

Landlords/Letting Agents & Tenants

Information Pack (for Houses & HMO's)



Rubbish & Recycling (Wheelie bins)

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Contents

Which recycling scheme?	3
Bins (rubbish and recycling)	4
Additional bins.....	5
What to put in each bin	5
Bin collections.....	6
Non-collection of bins	6
Bank Holiday & Christmas collections	6
Excess rubbish.....	7
Recycling Centres.....	7
Bulky waste collections	7
Public Recycling Sites	8
Recycling computers, monitors and printers	9
Kitchen caddies / caddy liners	8
Cleaning bins	8
Ranger and Enforcement Service	9
Resources Section.....	10
Contact the council	10

Appendices:

1. Additional bin form

Which Recycling scheme?

Managing single dwellings

Houses where tenants will have their own bins on their property.

Please read this document.



Managing Flats/houses

Residents in flats/houses who will be sharing communal bins will need Blue Co-mingled and / or Green Compostable bins.



Please read 'Managing and Letting Agents Information pack (Communal Bin Areas) Document available from the Council.

Bins (Rubbish and Recycling)

Tenants in rented houses/flats can have 3 types of bins per property

- **General rubbish** - black bin (*there is a charge for the bin, see below*)
- **Mixed recycling** (cans, paper, glass, plastic etc.) – blue bin (*free*)
- **Food & garden waste** (compostable waste) – 1st Green bin (*free*)

Tenants - moving out

It is your responsibility as a landlord to make sure that when your tenants move out they do not put all their 'moving out' rubbish into all the bins, contaminating the recycling bins and leaving excess by the bins. Our waste crews will not take the excess and you could be charged for having contaminated bins emptied.

Bulky waste collections can be arranged with the Council (see page 7). Furniture and appliances in good working condition can be collected by some charities. Please see the Council's Recycling A-Z guide at www.cambridge.gov.uk/recyclingaz for more information on this.

General rubbish bins (available in 2 sizes)

- **Smaller bin** (140 litre, suitable for 1-3 tenants in a house) = £25
- **Larger bin** (240 litre) = £50

To order

- Call our *Customer Service Centre* **01223 458282** or order online at: www.cambridge.gov.uk/bins
 - Pay with card (*tenants & landlords*)
 - We can invoice you (*letting/managing agents and developers only*)

Delivery

- Black rubbish bins will be delivered within 1-10 working days, and placed outside the property, if there is a secure area you'd like us to put the bin please let us know when ordering.
- House numbers will be written on the top of the black bins.

Recycling bins (available in 2 sizes)

- Please order as above, they are free of charge, and also come in the two sizes (140 or 240 litre)
- Delivery is within 1-4 weeks
- Please state if you want us to write a number on your bins
- Please visit our website for information on what can go in the bins: www.cambridge.gov.uk/recycling-posters-and-leaflets

Additional bins

Tenants can request additional bins if they have space to store them off the pavement/road:

- *Blue recycling bins* – Please call our Customer Service Centre on **01223 458282** to order an additional bin, free of charge. Please note there is a charge of £30 per year for additional green bins.
- *Black rubbish bins* – Please fill in the **Application form**, (attached) to see if your tenants qualify for a 2nd black bin (the 2nd black bin would be free of charge, if accepted, and would be a slightly smaller size, 140 litre)
The 2nd black bin would have a red lid fitted for the crews to identify it as an approved 2nd bin.

Flats / houses with no storage for their own bins

Some properties do not have space to store a bin; if this is the case we can provide other containers to use instead:

- Please call the Customer Service Centre for more information, 01223 458282.
- If the area is communal, we can provide larger bins for tenants to share, please see the 'MANAGING & LETTING AGENTS – Communal Bin Areas' document

What to put in each bin

Please see our **website** for a full description of what can and cannot go into the recycling bins. <https://www.cambridge.gov.uk/recycling-posters-and-leaflets>

Blue mixed recycling bins:

- Paper and cardboard
- Food tins and drink cans
- Glass bottles and jars
- Plastic bottles, pots, tubs and trays, bags and film
- Cartons e.g. Tetra Pak

Batteries can be placed in a bag and attached to the outside of the blue bin.



Green compostable waste bins:

- Garden waste
- Food waste
- Shredded paper



Black rubbish bins:

- Household waste that cannot be recycled in the other two bins e.g. Black rubbish bags, polystyrene, textiles, carpet, hard plastic items e.g. broken toys.

The bins should **not be overfilled** – the **lids must be fully shut** when presented for collection.
Note – we **do not take side waste** or excess rubbish of recycling.

Bin Collections

The Council operates an alternate weekly collection for rubbish and recycling, so rubbish (black bin) is collected one week and recycling (blue and green bins) the next. Residents should receive a **bin collection calendar** every September informing them which days their bins are collected. Please check our **website** for the day of collection for a given property: <http://bins.cambridge.gov.uk>

Bins should be:

- Placed out at the kerbside by **7am** on the day of collection, or if this isn't possible, the night before (no earlier than 6pm).
- Bins must be placed out for collection on the correct day only, for example; black bin on the black bin day (see the calendar)
- **Lids should be shut**, with **no excess rubbish**, on top or by the side of the bin.
- Bins must be **taken off the pavement** after collection.
- Recycling bins must have the correct items in.

Reasons for bins not collected

- Black rubbish bins :
 - Bin not out at the kerbside by 7am on day of collection
 - Wrong bin out
 - Bin overloaded, or excess rubbish
 - Bin too heavy (e.g. full of rubble or soil)
- Green bins :
 - All of the above
 - The bin is 'contaminated' with items that cannot be composted (see our website for more details)
- Blue recycling bins :
 - All of the above
 - The bin is 'contaminated' with items that cannot be recycled (see our website for more details)

Please call our Customer Service Centre on **01223 458282** to find out if there was a reason the bin wasn't emptied. If the mistake was ours we may be able to empty it the next available day. The missed bin must be reported within 3 days of the bin being missed, otherwise it may have to wait until the next collection.

Bank Holidays (inc Christmas)

When there is a bank holiday, collections usually run a day later for the rest of the week following it. For **Christmas and New Year** please see local press, our website or your **bin collection calendars** for more information as this is different each year.

Excess rubbish

If **tenants** have excess rubbish, or large items, there are a few options:

- Take it to a **Recycling Centre** – the closest ones are off the A10 near Milton or off the A505 near Thriplow
- Pay for a ‘bulky collection’ from the City Council (see below)
- Pay for the hire of a link tip (skip).

Recycling Centres (Milton and Thriplow)

Most household items can be taken here. There are skips for recycling and general household rubbish. The Recycling Centre is **free for RESIDENTS and TENANTS only**. The site will not take items from a landlord or letting agents and it’s **their responsibility** to dispose of all waste arising from their lettings through a **licensed contractor**.

	Address	Opening times
Milton Recycling Centre	Butt Lane, off the A10 CB4 6DQ Tel: 01223 860674	1 st April – 30 th September: weekdays 9am-8pm, weekends 9am-6pm. 1 st Oct – 31 st March: 9am-4pm every day.
Thriplow Recycling Centre	Gravel Pit Hill, off the A505 Thriplow SG8 7HZ Tel: 01223 839001	1 st April – 30 th September: Mon-Sun 8am-5pm 1 st Oct – 31 st March: Mon-Sun 8am-4pm

Both sites close at 1pm on 24th December, and are closed on 25th and 26th December and 1st January.

Bulky collections

For large items that will not fit into a bin, or for additional sacks of rubbish, tenants may call our Customer Service Centre to book a bulky collection. A date will be arranged for collection, and items should be placed at the front of their property on that day.

- **Prices:**
 - 1 Item - £22
 - 2-3 items - £28
 - 4-6 items - £33
 - 7-10 items - £44
 - 10+ items – Please ask for a quote.

Some items are classed as ‘**Hazardous**’ and have a different charge:

- TV - £20 each*
- Microwave - £20 each*
- Fridge/freezers - £20 each*

- Computer Monitors - £20 each *
- Car batteries*

We **CANNOT** take some items:

- Panes of glass (including green house, mirrors)*
- Paint or flammable liquids*
- Gas canisters and fire extinguishers
- Asbestos
- Toxic waste
- Fluorescent light tubes*
- Porcelain baths * (because of weight restrictions)

**These items can be taken to Recycling Centres free of charge by residents and tenants ONLY.*

Additional information

Public recycling points

There are various recycling sites around the city, to find the nearest one, visit our website: www.cambridge.gov.uk/recyclingpoints

Items that can be recycled at various sites (check website):

- Glass bottles and jars
- Paper
- Cans/tins
- Cardboard
- Plastic bottles
- Plastic pots, tubs and trays
- Cartons e.g. Tetra Pak
- Textiles/clothes and shoes
- Energy saving light bulbs
- Household batteries
- Books, tapes and discs.

Kitchen Caddies

Kitchen caddies are small green buckets with lids, used for collecting food waste in the kitchen, which can then be emptied into the green wheelie bin. They are free of charge and can be collected from the following receptions:

- Customer Service Centre, Mandela House, Regent Street
- City homes North, 171 Arbury Road

Kitchen caddy liners

Only paper bags can be used to line the caddies. (*We don't accept plastic 'compostable' bags*).

- The paper caddy liners come in packs of 50 and cost £2.80
- They can be picked up from the offices mentioned above, alternatively you can call our Customer Service Centre and they can arrange postage.

Cleaning bins

Cambridge City Council does not recommend any company in particular, but there are two companies listed here, or please look in the Yellow Pages:

Clean Bins: 01223 249696.

Wheelie Fresh Bins: 01223 277747.

Leaflets to help your tenants recycle

We have a number of different **leaflets, posters and stickers**, which we can deliver or put on bins. Please speak to our **Recycling Co-ordinator** on **01223 458087**, or **City Ranger** for your area. Or, if you'd like to print some leaflets now, please see the [Resources section](#) and the end of this guide. We can also supply leaflets in some other languages.

Other items

See our website www.cambridge.gov.uk/recyclingaz for a current A-Z directory of recycling.

Other Services

City Rangers

The **City Rangers** provide street-level, face-to-face contact for Cambridge residents and visitors for a range of Council services, including waste management. Please contact the Customer Service Centre if you would like:

- Educational visits for your tenants
- Bikes removed
- Leaflets in other languages
- Help with bins for elderly/disabled tenants.

Enforcement

Our Enforcement Team may be able to deal with illegal dumping of rubbish.

Resources

You can download some information and print them yourself or if you would like us to print copies please contact us.

Visit www.cambridge.gov.uk/recycling-posters-and-leaflets to download.

Packs

- Communal bin areas information pack (for Managing Agents of flats)

Posters

- Poster for houses (showing blue, green and black bins)
- Poster for flats or student accommodation (mixed recycling only)
- Poster for flats or student accommodation (compostable/green bin only)

Leaflets

- Bin collection calendar
- Flats recycling service – mixed recycling
- Flats recycling service – compostable waste
- Recycling Leaflets in other languages
- Recycling A-Z directory (view online at www.cambridge.gov.uk/recyclingaz)
- Preventing maggots in your bins (printed only, please contact us)
- Real nappies (printed only please contact us)

Bin stickers (printed only, please contact us)

- Mixed recycling sticker for bulk bins at flats
- Compostable waste sticker for bulk bins at flats
- ‘No black bags’ contamination sticker

Contact information

Website

You can find out lots of information from our website, including what can and cannot be recycled, and what days bins are collected, as well as Christmas and bank holiday collection information. www.cambridge.gov.uk/waste

Customer Service Centre

For rubbish, recycling, City Rangers, Enforcement, and any other waste information, please call **01223 458282**.

Application for 2nd Black bin

Cambridge City Council is keen for all residents to maximise their recycling using all the services provided, but in some cases, a 2nd smaller black bin may be considered.

A visit may be arranged before your application can be agreed. We will contact you on the number given to arrange this.

Please note that we will be unable to process forms that are not completed in full.

Customer details:

Today's Date:	
Name:	
Address:	
Telephone No.	

Your household:

Property Type:	House <input type="checkbox"/> Bungalow <input type="checkbox"/> Flat <input type="checkbox"/>
Number of <u>permanent</u> residents in property:	Adults: <input type="checkbox"/> Children: <input type="checkbox"/> How many of these children are in Nappies? <input type="checkbox"/>
Names of Adults & Names and <u>Ages of Children</u>:	

What bins do you have:

What bins do you currently have?	Black bin: <input type="checkbox"/> <i>(please state how many)</i> Blue bin: <input type="checkbox"/> Green bin: <input type="checkbox"/>
Why do you feel you need a 2nd black bin?	
Where would you store your 2nd black bin?	

What do you recycle? (please tick what items you recycle)

Blue bins:	Newspaper / Magazines / Junk mail: <input type="checkbox"/> Cans, foil & Aerosols: <input type="checkbox"/> Glass bottles & Jars: <input type="checkbox"/> Cardboard: <input type="checkbox"/> Plastic bottles: <input type="checkbox"/> Plastic pots, tubs & trays: <input type="checkbox"/>
Green bins:	Cook / Uncooked Food Waste: <input type="checkbox"/> Grass cuttings & Weeds: <input type="checkbox"/>
Take to Local Recycling point:	<u>Other items:</u> Clothes & Textiles: <input type="checkbox"/> Small electricals: <input type="checkbox"/> Books, Tapes and Discs: <input type="checkbox"/> Other: <input type="checkbox"/>
Now that more plastics can be recycled, you may not need another black bin – you might need another blue bin – these are free of charge.	
Do you need extra recycling bins?	Blue: <input type="checkbox"/> Green: <input type="checkbox"/>
Additional Information:	

WHAT HAPPENS NEXT:

- If your application is successful, you will get a 2nd smaller black bin delivered in the next 10 days. We will need to put a red lid on your original black bin – so please leave this out for us to do. If you already have 2 black bins, we will need to fit a red lid to one of them, and swap one of your bins for a smaller 140 litre size. Please leave your bins out for us to do this.
- If your application is unsuccessful you will receive a letter.
- All applications will be reviewed in the future.

EXCESS WASTE:

If you as a **tenant** have excess waste – this can be taken to Milton Recycling and Waste centre. Butt Lane (just off the A10), Cambridge

Opening times: Summer: week and weekends 9-6pm. Winter: week and weekends 9-4pm

EDUCATIONAL VISITS:

If you would like any leaflets on what can be recycled or you would like a visit to help you with your waste and recycling please call **01223 458282**.

RETURN FORM:

Please return this form to **Cambridge City and South Cambs Waste Service, Operations Depot, Dickerson Industrial Estate, Ely Road, Waterbeach, Cambridge, CB25 9PG**

If you would prefer to fill this form in over the phone with one of our Advisors, please call **01223 458282**.