

Appendix 1

Scope

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Policy:

1. The service comprises:
 - a weekly collection of food waste from a small lockable bin
 - a fortnightly mixed recycling collection in a wheeled bin
 - a fortnightly rubbish collection of non recyclable waste in a wheeled bin
 - a chargeable “opt-in” fortnightly collection of garden waste in a wheeled bin
2. The standard provision of bins:
 - 240 litre wheeled bin for mixed recycling
 - 180 litre wheeled bin for non recyclable, residual waste
 - 23 litre bin for food waste (with a 7 litre caddy to use in the kitchen)

Only bins supplied by the Council will be emptied (unless otherwise agreed as part of the exemption policy).

Collection point for emptying wheeled bins

3. The inside edge of the property’s boundary (unless otherwise agreed). This should be at the point nearest to the road or pavement and no more than one metre away from the boundary edge.
4. Bins must not be placed in such a way that they will cause an obstruction to pedestrians and road users.
5. Bins should not be put out earlier than 6.00pm on the day before collection, or later than 7.00am on the day of collection. The handles should be facing outward.
6. If the bin is not at the correct collection point by the time the vehicle arrives, the contractor is not required to empty the bin.

Side waste

7. The standard bins or sacks are considered large enough to hold all household waste produced between collections. Side waste will only be collected under the following circumstances:
 - where collections have been delayed by more than the agreed number of days (i.e. bank holidays or contractor failures or suspension of service due to severe weather conditions)
 - collection changes over the Christmas and New Year period
8. If side waste is presented, the contractor will leave a note explaining the reason for non-collection.

Overfilled or overweight bins

9. Bins should not be overfilled so that the lid does not shut completely. If an overfilled bin is left unemptied, the contractor will leave a note explaining the reason for non-collection.
10. Bins should not be so overweight that the contractor is unable to move it to the vehicle to be emptied. If an overweight bin is left unemptied, the contractor will leave a note explaining the reason for non-collection.

Stolen or missing bins

11. Wheeled bins remain the property of the council at all times. They should remain with the property if occupancy changes.
12. The householder is responsible for keeping the bins safe and reporting any bins that are lost or stolen. The council reserves the right to charge for any replacements.

Responsibility for bins and damage to bins

13. The householder is responsible for keeping bins in a safe, clean and tidy condition and should not deface them.
14. The council will replace bins that become damaged through normal wear and tear. Any damaged by the contractor will be repaired or replaced at his expense. A charge may be made to the householder to replace any bins damaged as a result of misuse.

Contaminated bins

15. Contaminated bins will not be emptied. The contractor will leave a note explaining the reason for non-collection.
16. If the householder requires the council to arrange for the emptying of contaminated bins, a charge may be made.
17. Food waste caddies can only be lined with biodegradable liners or newspaper.

Exemptions to the standard service

18 To qualify for an exemption from using wheeled bins, one or more of the following criteria must be met:

- a) the property is in an article 4(2) direction area* and the bins would have to be kept at the front of the property at all times. There are currently no 4(2) areas in the Vale.
- b) there is not enough space between the front door and the pavement or rear edge of the road. Wheeled bins would therefore cause an obstruction and there is no alternative collection point.
- c) there is no reasonable rear or side access and the useable front area is too small to accommodate the bins.
- d) it is impractical to pull wheeled bins out for collection, for example across uneven ground or a considerable distance.
- e) the wheeled bins have to be kept in a location that may present a security risk to the property.
- f) the property has multiple occupants, e.g. flats with communal refuse storage arrangements.
- g) the property is accessed via steep inclines or steps, so making it impractical for using wheeled bins.
- h) any other exceptional circumstance as requested by residents and agreed by the council.

19 Properties in receipt of an exemption from using wheeled bins for recycling and residual waste, will still receive a weekly food waste collection using the container provided.

Arrangements for properties unsuitable for use of wheeled bins

20 Four green recycling bags per fortnight and three pink rubbish bags per fortnight will be provided. Waste placed in other bags will not be collected, subject to the exceptions referred to in paragraph 8.

21 The requirements of collection points will be as previously described.

Assisted collections

22 Assisted collections will be arranged for householders who, by virtue of age or infirmity, are unable to take the waste to the collection point. These will only be agreed if there is no able-bodied adult occupant.

Large/small families or residents producing large/small amounts of waste

23 Larger 360 litre recycling bins will only be provided if the property has six or more occupants.

24 If an occupant has a medical condition requiring larger residual waste storage capacity (such as disposal of incontinence pads), an additional 180 litre wheeled bin may be provided. The council may provide an extra bin for families with at least two nappy wearing children.

25 Smaller wheeled bins are not provided. The cost and practicalities of offering alternative size bins on request would not be sustainable in the long run.