

# Environmental Services

## **Policy on Fortnightly Kerbside Recycling Collections**

The following is Harrogate Borough Councils (HBC) Policy on kerbside recycling collections.

This policy covers the fortnightly collection of dry recyclables including paper, glass and cans, and Green Waste. It outlines the containers that are provided, how the scheme works, policy on assisted collections and materials that are collected. A property is defined as a residential house whether in single or multiple occupation, or a block of residential flats.

## **1. Containers**

- A 55 litre plastic black box will be provided for the collection of glass and cans.
- A blue bag will be provided for the collection of newspapers and magazines.
- A reusable sack will be provided for the collection of glass, cans, newspapers and magazines where a separate box and bag are inconvenient to use.
- A standard 240 litre brown lidded wheeled bin will be provided, free of charge in the first instance, for the collection of green waste where appropriate.
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- The box/bag/bin remain the property of HBC and must be left at the property when residents move. For new properties, boxes/bags/bins with supporting information on recycling, will be delivered on request from the resident where appropriate. Residents are responsible for the safe storage of boxes/bags/bins at their address.
- Residents are encouraged to neatly mark their house name/number on the box to aid identification after collection. Residents with a green waste bin are encouraged to make a note of the serial number found on the side of the bin to aid identification.
- Lids for boxes are available upon request at a cost to the resident. The lid must be removed by the resident prior to collection, if the lid is left on the box will not be emptied.
- New residents moving into existing properties should ensure box/bag/bin issued to the property have been left. A charge will be made for replacement if they have been removed.
- Boxes/bins which are damaged will be replaced or repaired free of charge if the damage was the result of mishandling, manufacture or life

expectancy. Replacement or repairs for other damage, lost or stolen bins etc. will be charged to the householder. Each case will be assessed individually.

- Properties requiring additional boxes or reusable sacks will be individually assessed. A charge will be made for any additional boxes or reusable sacks.
- Properties requiring an additional wheeled bin for the storage of green waste will be individually assessed. A charge will be made for an additional bin.
- Residents wishing to use their own additional wheeled bin for garden waste must seek consent from HBC. This is to ensure the container is compatible with the recycling vehicles lifting gear.
- Hard to reach properties will be individually assessed for suitability and a suitable container provided subject to access and operational capacity.

## **2. How the Scheme Works**

- On the appointed day every fortnight the resident should place their box/bin/bag in a safe, easily visible position by the kerbside/pavement before 7.00am.
- Only boxes/bags/bins which are correctly presented will be collected. Bins not presented correctly will have to wait until the next appropriate collection.
- We are not able to return and empty containers reported as missed. Missed collections must wait until the next scheduled collection day. If containers are repeatedly reported as missed an officer will investigate to resolve the situation.
- Where there may be a problem as to where the box/bag/bin should be left for collection the resident should contact the Councils Customer Service Centre on 0845 300 6091 an officer will then determine a suitable location.
- The resident must return the box/bag/bin to the confines of their own property during the same day, after collection.
- Where a resident is infirm or disabled and lives on their own without anyone to undertake movement of the box/bin/bag to the kerbside we will provide an alternative collection option. Each case will be assessed individually. Residents should contact the Customer Service Centre on 0845 300 6091.

- Where residents are having difficulties participating in a kerbside scheme they should inform HBC in order that an officer can visit them and attempt to resolve the problem.
- We do not offer a bank holiday catch up service. If your collection day falls on a bank holiday you miss a collection and must wait until the next scheduled collection date.
- The garden waste recycling service does not operate during the 2 weeks covering the Christmas and New Year period.
- Normally only recycling contained in HBC boxes/bags will be collected. No excess recycling will be removed except on the first scheduled collection following a bank holiday.
- Only green waste contained in the HBC brown lidded bin will be collected. No excess rubbish will be removed (i.e. rubbish around the bin) for health and safety reasons.
- Green waste wheeled bins which have been filled above the level of the container, preventing the lid from closing will not be emptied due to health and safety reasons.
- Green waste wheeled bins that have had waste compacted down into them will not be emptied due to health and safety reasons.
- Freezing temperatures can lead to non-collection of garden waste. If this occurs residents will have to wait until the following collection.
- Periodic monitoring of kerbside recycling is undertaken to ascertain usage and efficiency of the schemes.
- Residents may occasionally be requested to take part in postal or doorstep surveys regarding kerbside recycling schemes.

### **3. What Will Be Collected**

- Glass, cans and foil should be rinsed where possible and put into the box or reusable sack for collection.
- Newspapers, magazines, leaflets and flyers should be placed in the bag for collection. An additional bag will be provided free of charge upon request if the capacity is required.
- Hedge cuttings, twigs and small branches, grass cuttings, leaves, cut flowers, prunings, plants should be placed in the brown lidded bin for collection.

- Boxes/bags/bins containing the wrong materials will be considered contaminated, as will boxes containing dirty recycling and these will not be collected. The resident will have to decontaminate the box/bag/bin themselves and present it the following fortnight for collection.
- Boxes/bags/bins which are contaminated will be stickered to inform the resident why they have not been emptied. HBC reserve the right to withdraw the service from any resident that repeatedly leaves out contaminated containers for collection.
- HBC reserve the right to remove the recycling service where residents are not acting in accordance with policy. HBC will only look to reinstate the service upon the resident signing a written agreement to act in accordance with policy in future.
- In the event of exceptional circumstances (i.e. inclement weather, loss of vehicle, strike action) we will not be able to provide a recycling collection.

**Updated March 2010**