Residual Waste Bin Collection Policy

From Low-rise properties

This policy applies to low-rise properties in the London Borough of Hounslow who receive a residual waste collection service using a wheeled bin.

1. Size and Type of Bin

1.1 A black 140 litre wheeled bin is provided to each eligible property. The bin will be:
   - branded with the London Borough of Hounslow crest
   - provided with a white space on the bin (for door number)
   - printed with no food waste on the lid
   - meet BS EN 840 European Standards

A 140 litre bin is large enough for 2 to 3 black sacks of rubbish, which is large enough for a family of 5 who are using all the recycling services available to them.

1.2 Residents have the option of requesting a larger 240 litre wheeled bin if they meet the following criteria:
   - They are recycling all food, garden and recyclable waste, AND
   - Are a larger family / household of six people or more,
   - Are a family / household of four people or more, with a child under two years of age, or
   - Have a medical condition that increases the amount of non-recyclable waste that is produced

The above includes Houses of Multiple Occupation (HMOs)

1.2.1 A record will be held of all 240 litre bins delivered and larger bins will only be emptied from the properties where they have been provided.

1.2.2 The Council will only collect from a Council branded bin and only 1 wheeled bin will be collected from each property.

   In exceptional circumstances residents may apply for an additional bin. This will be supplied subject to a one-off charge.

   You may arrange to share a bin with a neighbour.

1.2.3 An intense period of monitoring will commence after the delivery to identify any properties, and appropriate support given to recycle or use the bins properly.

1.2.4 Small blocks of flats will be assessed on a case by case basis and given an option to share bins where appropriate or use larger bulk bins.
1.3 Residents cannot opt out of the residual waste wheeled bin service unless they are listed as exempt or assisted collection. Eligible properties which do not use a wheeled bin will not have their residual waste collected.

2. **Exempt Properties**

2.1 A property will be exempt from using a wheeled bin, if they have;

- No front garden
- No access to a rear garden
- Difficult access (i.e. steps up or down)
- No outdoor storage space

2.2 An exempt property will continue to use black sacks. Drivers will be provided with a list of exempt properties.

3. **Assisted Collections**

3.1 Residents currently receiving an assisted collection for their waste and recycling will be automatically transferred onto the list for the wheeled bin.

3.2 Residents who are unable to cope with a wheeled bin may apply for an assisted collection. Assistance may include:

- Collect and return the bin to an agreed location
- Collect a sack from an agreed location
- Etc.

3.3 Residents granted an assisted collection will be identified on drivers’ collection schedules. Lists will be reviewed annually to ensure that people still qualify.

4 **Collection Position**

4.1 Wheeled bins or bags should be placed at the front edge of the property on collection day, but not on the pavement.

5 **Time of Collection**

5.1 Bins/bags should be put out by 7am on the scheduled collection day.

5.2 The Council will not return to empty bins that are presented for collection after the vehicle has visited the road.

6 **No Excess Waste**

6.1 The Council will not collect waste that is not placed inside the wheeled bin

7. **Closed Lid**

7.1 The lid of the bin must be closed when presented for collection. A lid that is open will not be accepted for Health and Safety reasons.
8  Nappies/pet waste
8.1 Nappies and pet waste (cat and dog poo) should be securely tied in plastic bags before being put in the bin

9  Heavy Bins
9.1 Wheeled bins that are considered (by the collectors) to be too heavy to be lifted safely by the collection vehicle will not be emptied.

10. Contamination
10.1 Only residual household waste will be collected. Any other type of waste (food waste, garden waste or recyclable waste) will not be collected

11. Rubble, DIY and building waste
11.1 The residual waste bin is only provided for household waste. This does not include Rubble, DIY or building waste. If these are put in the bin it will not be collected
11.2 Rubble, DIY or building waste may be disposed of using the chargeable Bulky Waste collection service or by taking to them to Space Waye, Reuse and Recycling Centre (a charge will apply). For further details visit www.hounslow.gov.uk/recycling, or call 020 8583 5555.

12  Bulky Waste
12.1 Bulky waste, like fridges and freezers, furniture or large toys will not be collected in the residual waste wheeled bin.
12.2 Bulky items may be disposed of using the chargeable Bulky Waste collection service or by taking to them to Space Waye, Reuse and Recycling Centre. For further details visit www.hounslow.gov.uk/recycling, or call 020 8583 5555.

13. Replacement Bins (lost or stolen)
13.1 Missing or stolen bins will be charged at full cost plus delivery.

14. Broken or damaged bins
14.1 Bins damaged or bins falling into the back of the vehicle during the collection process will be replaced free of charge.

15. Collection Information
15.1 Collection crews will be provided with information on assisted collections and exempt collections.
15.2 Crews will complete daily reports on missed collections, bin not out, excess waste, heavy bin, wrong type of waste (garden/ building), damaged bins and bins in the back of the vehicle.
15.3 Bin hangers, tags or stickers will be used by the crew to notify residents of the above.
16. Reporting Problems

16.1 Residents can report a problem with their collection by:

- web form: www.hounslow.gov.uk
- email: recycling@hounslow.gov.uk or
- phone: 020 8583 5555

A report of a missed collection will not be accepted until after 5pm on the day of collection – once drivers’ reports have been checked. This is to avoid sending vehicles back unnecessarily or taking reports when crews may still be working.

16.2 Genuine missed collections will be rectified by the end of the next working day

16.3 Crews will not return for missed collections that are not genuine. Residents will be expected to dispose of this waste using the chargeable Bulky Waste collection service or by taking it to Space Waye, Reuse and Recycling Centre. For further details visit www.hounslow.gov.uk/recycling, or call 020 8583 5555. Alternatively it can be left to be collected on the next scheduled day – but note that no excess waste will be collected.