- xvi. Food Waste Contamination**
- xvii. Collections crews will be instructed to lift the lids of the external 23L food bin and check for contamination prior to emptying.
- xviii. Where contamination is present in the food waste bin, the collection crew will not collect the waste and will place an advice note on the bin to advise the resident to remove the contaminant. Under these circumstances the resident can put the contaminated food waste into their refuse bin for disposal.
- xix. Where incidences of contamination are of a persistent nature (e.g. more than two collections) a letter will be sent to the householder and/or they may receive a visit from a Council Officer to reinforce what the householder should and should not be putting in their food waste caddy. Enforcement action may also be used for persistent offenders where the Council is satisfied that all reasonable attempts at discussion and explanation have been thoroughly explored and concluded.

16. Schedule 1 Collections

- i. This section refers to properties that are classified as Schedule 1 of the Controlled Waste Regulations (England and Wales) 2012. The Regulations explain the sources, other than domestic households, that produce waste described as being household, commercial or industrial waste. The Regulations also detail the types of activities that produce waste under each of the waste definitions and whether or not charges may apply for the collection and/or disposal of the waste.
- ii. For the purpose of this Policy & Procedure Statement, the property types for which the Council will only provide a domestic collection service, are Places of Worship. These are property types that by activity principally produce waste defined as being household in nature when used for public meetings, worship or similar activities.
- iii. These properties will be provided with a standard household collection

free of charge.

- iv. Where any Place of Worship, Church Hall, Village or Community Hall hires out the facility, and for where any charge is made, then the waste from that activity is commercial waste. A separate commercial waste container and servicing contract must be entered into. The Council is not able to collect mixed domestic and commercial waste nor commercial waste or garden waste, free of charge.

17. Unadopted Roads

- i. The Council has no statutory obligation to collect waste from non-adopted highways, where no suitable collection point close to the highway can be established. Where no suitable arrangement for servicing private (non-adopted) roads and properties can be agreed then the Council reserves the right to specify a collection point in accordance with its powers under the terms of the Environmental Protection Act 1990 (Section 46)
- ii. The Council will only collect waste from a non- adopted highway where the road construction is to an adopted highway standard and the management company or other responsible organisation responsible for the development provides and maintains an indemnity to the satisfaction of the Council for the refuse collection operation.