

Household Waste Collection Policy

March 2011

1. The Service

- 1.1. Charnwood Borough Council operates an alternate weekly collection service of household waste, collecting residual waste one week, and recycling the next. An opt-in garden waste collection service is also available to residents for a charge. Clinical waste is collected from residents upon arrangement with the local Primary Care Trust.
- 1.2. This policy is applicable to all household waste collection services and is offered to all eligible residents producing household waste.

2. Waste Containers and Capacity

- 2.1. All eligible residents producing household waste will receive a containerised waste collection service specified and approved by the Council.
- 2.2. All containers will be provided by the Council and remain the asset of the Council at all times.
- 2.3. With the exception of multi-occupancy properties (see section 3) and exempt properties (see section 4), all properties in the Borough will be issued with the standard containers detailed below in section 2.4 to 2.6.
- 2.4. *RESIDUAL WASTE*
Each new property shall be issued with a black wheeled bin for residual waste (subject to exemptions agreed by the Council), the capacity of which is 180 litres. Existing properties in receipt of a 240 litre black wheeled bin will be replaced when lost, stolen or damaged with a 180 litre wheeled bin.
- 2.5. *RECYCLING*
Each household shall be issued with a green wheeled bin for co-mingled recycling waste (glass, paper, card, metals, plastics etc) the capacity of which is 240 litres for all properties (subject to exemptions agreed by the Council).

2.6. *COMPOSTING*

Those subscribing to the garden waste service will be issued with one 240 litre brown wheeled bin per subscription.

3. **Multi Occupancy Properties**

- 3.1. Properties that have multiple occupancy (flats or apartments) will be provided with containers that are suitable to the size of the property and the storage area available. These containers can vary in size, but will usually be 1100 litre bins or similar however, individual assessments will be made by the Council.
- 3.2. All multiple occupancy properties shall receive the same alternate weekly collection service as other single occupancy properties in the Borough including recycling services.

4. **Exempt Properties**

- 4.1. Properties which are deemed by the Council to be unsuitable for the use of wheeled bins, such as those with steps or alleyways too narrow for a wheeled bin, shall be entitled to a collection of black bags of residual waste or green sacks for recycling (boxes may be provided for glass). The equivalent of up to three black sacks will be collected on an alternate weekly collection service basis (whereby residual waste is collected one week, and recycling the next). The recycling service offers unlimited collection capacity.
- 4.2. A home visit may be required before a decision to grant or decline an exempt collection is made. The Council reserves the right to review properties on exempt collections, and if deemed no longer appropriate, to withdraw this service.
- 4.3. Exempt properties who wish to subscribe to the garden waste service may be entitled to a subscription, but will be responsible for the presentation of the brown wheeled bin at a location specified by the Council.

5. Additional Capacity

- 5.1. Additional residual waste capacity can be requested from the Council if there are circumstances leading to the increased production of waste, such as a disability.
- 5.2. Applications made to the Council for additional capacity will be assessed, and permission either granted or denied. The Council reserves the right to review properties with additional capacity on a regular basis, and if no longer appropriate to the residents, withdraw this service.
- 5.3. Additional co-mingled recycling waste capacity can be requested from the Council which will be encouraged wherever possible. Where applicable this will be provided in the form of larger bins, additional bins or sack collections wherever appropriate.

6. Side Waste

- 6.1. Where collections are made via wheeled bins, waste that is not contained within the bin is referred to as 'side waste'.
- 6.2. *RESIDUAL WASTE & COMPOSTING*
Residual waste or garden waste contained within the appropriate wheeled bin will be collected. Any waste, bagged or otherwise, at the side of the wheeled bin (known as side waste) will not be collected. It may be put back into the wheeled bin, and the householder notified. All non-collected waste must be removed and taken back onto the property by the resident within a reasonable time period.
- 6.3. *RECYCLING*
The Council will accept any amount of recyclable waste presented for collection. This waste must be presented in the specified and approved containers provided or in such a way that it is clearly identified as recycling waste and does not cause obstruction or litter problems e.g. cardboard boxes

7. Overfull Wheeled Bins

7.1. Wheeled bins will only be emptied if the bin lid is closed. If there is too much waste in the wheeled bin, forcing the lid to remain open, collection may be prevented. The householder will be notified of waste not collected for this reason. All non-collected waste must be removed and taken back onto the property by the resident within a reasonable time period.

8. Recycling and Garden Waste Rejected Materials

8.1. Where recycling or garden waste collections are deemed by the Council to contain inappropriate materials, that collection will be rejected, and notification given to inform the residents of the unacceptable materials.

8.2. Such material must be taken back onto the property within a reasonable time period, re-sorted, and put out again on the next collection day.

9. Presentation of Waste

9.1. Waste must be presented at the edge of the property, unless receiving an assisted collection, by 6am on the day of collection, and must be moved back to the storage point after collection within a reasonable time period (normally on the same day). The collection contractor will return the containers to the collection point after emptying.

10. Assisted Collections

10.1. Residents that are elderly, infirm or disabled and are unable to present a wheeled bin can request an assisted collection, whereby the bin is collected and returned to its storage point on collection day by the contractor. A home visit may be required before a decision to grant or decline an assisted collection is made. Granting of permission may be on a temporary or permanent basis.

10.2. The Council reserves the right to review properties on assisted collections, and if deemed no longer appropriate to the residents, withdraw this service.

11. Missed Collections

- 11.1. Where a collection has been missed, it should be reported to the Council within a reasonable timeframe (usually 48 hours). A return visit will be made to the property to collect the missed waste within 24 hours of notification.

12. New Properties

- 12.1. The Council will supply and make a reasonable charge to all developers for the provision of all containers including the cost of the containers, delivery and an administration charge.
- 12.2. Each new property shall receive appropriate containers for residual and recycling waste.

13. Replacement Containers

- 13.1. Lost, stolen or damaged containers will be replaced by the Council free of charge. However, if the resident is deemed to be at fault the Council reserves the right to make a charge for a replacement container under these circumstances.

14. Bulky Waste Collection Service

- 14.1. The Council offers a limited number of free bulky household waste collections per property for items such as furniture, fridges, freezers, carpets etc. Where possible, this waste will be re-used using alternative facilities and service providers through the Council's Environmental Services Contract.

15. Clinical Waste Collection Service

- 15.1. The Council will provide a separate collection of clinical waste (such as medical dressings and used needles) produced within the home. An application for this service should be made to the Council via the local NHS Trust.
- 15.2. Containers (plastic sacks and 'sharps' boxes) will be provided by the NHS Trust and collected by the Council on a regular basis.

16. Places of Worship, Charities and Educational Establishments

- 16.1. Places of worship, charities and educational establishments are classified as producing household waste, and this policy applies to them.
- 16.2. However, the Council reserves the right to make a charge for this service in accordance with current legislation and Defra guidelines.