

KERBSIDE WASTE COLLECTION POLICIES (Household Waste Only)

The following policies all relate to the collection of waste and recycling at the kerbside. These assume provision of the mixed bin recycling and recycling box service alongside separate facilities for residual (non-recyclable) waste and food recycling.

Policy on the Provision of Kerbside Waste Containers

The standard kerbside collection service provided will consist of:

- 240 litre GREEN bin for mixed recycling (paper and card, mixed plastics, cans and tins, empty aerosols and clean foil);
- 33 litre BLUE box for segregated recyclable materials (glass, batteries, textiles, small electricals);
- 23 litre GREY bin for food recycling;
- 240 litre BROWN bin for garden waste recycling (this is a chargeable service and provision of this bin is optional);
- 140 litre GREY bin for residual (non-recyclable) waste.
- Smaller (140 litre) green and brown bins are available on request.
- Food collections take place weekly;
- Mixed recycling and residual (non-recyclable) bins are collected two weekly.
- Blue recycling boxes are collected two-weekly;
- Garden waste bins are collected as outlined in the Garden Waste Collection Policy; you can only request a garden waste bin if you have registered for the collection service.
- Larger green and grey bins are available only in specific circumstances outlined below.

Alternative services will only be offered where the standard kerbside or communal collection systems cannot be provided.

All containers (including bins and recycling boxes) are the property of the Council; if a bin or other container is lost or requires replacement, and you request a replacement by phone or online, we aim to replace this within 10 working days. We may in some circumstances request additional information to support your request.

Please note that if the bin is damaged we reserve the right to carry out a repair of the existing bin where this is possible. If the bin is lost or stolen we may require you to provide a Crime Report number from Police Scotland.

ADDITIONAL CAPACITY

GREY (NON-RECYCLABLE WASTE) ONLY:

The grey non-recyclable waste bin is provided for the disposal of household waste which cannot be recycled. The standard capacity provided is 140 litres per household. A larger 240 litre bin is available where there is a genuine need, i.e.:

- 5 or more permanent residents in household;

- 2 or more children aged 3 years or under;
- A medical condition which results in the generation of additional waste;
- Other households are required to use the standard 140 litre bin.
- THE LARGER BIN IS 240 LITRE; A 360 LITRE BIN MAY ONLY BE PROVIDED IN EXCEPTIONAL CIRCUMSTANCES

GREEN (MIXED RECYCLING)

- A larger (360 litre) green mixed recycling bin is available on request

BLUE BOXES AND FOOD CADDIES

- Up to two food bins and blue boxes can be uplifted from each household.

BROWN (GARDEN WASTE RECYCLING):

A larger garden waste bin is NOT available due to the weight of the materials. Additional garden waste bins are available on request. There is no charge for supplying the additional bins, but there is a charge for the garden waste collection service itself so additional bins do cost more. Please refer to the separate Garden Waste Collection Policy.

Shared Recycling Bin Policy

In some blocks of flats, and other properties, there may be insufficient space to accommodate the full range of individual waste and recycling bins. This should only apply to older buildings- all new buildings should be designed to accommodate the full range of services.

Where this is the case we may offer shared bins.

In some cases we may offer each resident their own non-recyclable waste bin, and offer shared recycling bins. In other cases it may be necessary to offer shared bins for both services.

The examples below show how officers assign bins to blocks of flats which previously had green bins under the red and blue box recycling service but may not have enough space to accommodate the full range of bins under the new service. This list is not intended to be exhaustive, and other options may be offered.

A typical household will be receiving 240.5 litres per week on the new service (excluding garden waste). The previous service was 198 litres per household per week.

In every case shown the capacity provided each week has increased compared with the previous situation. However two options are provided for 6 in a block to minimise the drop off in capacity.

Standard Service (Per Property for comparison of litres provided):

	Grey 140l Non- Recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per week)	TOTAL (Bins)

Bins (+boxes)	1	1	1	1		
Litres/hh/wk	70	120	27.5	23	240.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

Block Of 4 (Sharing):

It is assumed that in most cases blocks of 4 will **NOT** be sharing. The following is provided only for situations where this resolution cannot be achieved.

	Grey 140l Non-Recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per week)	TOTAL (Bins)
Bins (+boxes)	4	3	4	4		7+8 boxes
Litres/hh/wk	70	90	27.5	23	210.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

Block of 6 (Sharing):

This provides 2 options depending on the amount of space available. In each case, residents have 1 non-recyclable waste bin each (as well as recycling boxes and food bins) but share either 5 or 4 recycling bins.

	Grey 140l Non-Recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per week)	TOTAL (Bins)
Bins (+boxes)	6	5	6	6		11 +12 boxes
Litres/hh/wk	70	100	27.5	23	220.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

	Grey 140l Non-recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per week)	TOTAL (Bins)
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Bins (+boxes)	6	4	6	6		10 +12 boxes
Litres/hh/wk	70	80	27.5	23	200.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

Block of 8 (Sharing):

	Grey 140l Non- Recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per fortnight)	TOTAL (Bins)
Bins (+boxes)	8	6	8	8		14 +16 boxes
Litres/hh/wk	70	90	27.5	23	210.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

Contamination Policy

- The kerbside recycling bin (green) is provided for the collection of the following specific materials only:

Paper and cardboard, clean plastic bottles, pots, tubs and trays, clean cans, tins, foil and EMPTY aerosols. All items must be placed clean and loose in the bin. Plastic bags are not accepted.
- The kerbside recycling box (blue) is provided for the collection of the following specific materials only:

Glass bottles and jars, small electrical items such as toasters, kettles, etc, small batteries (in a clear bag) and textiles (presented in a bag in or beside the box- black bags are not accepted).
- The food bin (23 litre grey bin) is provided solely for the recycling of cooked and uncooked food. Materials must be wrapped in a compostable liner, old newspaper or a plastic bag inside the food bin (e.g. a bread bag; black bags are not accepted).
- The garden waste bin (brown) is provided solely for the recycling of compostable garden waste. All items must be presented loose in the bin. Bins containing plastic bags and other materials will not be collected. Please refer to the separate Garden Waste Collection Policy.
- The non-recyclable waste bin (140 litre grey) is provided solely for the disposal of household waste which cannot be recycled in one of the recycling collections.

- Other items presented in these containers will result in them not being collected. In this event it is the responsibility of the householder to remove the incorrect items and present the bin or box on the next collection day.

Where genuine mistakes are made we will seek to engage with the householder and resolve this.

Where a householder continues to contaminate a recycling bin, and does not engage with staff to resolve this, the recycling service will be withdrawn and enforcement action may result in some circumstances.

Excess Waste Policy

All bins must be presented at the kerbside with lids closed and no extra waste presented alongside, with the following exceptions:

- Large cardboard boxes which do not fit in the recycling bin (e.g. television boxes) may be presented alongside the recycling bin. All such boxes should be empty of all other materials and presented flat in such a way that they do not blow away, e.g. between the bin and a fence or hedge.
- Textiles should be presented in a sealed clear or coloured plastic bag - black bags are not collected; textile bags may be presented in or beside the recycling box.
- No other loose or bagged waste will be collected.
- Glass, household batteries and small electrical items must be presented in the recycling box, with the lid provided securely attached.

Presentation of Waste Policy

- All waste must be presented in the containers provided, or in line with the excess waste policy.
- Waste bins and containers must only be presented on the day of collection and should be removed as soon as possible after collection.
- Collection may take place at any time between 6 AM and 10 PM. Bins presented after 6 AM may not be collected and will not be covered by the Missed Collection Policy (below).
- All containers should be presented on the pavement outwith your property (except where an assisted collection has been arranged) and must be removed no later than 12 noon on the day following collection.
- On some occasions it may be necessary to agree a presentation point with you. This is a special location where it is agreed that you will present your bins – this will be employed in specific circumstances such as limited access, unsurfaced rural roads, etc.
- Our crews will endeavour to return bins and other containers to the point they take it from.

Assisted Collection Policy

- Assisted collections are available where all members of a household are unable to present their bins due to a disability or medical condition.

- If you request an assisted collection we will visit you within 10 working days; if you are eligible for an assisted collection we will specify a collection point which is accessible to you and the collection crews.
- The collection point must be accessible to collection crews and not present a hazard (e.g. due to inadequate lighting, loose paving or other trip hazard). We are unable to hold keys.
- Collection crews will collect your bins from this point and return them to this point after collection.
- We will contact you regularly to check whether you still need the service.
- This will not usually take place more often than annually, except where a temporary assisted collection has been agreed for a shorter period.

Missed Collection Policy

- We will seek to collect all materials on the scheduled collection day.
- Where a collection is delayed as a result of severe weather, vehicle breakdown, etc, we will advertise this on our website and advise when the collection will take place (usually the following day).
- Where a collection is missed in error and this is reported by phone or webform we will ask that the customer leaves the bin out.
- You can report a missed collection from 10pm on the day of collection, for up to three working days after the collection was due. Reports after this time cannot be accepted as a missed collection.
- We will come back within two working days, (excluding Saturday, Sunday and some public holidays).
- Where the crew has reported a recycling bin as being contaminated, the bin will be tagged to advise the householder. In these circumstances, we will not return to collect the bin until the next collection.
- Where the crew records that the bin has not been presented, it must be presented on the next scheduled collection day. Crews will not return to collect the bin prior to this.