

Environmental Services

Policy for domestic refuse collections

The following is Harrogate Borough Councils' (HBC) policy on domestic refuse collections.

The policy covers the weekly collection of normal domestic refuse. It outlines how the system works. It is commonly known as the 'back door sack' system of collection, it includes the whole of the Harrogate Borough Council area.

Terminology

The policy covers all types of domestic properties: house, bungalow, maisonette, flat, (also known as multi occupancy residence), farmhouse or similar properties whether or not adjacent to a commercial property i.e. shops, hotels, public houses and other properties with private dwelling accommodation attached or incorporated. Domestic refuse will be collected from the residential part of the property and any trade refuse from the business in blue trade waste bags for collection and disposal.

- **Householder**
Also means Council Tax payer, occupier, in the case of domestic properties, refers to the occupier(s) of each property who receive a domestic refuse collection service
- **Domestic refuse**
Refuse arisings which would normally be generated every week (i.e. food scraps, packaging etc.) The Council would not deem childrens toys, bikes, lino, garden equipment as normal refuse arisings. Please refer to the bulky collection policy for non standard items or contact our Customer Services Team for further advice.

Standard domestic refuse service

Back door collection

- The collection of all domestic refuse in bin liners, bags, etc from the rear or similar location of residential properties where access is available otherwise it is expected the householder will ensure sacks are accessible on the day of collection and in one location at their property.
- The occupier of each premises within the HBC area is free to select any reasonable location for the storage of refuse on their property as long as this is easily accessible and visible to the collectors.

Refuse storage

- A plastic or metal refuse bin may be provided by the householder for storage purposes; it does not form part of the Councils' service, the receptacle is the black sack.
- Up to 2 black refuse sacks may be provided for each domestic property each week.
- Bulk wheeled containers may be used at multi occupancy properties for the storage of refuse.
- The replacement sacks will be left in a secure and accessible place on the day of refuse collection.

How the scheme works

- A weekly service is provided to collect refuse and the loaders may enter the householders' property boundary to collect the refuse from an easily accessible position, all bags must be left in one easily accessible location at their property.
- If the customer is unsure of their collection day, they need to contact Customer Services – 0845 300 6091.
- Any sharp objects must be carefully wrapped to avoid the risk of injury to the loaders.
- Avoid putting any liquid waste into the refuse bag.
- No hazardous waste is allowed i.e. paint, chemicals. For disposal of these items please contact the Customer Services Unit.
- If a refuse collection is missed, the customer must inform the Council, it will normally be collected within 48 hours i.e. by the end of the next working day.
- Designated collection days each week however the situations listed below may alter the collection schedule.
- For waste items other than those placed in black sacks refer to the bulky items collection policy. Normal household refuse does not include bulky items such as fixtures and fittings.
- Garden waste must not be included in black refuse bags, but left in specific HBC green bags available to purchase from recognised HBC outlets.
- Where kerbside recycling for dry recyclables (glass, cans, newspapers) or garden waste are available please refer to separate policy for guidance.
- The Council may remove sacks, other than those provided by the Council. If spillages occur all efforts will be made to clear up littered waste. The Council cannot guarantee that a liquid spillage will be successfully removed due to issues arising from the type of liquid waste spilt (i.e. gloss paint, oils can stain very quickly) – all efforts will be made to deal with the spillage without causing damage to the surface.
- Periodic monitoring of the refuse collection service is undertaken to ascertain usage and efficiency.
- Residents may occasionally be requested to take part in postal or doorstep surveys regarding the service.

Inclement weather

- The Customer Services Unit publicise alternative arrangements subject to Health and Safety considerations and guidance from the Highways Authority.

Bank Holidays

- Slippage service times are informed by leaflet, sacks, on the website or via the Customer Services Unit.
- Collections may commence earlier during the bank holiday catch up period.

Non standard Service

Lane end collection

- The collection of domestic refuse from the ends of lanes or similar routes, leading to remote premises where the property occupier delivers the domestic refuse to a specific location on an agreed day on a weekly basis. Refuse sacks to be left at an agreed location.

Bulk wheeled containers

- Can be used at domestic properties, the size and type to be agreed with Harrogate Borough Council prior to use. Mainly located at multi occupancy properties (i.e. block of flats).

Charities, Ecclesiastical Premises, Parish and Village Halls and Youth Clubs

- The Council may make collections from these premises which may receive a collection of 2 sacks of refuse per week. These premises will provide their own refuse sacks. Any additional refuse resulting from the conducting of trade or other profit-making activities from the premises must be presented in chargeable trade sacks or trade bulk containers. If abuse of the system is suspected, all refuse will be removed and the Council will inform the customer of the correct procedure.

Bulky item collections

- Refer to separate collection policy.

Kerbside Recycling – Garden/Dry

- Refer to separate collection policy.

This policy forms part of a suite of policy documents for Environmental Services, which can be viewed on the Council's website www.harrogate.gov.uk. If customers do not have access to the Internet they can obtain the information from the Council's Customer Services Team.