



# Household Waste and Recycling Policies and Procedures

## Greater Cambridge Shared Waste Service

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V7.1

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## 1.0 Introduction

Greater Cambridge Shared Waste Service (referred to as Waste Service in this document) was formed in 2015 by Cambridge City Council and South Cambridgeshire District Council.

This document provides key collections policies for the Waste Service. The document will be reviewed regularly and updated as the service changes.

The Waste Service is committed to increasing recycling in order to maximise use of finite resources thereby minimising energy use and waste disposal. The Councils want to develop services that result in reductions in carbon emissions, and support the waste hierarchy, putting waste prevention first.

The Waste Service supports national and international pressures for change to reduce the amount of biodegradable waste that is sent to landfill. It addresses tightening health and safety laws, ensuring that the Council maintains safe, economic and efficient recycling and waste collections. It also supports the transition to Net Zero Carbon.

## 2.0 Residents Service Charter

### 2.1 What you can expect from us:

- We will be courteous, helpful and polite at all times.
- We will collect containers which are left out by 6.00am on your appointed collection day and if we fail to empty them, we will endeavour to return and correct this within three working days except where the failure is as a result of weather conditions or in cases of householder error, e.g. bins containing the wrong materials, not presented in the correct location, or not presented at the correct time.
- Residents will receive a fortnightly collection of food and garden waste from March to November and a monthly collection between December and February.
- We will provide a fortnightly collection of mixed dry recyclables.
- We will provide a fortnightly collection of general household waste.
- We will repair or replace damaged, lost, or stolen containers within ten working days.
- We will treat collected material in the most economical and environmentally responsible manner available, in accordance with statutory requirements.
- We will provide help, advice and education where required
- We will return containers to a safe and convenient location.

## 2.2 What we ask of you:

- Use the recycling and garden & food waste collection services for as much of your 'waste' as possible – the refuse bin is only for items which cannot be collected through recycling or garden & food waste collection services.
- Use the bins correctly and put the right items into the right bin.
- Ensure your garden waste, food waste, recycling and refuse are made available for collection by 6.00 a.m. on your scheduled collection day.
- Place your containers at the agreed location. This is usually at the kerbside next to the public highway unless alternative arrangements have been agreed.
- Please be considerate when parking vehicles, as vehicles blocking or obstructing access for our lorries can make it difficult or prevent us from carrying out collections.
- Please return your containers onto your property by 6.00 p.m. the day after collection unless you are waiting for a missed bin collection.
- Please ask neighbours to return bins to your property after collection while you're on holiday
- Please ensure that the bin lids are fully closed when placed out for collection.
- Please do not overfill your container(s) or put heavy objects into your bins.
- Please do not put extra waste by your green or black bin, as this will not be collected.
- Report non-collection or any other complaint regarding the Waste Service via website, email or phone. If a return visit is required, a missed collection must be reported by 3.30 p.m. on the day following the scheduled collection day.

## 3.0 Standard service

The Standard Waste Service consists of:

- 240 litre black bin or white sacks for general waste
- 240 litre green bin or brown sacks for garden and food waste
- 240 litre blue bin, boxes or transparent sacks for mixed dry recyclables

In most cases the service operates an alternate weekly collection. (Note – see below information for residents who have their refuse collected in white sacks.)

In all cases containers will remain the property of the Waste Service.

## 4.0 Blue bins – mixed recyclables

### 4.1 Standard provision

An individual household is normally entitled to one wheeled bin for recycling.

### 4.2 Size of bins

240 litre wheeled bins are the standard size available for individual properties. In certain circumstances, smaller bins are issued at our discretion. See appendix E for dimensions.

4.3 A second blue bin can be provided without charge to recognise that some households are recycling the majority of material generated. Third and fourth bins are provided at our discretion to large households or Houses of Multiple Occupancy that may require greater capacity and which a charge will apply. Households can have a maximum of four blue bins in total. The fee schedule is contained within appendix A. A council officer may need to visit to assess requirements.

### 4.4 Alternatives to a bin

Residents that do not have space for a blue bin can be provided with clear plastic recycling sacks or boxes can be supplied free of charge for residents living in properties that:

- do not have space to store a bin off the public highway
- have physical barriers that prevent a bin being safely handled to the collection point

Residents using sacks can place a maximum of 4 per collection will have the same amount of sacks replaced as collected on their scheduled day.

### 4.5 Extra recycling

Residents with additional ad-hoc recycling should place it in a clear sack and leave it beside the blue bin. Additional cardboard should be bundled and tied so that it is small enough to fit inside the blue bin with the lid closed. If residents have excess recyclables these can be taken to any of the recycling points in Supermarket car parks and other communal areas.

Residents with regular extra recycling should request an additional bin if they can store one. Please note that charges may apply – see appendix A. Additional recycling will not be collected unless the blue bin is full.

### 4.6 Disruptions to service

If there are service disruptions or a high volume of recycling then the emptying of bins is the priority and additional recycling may not be collected. Additional recycling should be kept until the next collection or taken to a recycling point or centre.

#### 4.7 Use of the blue bin service

Guidance on what is collected through the blue bins service is in appendix B.

#### 4.8 Other types of property

Colleges and schools may use the household service if they can cope with the capacity and collection frequency specified above.

Alternatively, they should subscribe to the commercial waste service.

### 5.0 Green bins – food and garden waste

#### 5.1 Standard service

The Council will supply one green wheeled bin for organic waste free of charge.

#### 5.2 Size of bin

The standard size is 240 litres but 140 litres are also available at our discretion

#### 5.3 Alternative to bins

Residents who do not have space for a green bin can be provided with paper sacks for their green waste instead of a green bin. Residents who have a bin are not permitted to use paper sacks.

#### 5.4 Number of sacks

Up to a maximum of six sacks will normally be issued by the collection crew per fortnight and six will be collected at any one time. The collection crew will replace the number of sacks that they collect.

#### 5.5 Collection of food waste

Kitchen caddies are offered to residents free of charge to help manage their food waste. These caddies are for use in the kitchen for storing food waste before placing it into the green bin. See Appendix C for locations where caddies can be collected.

The Council only collects food waste that is presented loose in the bin or wrapped in paper. This may be any paper or paper caddy liners. Paper liners come in packs of 50. These can be purchased from the locations specified in Appendix C or bought at supermarkets or direct from our supplier [www.alina.co.uk/southcambridgeshire](http://www.alina.co.uk/southcambridgeshire). See Appendix A for charges.

Compostable or biodegradable 'plastic' corn starch liners (e.g. BioBag) cannot be accepted in the green bins, even if they are EN13432 certified or display the compostable seedling logo, as they do not compost quickly enough for our fast composting process.

## 5.6 Frequency of collection

Residents will receive a fortnightly collection of food and garden waste from March to November and a monthly collection between December and February. This change occurs to coincide with the reduction in garden waste at this time of year.

## 5.7 Additional bins and charging

One household is allowed up to three additional bins.

Additional bins issued are subject to an annual service charge. Please see Appendix A for details of costs.

## 5.8 How to apply for additional bins

Residents should apply for additional bins online and set up an annual Direct Debit. Once payment has been received a sticker is issued to the householder to display on the bin. This is replaced annually if the subscription is renewed. Additional bins not displaying the correct sticker will not be emptied.

## 5.9 Other types of property

Churches and schools that generate garden waste are entitled to one 240 litre green bin free of charge. Premises must subscribe and pay for additional services as per point 5.7.

Up to three additional bins can be paid for and issued. Premises wishing to have any more capacity or more frequent collections will be referred to our Commercial Waste Service.

## 5.10 Use of the green bin service

Guidance on what is collected through the green bin service is in Appendix B

# 6.0 Black bins – general household waste that cannot be recycled

## 6.1 Standard provision

An individual household is normally entitled to one wheeled bin container for household waste only.

## 6.2 Additional bins

A suitable sized second bin is only permitted under certain circumstances and at our discretion and usually incurs a charge. Second bins will have a red sticker attached to them so that these can be easily identified by crews as authorised. Additional bins without red lids or stickers will not be emptied.

### 6.3 Size of bins

There are two sizes of wheeled bin available for standard properties. They are a 240 litre (standard) bin or a 140 litre (small) bin. See Appendix E for sizes.

### 6.4 Charges for bins

The cost of these different bins is detailed in Appendix A. The developer, owner or landlord is responsible for paying this cost to the Waste Service if the property does not have a black bin.

### 6.5 Alternatives to a bin

Residents living in properties that:

- do not have space to store a bin off the public highway or
- have physical barriers that prevent a bin being safely handled to the collection point or
- are subject to other circumstances as agreed by the Waste Service, can be issued with White sacks. White sacks are not supplied in addition to wheeled bins.

### 6.6 Delivery of sacks

White sacks are delivered to residents twice yearly in April and October. Each qualifying household will receive six rolls containing 15 sacks. Further white sacks will not be issued as this collection service also needs to reflect the importance of recycling and this quantity is deemed to be equivalent to a 240 litre wheeled bin. A maximum of 5 sacks will be collected at any one time.

### 6.7 Requesting sacks

Residents who believe they need to be placed on the white sack collection for domestic waste must make a request online. A visit may be made to the property to determine the need.

### 6.8 Other types of property

Service levels for companies who rent out properties will be assessed according to Council Tax arrangements and where deemed appropriate will be managed by the Commercial Waste Service.

### 6.9 Use of the black bin service

Guidance on what can be collected from the black bin service is in B.



## 7.0 New Developments

### Houses

- 7.1 A set of three 240 litre bins will be issued to new houses as standard.
- 7.2 The size and quantity of bins issued to flats will be as per the agreement at the planning consultation stage.
- 7.3 Bins issued to brand new properties have to be paid for. Where S106 applies this is paid for by the developer, otherwise the cost is incurred by the owner. See Appendix A for charges.

### Alternative collection arrangements

- 7.4 **Underground banks or bins** provide for the storage of waste and recycling under the ground and therefore, in certain circumstances, can be beneficial in terms of:
  - being more aesthetically pleasing than above ground facilities
  - reducing fly-tipping
  - certain systems provide efficiencies as they can be emptied less frequently i.e. the underground container is larger than some used above ground.
- 7.5 Residents living in developments with underground bins should refer to local information for details of how their collection service works as these are different to wheeled bin services and will differ between locations.
- 7.6 Further information about underground bins and banks for developers can be found in the waste management and planning sections on the website.

## 8.0 Flats and Houses of Multiple Occupancy

### 8.1 Size of bins

- Properties such as flats or accommodation blocks will normally use communal 1100 litre and 660 litre wheeled bins.
- Smaller blocks can be issued with 360 litre or smaller bins.
- HMO are issued with 240 litres as standard.

### 8.2 Number of bins

- The number of bins provided will depend on the number of occupants.
- Additional black bins of all sizes will incur a charge.
- Additional blue bins of all sizes are free of charge.
- Additional green bins of all sizes incur a charge in line with our additional green bins policy.

### 8.3 Garden and food waste collection at flats

- Bins will normally only be provided for the collection of general household waste and dry recyclables. The exception is ground floor flats with their own garden that may require a green bin.
- Garden and food waste collections are only provided to other properties on request and at our discretion.
- Charging for additional bins may apply. See appendix A.

### 8.4. Individual flats and Mixed Domestic & Commercial Properties (Hereditament Properties)

- Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop.
- Where bins cannot be provided sacks will be delivered and collected from an agreed location. Residents will be provided with the same quantities of sacks as a household.

### 8.5 Collection point

- Bins kept at collection, with suitable access, will be collected from the bin storage or other area as agreed by the Council and returned to the same location.
- In some circumstance where standard sized bins are used, these may have to be presented at the kerb and returned after collection by a resident or other 3<sup>rd</sup> party
- Where access to a bin store or collection point is blocked on collection day we will return to empty the next day. If there is ongoing disruption due to temporary work then a change to collection point might be necessary
- We expect Managing agents to update us on changes to access to bin store codes and keys and we reserve the right specify the code to be used on the bin store and type of key to ensure reliability of collection.

### 8.7 Collection frequency

- Communal bins and sack collections from flats are in line with section 3.
- Locations with limited space and where it is not possible to provide recycling collections may receive a weekly refuse collection at our discretion.
- Requests (from Managing agents) for bins to be emptied on a non- scheduled collection day ( because of an issue with the scheduled collection) will incur a charge (see Appendix A for charges)

### 8.8 Contamination of bins at flats

- Where a communal bin is contaminated it will be rejected and not emptied. It will be the responsibility of the residents / managing agents to arrange for the

offending materials to be removed before the bin will be emptied on the next scheduled collection day. If this is not possible a one- off collection can be request for a charge. Only items detailed in Appendix B will be collected in a recycling bin

- Requests (from managing agents) for bins to be emptied on a non- scheduled collection day will incur a charge see appendix A.

#### Repeated contamination of recycling bins

- If the Council becomes aware of a recurring problem it reserves the right to remove the recycling service, as a last resort, if repeated attempts to change behaviour have failed. We will work with Resident Associations and / or managing agents to improve the quality of the recycling collected.
- The process for this is outlined in Appendix D.

### 8.9 Excess waste

No loose rubbish, sacks or other items around the bins will be collected and it will be the responsibility of the residents / managing agents to remove or clear any such items. Where a bin is blocked in and we cannot gain access it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day unless a one-off collection is request for a charge.

If residents have excess material this can be taken to the nearest Household Recycling Centre at Milton or Thriplow free of charge or a bulky waste collection can be arranged.

### 9.0 Repair or replacement of bins

- Damaged or lost green and blue bins will be replaced free of charge. Delivery of replacement black bin is charged as per appendix A.
- The exception to this is where residents have caused the damage due to neglect or intentional damage. In these cases, we reserve the right to either not replace bins or to charge for replacement bins (in the case of green and blue).
- Any bin or container that is damaged or destroyed by the Council's equipment or staff during the course of their work will be repaired or replaced free of charge.
- Damaged bins will be brought back to the council depot and refurbished where possible for re-issue.

### 10.0 Collection containers

Only official Council receptacles will be emptied. Any non-official receptacle will not be emptied by the council

## 11.0 Collection Day and Time

- Details of your day of collection can be found online on Councils website.
- The bins / sacks must be available at the collection point by 6.00am on the day of collection.
- Waste must not be placed out for collection before 6 p.m. on the day before collection.
- Bins should be brought back in by 6 AM the following day after collection and not left on the street.
- Bins reported to the council as being left on the street will be investigated and subject to the abandoned bin procedure outlined in appendix F.
- Information will be provided to residents notifying them of any change to collection days. Collection calendars can be found online

## 12.0 Collection point

- The container should be presented at the edge of a resident's property, where the premise meets the public highway.
- If properties are located down a private driveway then the bins must be presented where the private access road / driveway meets the public highway.
- In a small number of cases due to the access or location of a property it may not be possible for residents to place bins near the public highway for collection. Each case will be looked at on an individual basis to agree a suitable collection point. Where the collection vehicle has to travel over a private road / drive we will require an indemnity from the owner / s that we will not be liable for any damage due to wear.

## 13.0 Overweight & overloaded wheeled bins and sacks:

- Wheeled bins will only be collected if the bin lid is closed otherwise it will not be emptied. This is to limit the potential for waste to fall or blow out of the bin when it is being lifted by the bin lift.
- Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of the bin, then it will be left un-emptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override.
- When collecting sacks, the employee will assess the weight of the bag. If this is too heavy to carry safely to the vehicle, the bag is likely to split or the employee cannot safely lift it into the bin it will not be collected.

- Where any bin or sack is found to be too heavy the householder will be left an advice card and required to remove sufficient material from the container and dispose of it in a responsible manner.
- Once sufficient weight has been removed, the bin or sack should be presented on the next scheduled collection date or if requested by 3:30 p.m. on the day following the scheduled collection, the service will endeavour return and empty the bin. Overloaded bins could result in the whole contents of a bin not being emptied. If any of the waste does not empty when lifted by the vehicle mechanism the remaining contents will be left. Residents should ensure the waste is loosened within the bin when presenting it for collection.

#### 14.0 Assisted collections

- Assisted collections are available only to residents with a disability or mobility problem where no-one in the household is able to take the bins to the normal collection point.
- The collection team will collect the waste or recycling from the agreed location, empty the container and return it back to the same location.
- The bins / sacks must be easily accessible for the crews at the front of the property, gates left unlocked where necessary and the crew should be able to easily manoeuvre the bins from the property.
- Please ensure there are no overhanging branches or shrubs as we may be collecting in the dark.
- Where a property on an assisted collection is located a long way from the public highway on a private driveway / road we may require an indemnity from the owner / s of the road to enable our vehicle to access the property where it is not suitable for our crews to walk to collect the waste.
- Checks will be carried out by the Council on the resident's suitability for the collection and evidence requested from the householder. Failure to provide such evidence will lead to this service being withdrawn. Any change in circumstance must be notified to the Council as soon as possible.
- Eligibility for the Assisted Collection service is reviewed every three years.

#### 15.0 Extra waste and recycling from houses

- Household waste – excess material put beside the black bin will not be collected. If residents have excess material it can be taken to the nearest Household Recycling Centre at Milton or Thriplow free of charge or a bulky waste collection can be arranged for a cost.

- Mixed recyclables – residents with additional recycling (except glass) should place it in a transparent sack and leave it beside the blue bin. Large cardboard should be bundled and tied so that it is small enough to fit inside the blue bin with the lid closed. If residents have excess recyclables these can be taken to any of the recycling points in supermarket car parks and other communal areas.
- Food and garden waste – excess material put beside the green bin will not be collected. If residents have excess material it can be taken to the nearest Household Recycling Centre at Milton or Thriplow.

## 16.0 Missed household collections

16.1 We will only return for bins which have been missed in the following circumstances:

- The bin or sack was placed out before 6.00am on the day of collection.
- The normal collection point was used.
- In the case of assisted collections there was access to get to the bin (e.g. gate was unlocked)
- A crew report has not been received regarding the bin e.g. heavy, excessive waste, contaminated, not out by 6 a.m. etc

16.2 Residents must report bins as having been missed by 3.30 p.m. the day following the scheduled collection day.

16.3 We will endeavour to return to collect it within three working days of the scheduled collection day.

Table 1 – Reporting missed bin collections

16.4 If the Waste Service is unable to collect due to problems with contamination or bin misuse the crew will leave a card notifying the resident of the reason for non-collection. In those circumstances the container will be collected on the next scheduled collection day if the offending items have been removed.

## 16.5 Missed collections from block of flats

- A missed bin at a block of flats can be reported to us between 3.30 on the day of collection and 3.30 the day before the next collection
- If the bin is reported missed before 3.30 pm on the next working day we will endeavour to return within three working days of the scheduled collection day.
- If the report is received after 3.30 the next working day we will endeavour to return as soon as possible but cannot specify when.
- We can only return to empty a bin where a crew report has not been received regarding the bin e.g. heavy, excessive waste, contaminated

## 17.0 Contaminated containers

- 17.1 Contaminated means that the bin, box or sack has items in it that cannot be recycled or composted, or in the case of the black bin, items which are too heavy or hazardous for the bin to be emptied safely.
- 17.2 Contaminated containers cannot be emptied as this contamination may affect the whole lorry load and potentially render it as rejected by the Materials Recycling Facility or Composting Facility. It may also make a bin dangerous to empty.
- 17.3 Contamination will be reported by the collection crew on their in-cab computer system.
- 17.4 A card will be left under the bin handle, inside the recycling box, or put through the resident's letter box saying that the bin, box or sack has not been emptied because of the contamination and that the contamination needs to be removed so that the bin can be emptied on the next scheduled collection day.
- 17.5 Black bins can be too heavy due to rubble, bricks or soil. Other contaminants such as paint tins that contain paint are classed as contamination because they can leak out onto the road causing problems and damage to the road, our vehicles and staff. Any hazardous waste is also classed as contamination.
- 17.6 If the container is contaminated, the resident needs remove the contamination so that the crew can collect it on the next scheduled collection day.
- 17.7 The contamination policy for bins can be found under appendix D.

## 18.0 Frozen green waste bins

If the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The lid of the bin will be left open to indicate the crew have tried to empty the bin. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection.

This includes additional garden waste bins for which an annual fee has been paid.

## 19.0 Kerbside battery collection service

- 19.1 This service is currently available to residents who live in houses or street level properties and have wheeled bins.
- 19.2 Residents can be supplied with a bag for their portable household batteries (or can use ordinary plastic bags) which they can put out for collection (placed on top of any bin).

These bags will then be collected by the crews and taken to the depot where they will be collected for recycling by a contractor operating on behalf of a battery compliance scheme.

19.3 Residents should place battery bags on top of any of their wheeled bins (black, blue or green). Ordinary plastic bags with handles can also be used – these should be tied up and put on top of the bin.

19.4 Crews will deliver a replacement bag when one is collected.

## 20.0 Clinical and hygiene waste

This falls into two types of waste:

- Waste that can be collected via your normal refuse collections is referred to as Hygiene waste.
- Waste that needs to be collected and disposed of separately is referred to as Clinical waste.

20.1 Clinical waste can include:

- Human tissue
- Blood or other bodily fluids
- Drugs or other pharmaceutical products
- Swabs or dressings
- Syringes, needles or other sharp instruments

## 20.2 Hygiene waste

This waste can carry an offensive odour as well as appearance. This waste may include:

- Catheter and stoma bags (drained)
- Wound dressings (non-infectious)
- Soiled bedding (vomit, human waste)
- Nasal and respiratory secretions
- Condoms
- Sanitary waste
- Nappies
- Plasters
- Incontinence pads

20.3 All hygiene waste must be bagged and tied to reduce the chance of leaks.



## 20.4 Storage of hygiene waste

- Residents who struggle to contain their hygiene waste within one black bin may apply for an additional black bin.
- Requests for a second bin due to having children in nappies are subject to a charge.
- Requests for a second black bin due to hygiene waste from medical care are free of charge.

## 20.5 Applying for an additional black bin.

Residents requesting a second black bin need to complete an application form. If the council is satisfied that the household has a justified need then a bin will be delivered within ten working days from the date of acceptance. Residents are expected to notify the council when these circumstances change.

Homes with second bins are reviewed every three years or at the Waste Services discretion.

## 20.7 Clinical waste

Waste that needs to be collected and disposed of separately. This is infectious waste which is sent to be incinerated in order to prevent infection such as:

- Waste from infectious disease wounds.
- Waste from wound infections and other acquired infections
- Human hygiene products and dressings from infectious wounds
- All sharps including hypodermic needles and syringes with needles attached.

**20.8** Infectious waste is collected separately from your normal waste in specially provided sharps boxes or yellow sacks. Collections are provided free of charge and the frequency of collections will be discussed at application stage.

**20.9** If treated by a health care professional clinical waste must be disposed of by them and not the Waste Service.

**20.10** If you require a clinical waste collection you will need to request that your GP or District Nurse completes and returns a request form so we can assess the most appropriate way of handling your waste. The clinical waste request form can be found on our website.

**20.11** At present, sharps boxes can be obtained from your GP surgery. After each collection, any clinical bags will be replaced bag for bag, either being posted through your letterbox or left in a nearby visible location at your address.

- 20.12 For further advice or information, to request a clinical waste form by post or to request a temporary clinical waste collection please call 01954 713484.
- 20.13 Containers / sacks must be left at the boundary of your property for collection the evening before your scheduled collection day, collections can take place from 5 a.m.
- 20.14 All bagged waste must be contained in the yellow sacks provided and sacks must be tied at the top. Please do not place yellow clinical waste sacks in your normal refuse bin as this will not be collected.
- 20.15 We **do not** currently provide a commercial clinical waste service.

## 21.0 Bulky items collection service

- 21.1 We can collect a maximum of 9 items at one time.
- 21.2 There is one charge for the first three items and an additional charge for each further item. Some larger items ( 3 seat sofa, 3 door wardrobe) are classed as 3 items.
- 21.3 Examples of items we collect are:
- All Furniture typically found in the home.
  - Bulky items from the garden and garage
  - Furnishing such as Carpet (1 room worth = 1 item)
  - Small electrical appliances ( vacuum cleaner/ toaster)
  - Other miscellaneous household equipment e.gf ironing boards
  - Bags of excess rubbish, up to 3 general and 3 garden waste. (not hippo style bags)

## 21.4 White Goods and Hazardous Items

A separate and higher charge per item is applicable for hazardous items to reflect the high processing cost of recycling these goods.

We will collect:

- Fridges
- Freezers
- Ovens and hobs
- Dishwasher
- Washing machines
- Tumble dryers
- Non CRT flat panel screens e.g.: LCD TVs, laptops and desktop monitors
- Microwaves
- Computer Screens

## 21.5 Items we will not remove:

The following items will never be removed by the Waste Service. Consult the internet for specialist disposal companies.

- Cars
- Chemicals, paint or other hazardous waste
- American-style fridge-freezers or industrial freezers
- Engine Oil or items that have been contaminated with oil e.g. oil tanks
- Tyres
- Vehicle batteries
- Pianos
- Mobility scooters
- Anything not specified when booking the collection
- Anything left inside the house- items need to be presented by the kerb.

21.6 If you have something that is not listed on the webform, then we are not able to offer a collection for this item and it will have to be disposed of in another way.

e.g: Taken to Milton or Thiplow HRC's, a collection via specialist contractor

## 21.7 Booking a collection

Please arrange a date and pay for your collection using our webform. Please note that standard items and hazardous electrical items requests have separate forms. You will receive an email confirmation and payment receipt.

Booking over the phone are only done if absolutely necessary and it cannot book and pay via the internet.

21.8 Bulky collections are taken from the edge of your property where the property meets the public highway, so you do not have to be there for them to collect. The collection crews are not able to enter your property which is why we ask for the items to be left outside. They must also be unobstructed. The crew are out as early as 6.00 a.m., they need the items outside from that time on the date of collection, the night before is also fine.

21.9 The webform will provide you with the next dates for your location, usually 3 future dates. Please choose which is best for you. Under normal circumstances you will find a slot free within the next 10 days. We cannot guarantee next day collection.

**21.10** Cancellation or amendments are done over the phone with customer services. This must be done by 5 pm two days before your collection is due, to allow time for processing. We cannot guarantee we can make amendments or refunds after this time.

**21.11** Charges for bulky collections can be found on Appendix A.

## **22.0 Review of charges**

- Charges will be reviewed on an annual basis.
- Current details of charges are attached at Appendix A

## **Appendix A – Schedule of Charges**

Table 2 – Schedule of Charges as April 2022

Charge Type and Description	Charges 23_24
Bulky domestic collections	
13 cubic metres domestic waste skip	£170.00
One to three items (excluding hazardous electrical items and white goods)	£32.50
More than three items (per item and maximum 9 items)	£5.50
Hazardous electrical and white goods	
Per item (fridge / freezer / TV / microwave etc)	£26.50
Other domestic collection charges	
Delivery of a set of 3 bins to new housing developments	£90.00
Delivery of a replacement black bin either size	£55.00
Delivery of a replacement black bin 240 litre – (reconditioned and at officer discretion)	£26.50
Delivery of additional approved black bin either Size.	£55.00
Delivery of a replacement bin (green or blue)	Free
Delivery of second blue bin	Free
Delivery of third and fourth blue bin (price per bin)	£25.00
Annual 2nd green bin charge – per additional 240 litre	£45.00
Delivery of a replacement 660 / 1,100 litre container	By quote
Delivery of a replacement 940 litre container	By quote
Clearance of rubbish from bin stores	By quote
Emptying of contaminated bin/additional bin empty by managing agent	£32.50

Kitchen caddy sacks (in packs of 50). Includes VAT. From City and District receptions	£4.20
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## Appendix B – Acceptable and non-acceptable items in the bins (April 2021)

Accepted:

General rubbish bins, black bins and white sacks	Blue recycling bins, boxes clear sacks	Green recycling bins and brown sacks
<ul style="list-style-type: none"> <li>• Plastic waste (except plastics allowed in the recycling bin)</li> <li>• Nappies and sanitary products</li> <li>• Polystyrene</li> <li>• Broken toys</li> <li>• Ash – this must be contained within a bag / sack</li> <li>• Cat litter and dog faeces – only a small amount which must be wrapped</li> <li>• Plant pots</li> <li>• Any items which cannot be put in the blue and green recycling bins unless prohibited (see below)</li> </ul>	<ul style="list-style-type: none"> <li>• Newspapers and magazines</li> <li>• Junk mail and flyers</li> <li>• Envelopes</li> <li>• Holiday brochures</li> <li>• Directories</li> <li>• Cardboard</li> <li>• Packaging card</li> <li>• Egg boxes (cardboard or plastic)</li> <li>• Shredded paper (if contained in an envelope, paper bag or transparent plastic sack)</li> <li>• Milk, Juice and Squash cartons</li> <li>• Plastic bottles</li> <li>• Plastic yoghurt pots</li> <li>• Plastic margarine or spread tubs, ice cream tubs</li> <li>• Plastic trays from chocolate and biscuit boxes, meat, vegetables and fruit</li> <li>• Plastic bottle tops, lids and triggers</li> <li>• Plastic packaging – cling film, bread bags, bubble wrap</li> <li>• Carrier bags</li> <li>• Plastic cream, custard pots, soup pots, instant noodle pots</li> <li>• Plastic tubs for dishwasher &amp; laundry tablets</li> <li>• Cans, tins and foil, biscuit and sweet tins</li> <li>• Glass bottles and jars</li> <li>• Jam jar lids</li> <li>• Aerosols</li> </ul>	<ul style="list-style-type: none"> <li>• Grass cuttings &amp; leaves</li> <li>• Untreated wood (i.e., no nails, paint, stain or varnish) &amp; sawdust</li> <li>• Flowers and weeds</li> <li>• Windfall fruit (NB overweight bins cannot be emptied)</li> <li>• Prunings from hedges, shrubs &amp; trees</li> <li>• Straw</li> <li>• Bread</li> <li>• Fish</li> <li>• Vegetable and fruit peelings</li> <li>• Meat</li> <li>• Bones</li> <li>• Dairy products</li> <li>• All cooked and uncooked food</li> <li>• Tea bags and coffee grinds</li> <li>• Compostable paper liners for food waste</li> <li>• Cold ashes (please contain ash in a paper sack or wrap in newspaper)</li> </ul>

Not Accepted:

General rubbish bins, black bins and white sacks	Blue recycling bins, boxes clear sacks	Green recycling bins and brown sacks
<ul style="list-style-type: none"> <li>• Dry recyclables and compostable organic waste (that is accepted in the blue or green recycling bin)</li> <li>• Hot ashes</li> <li>• Car parts</li> <li>• Builders rubble and soil</li> <li>• Corrosive materials and liquids such as oil and paint</li> <li>• Fluorescent tubes and low energy light bulbs</li> <li>• Electrical and electronic equipment</li> <li>• Pesticides</li> </ul>	<ul style="list-style-type: none"> <li>• Black sacks (with or without recyclable waste in them)</li> <li>• Textiles (clothes, bedding, duvets etc.)</li> <li>• Food waste</li> <li>• Polystyrene</li> <li>• Broken toys</li> <li>• Nappies</li> <li>• Carrier bags containing recycling</li> <li>• Electricals</li> <li>• Metallised plastic pouches (e.g. CapriSun, pet food)</li> <li>• Toothpaste tubes</li> <li>• Black plastic food trays</li> </ul>	<ul style="list-style-type: none"> <li>• Green waste or food waste contained in any type of plastic bag</li> <li>• Any type of degradable / biodegradable / compostable 'plastic' bag / sack (including corn starch bags)</li> <li>• Garden items such as plastic flowerpots and trays</li> <li>• Any items that should be in the recycling or residual domestic bin</li> <li>• Soil, stones or sand (large amounts of)</li> <li>• Coal ash</li> <li>• Dust from vacuum cleaners</li> </ul>

## Appendix C – Provision of Kitchen caddy and caddy liners:

Due to the restricted use of council reception, provision of kitchen caddies has been suspended.

Paper caddy liners can be bought on-line via South Cambridgeshire District Council website.



## Appendix D – reducing contamination in blue bins at flats

Occasionally bins at houses or at **shared bin store/collection** point maybe be “contaminated” and the wrong items placed into the bins. We review reports of contamination regularly and follow a set education process to improve the quality of the recycling we collect.

- In-cab data from the collection round will be analysed to identify frequency of contamination recorded by the crews over the previous 3 months (6 collections)
- Signage at the site (in bin stores and other communal areas) will be reviewed to ensure it is adequate
- Letters and leaflets will be sent to residents.
- Door-knocking will be done if resource allows.
- In-cab data from the collection round will be analysed to identify frequency of contamination recorded by the crews over the next 3 months.
- At the end of the 3 months (6 collections) if there has been no improvement then a second letter is sent to residents with a reminder and warning of service removal
- In-cab data for the next 3 collections after letter received are monitored
- If no further improvements, then arrangements will be made for bin removal and residents / agents notified
- The council may provide additional refuse capacity to replace the recycling at our discretion. This is chargeable.

### Process for service review and removal of communal recycling facility

Where facilities are attracting antisocial behaviour and fly tipping the above process for handing contamination in the bins is unlikely to be sufficient. In this case a service review is triggered.

When the council receives complaints about on-going issue with a site, we will carry out the following steps:

- Conduct a site visit with other councils’ departments, local Councillors, and the resident themselves as appropriate, to ensure we fully understand what the issue is.
- Identify alternative ways of providing recycling collections if current services are not working .
- Consult with residents about use of the existing site, whether it should be retained, and what alternative service could be provided. Consultations last a minimum of two weeks.
- Results of the residents consultations will be collated and shared with stakeholders.
- If the service provision is to be changed, the plan to implement this will be done as soon as possible in collaboration with relevant parties as required.

## Appendix E – Sizes of bins issued by the Council

Sizes are the same for black, blue and green bins

Container type	Image	Dimensions
Box		H = 35.5 cm W = 55.3 cm D = 40.6 cm
140 Litre bin		H = 106.7 cm W = 48.3 cm D = 55.9 cm
240 Litre bin		H = 106.7 cm W = 58 cm D = 74 cm

Container type	Image	Dimensions
360 Litre bin		H = 111.8 cm W = 58.4 cm D = 86.4 cm
600 Litre bin		H = 121.9 cm W = 137.2 D = 78 cm
1,100 Litre bin		H = 135.4 cm W = 121 cm D = 107.3 cm

## Appendix F- Process of dealing with Abandoned bins

- We will investigate a suspected abandoned bin if they are left on the public highways for more than 14 days.
- Abandoned bins should be reported by the webform on our website
- We will be complete necessary checks to identify the user and ask for the bin to be claimed and moved off the public highway.
- If the user of the bin cannot be identified the bin will be removed.
- We will adapt the process below as appropriate to the circumstance

### Process:

1. Information gathering to conduct cross check of property and location history.
2. A site visit and application a sticker to the bin(s) in question to notify the user to claim the bin and give 14 days' notice of removal
3. At the same time, send a letter to resident(s) to ask for the bin(s) to be claimed and give 14 days' notice of removal
4. If after 14 days the bins remain unclaimed, we will arrange for its removal.