

Wyre Borough Council

Waste Collection Policies and Guidance

Revised February 2021

Waste and Recycling Service Policy

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Background

This document details the service policies of the recycling and residual waste collection service for Wyre.

This service policy fully supports the aims and objectives of the joint Lancashire Municipal Waste Management Strategy, to reduce waste collected and landfilled.

The policy will continue to be kept under review as implementation of new service and strategies continue to meet legislative requirements.

1. Containers, frequency and materials

Day of Collection

We aim to make all collections on the same day of the week in each area.

Green waste (if subscribed) will be collected along with one of the dry recycling streams, with residual waste collected one week and one of the recycling streams collected the next.

Due to operational issues there may be occasions where we have no option but to undertake recycling/waste collections on a different day, but these will be regarded as exceptions to the normal service.

Collection days may also vary during the period of a public holiday and householders will be informed of changes via the website and local press.

All collections commence at 07.00 am and containers must therefore be presented at the kerbside or agreed collection point by this time on the scheduled day.

Detached and semi-detached properties collections predominantly take place at the front of the property where it meets the public highway, with terraced properties predominantly collected at a collection point at the end of their alley. Bins must not be placed where they will obstruct cars, pedestrians, refuse collection or emergency service vehicles.

Even if your bins are usually emptied later in the day, they must be presented by 7:00am, as operational changes, roadworks, accidents or highway obstructions can mean the route changes and if your bin is not out we will not return.

Householder must remove containers from the kerbside/collection point as soon as practically possible on the day collection has taken place, and it is the householder's responsibility to ensure that all containers are stored within the boundary of their property and only presented on collection day, and any householders who do not comply with this policy leave themselves liable to enforcement action being taken against them.

Recycling

The standard service for collecting recycling at each property will be a 4 weekly basis for each stream of recyclable materials.

- A blue lidded wheeled bin (240l) for paper and card will be collected every 4 weeks.
- A red lidded bin (240l) for glass bottles/jars, plastics (bottles, pots, tubs and trays with symbol 1, 2 or 5), food/drink cans, aerosols and aluminium foil will be collected every 4 weeks.

Items should be placed loose in the wheeled bin, with items rinsed to remove food residue before being deposited in the bin.

Domestic batteries, small electrical items (no larger than a kettle / toaster) and textiles may be placed alongside the recycling bins, but these items must be placed in a separate bags.

Households requiring the kerbside collection of green waste must subscribe to the green waste collection service. Green lidded wheeled bins are available for compostable garden waste only, and there is an annual fee in place for each green bin a household has. For up to date fees and terms please visit www.wyre.gov.uk/greenwaste. There is a fee for any additional bins a household requires.

Residual Waste

Residual waste (domestic waste) is the waste that cannot be recycled or composted as part of the standard service. The collection frequency for residual waste will be on a fortnightly basis using a 240 litre grey wheeled (Residual waste is further defined in Section 10).

If a resident decides not to use/participate in the service, they will be required to dispose of their own waste in a safe and suitable manner, and they will not be entitled to a deduction in Council Tax.

All wheeled bins must be presented with closed lids, and additional bags, boxes or loose residual waste will not be collected.

An administration and delivery fee will be applied to all bins delivered to a property, and will include bins which are new, lost, damaged (including wear and tear), stolen

or missing. However, a damaged bin will be replaced every seven years, to take account of the anticipated life expectancy of a standard wheelie bin (Please see Section 11 for more detail).

2. Tailoring residual capacity

The standard 240l bin provides sufficient capacity for the majority of households provided appropriate use is made of the other recycling containers supplied. However, additional capacity can be requested if a household meets certain criteria.

Only households conforming to the conditions detailed in this section can be considered for extra capacity, and to be considered for additional capacity, householders must apply to the Council and will be asked to provide supporting evidence (including information that can only be provided by their Medical Professional) or accept a visit from a Council Officer.

The householder will be required to inform the Council of any changes in circumstances should they no longer meet the requirements of the policy and are no longer entitled to additional capacity. Regular reviews will be conducted to ensure that those who are granted additional capacity still require this and still meet the criteria.

If a new resident moved into a household with a non-standardised residual bin, they will only be entitled to the standard residual container, and in circumstances such as this the additional capacity bin will be replaced with a standard 240ltr container.

The criteria below highlights the necessary criteria where residents can apply for additional residual waste capacity.

Larger Families

Families of five or more can apply for a larger bin for residual waste. The Council will only supply a larger bin for residual waste once satisfied that the household has made every reasonable effort to divert waste through recycling, and that the household requirement for extra capacity is genuine. Extra capacity will be provided as follows:

- Up to five permanent occupants in the household – standard 240 litre residual waste bin;
- Six or more permanent occupants in the households – 360 litre residual waste bin.

Households will be encouraged to consider what products they are buying to assist in reducing the level of waste produced, to remain in line with the Waste Hierarchy.

Children in Disposable Nappies

A family of 4 with young children (under 3 years old) who use disposable nappies may produce additional residual waste and they can apply to the Council for additional residual waste capacity, and if approved a pack of 26 authorised sacks will be issued to the household.

The sack is to increase capacity, and does not act as a receptacle for used nappies, as the householder should only place non-putrescible/organic waste in the sacks and place used nappies within the wheeled bin. The authorised sack may be presented beside the residual waste wheeled bin. Applications for authorised sacks must be made on an annual basis, and will not be issued once the child reaches 3 years of age.

Medical Conditions

The Council recognises that some residents may have additional waste requirements for medical reasons. Where additional waste is generated and the capacity of the standard residual waste bin is insufficient, householders (or carers on behalf of householders) can apply for additional waste capacity. The Council will require information from their Medical Professional (GP) regarding the condition, and Officers will assess each application and work with householders and carers to find an appropriate solution to meet the householder's needs.

The solution could be additional sacks (short/medium term) or larger containers (longer term).

Where additional capacity is no longer required due to a change in circumstances e.g. a person is admitted to a nursing home, the Council should be informed and the additional capacity will be reviewed/removed.

Anyone making payment or applying for additional capacity under false circumstance will have the bin removed with no refund given.

3. Tailoring recycling capacity

Additional Recycling Material

There are no restrictions on the quantity of recyclable materials households can present providing they store and present the materials appropriately. If a resident has additional recycling that will not fit in the bin, the council will collect this provided it is presented in a suitable manner. We cannot accept any liability for loss or damage to any container the householder provides themselves for storage of recyclables.

Additional wheeled bins may be considered if a household consistently produces extra recycling (exchanging for a larger container or providing additional containers carries an Administration & Delivery Fee), and we will only empty wheeled bins

provided by Wyre Council or where we can guarantee they meet the Council specifications and have been authorised.

Requests for Smaller Recycling Wheeled Bins

Householders who prefer a small recycling bin or garden waste bin have the opportunity to apply for a 120 litre recycling bin. Householders should note that this would severely reduce the capacity they have to store recyclable material and no additional residual (domestic) waste capacity would be provided. It is advised that only single or dual occupancy households consider applying for smaller recycling bin, and households electing for a smaller green bin, must be aware that the same annual fee will apply.

If, at a later date, householders wish to change container size, they would be subject to the administration delivery levied by the council.

4. Properties unsuitable for wheeled bin

Some properties may not be suitable for the range of containers being provided as standard. If a property meets one or more of the following criteria, it will be deemed unsuitable for wheeled bins and alternative collection method will be provided. However, householders may still wish to use the containers supplied even if their property meets one or more of these criteria.

- a) The property is physically incapable of storing wheeled bins anywhere within its boundary
- b) There is no alternative but to wheel the bins through the property and no alternative access or storage point
- c) Where the wheeled bin must be brought up or down a series of steps or a steep gradient that would present a safety risk or unreasonable difficulty
- d) Where there is no suitable point outside or near to the property to present the wheeled bin for collection
- e) Any other exceptional circumstances as requested by residents and agreed by Wyre Council's representative
- f) And there is no alternative access or storage point

If householders notify the Council that their property meets one or more of the above criteria Wyre officers will assess each application and advise accordingly.

Collection Arrangements for Properties Unsuitable for use of Wheeled Bins

If a property meets at least one of the criteria above, the Council may provide the following alternative to the standard wheeled bins:

- a) Authorised sacks for residual waste to be collected weekly or fortnightly (if room to use a wheeled bin for storage only, an administration and delivery fee will be applied). The number of authorised sacks collected per week will be limited to 2 per week (which is in-line with container capacity issued to a standard household of 4 occupants). However, in exceptional circumstances sack numbers may be increased by agreement with Senior Waste Personnel;
- b) Wherever possible a recycling provision will be agreed.

The Council reserves the right to/will only collect the authorised number of sacks per property per collection. We will not collect waste contained in non-authorised Council sacks, boxes or other loose rubbish.

5. Assisted collections

Inevitably there will be people within the community who require an enhanced level of service with the waste management process due to a number of conditions either on a permanent or temporary basis. It is essential that provision is made to assist such people.

The Council therefore offers an enhanced level of service in circumstances where the applicant is genuinely incapacitated either temporarily or permanently or has a physical disability which make it difficult or impossible to present waste and recycling at the kerbside / collection point and either:

- a) There is no other able bodied person living in the same property over 14 years of age or
- b) There are no family members, carers or neighbours available to help present/return the bin to/from the collection point.

As part of these arrangements the applicant will have to:-

- a) Agree to a permanent alternative collection point and;
- b) If requested to do so, provide proof of incapacity (doctor's note) and;
- c) Allow access to containers for the collection crew from 7.00 am onwards (ensure gate unlocked, no obstructions etc)
- d) Householders in terraced properties receiving the assisted collection from their back yard must ensure their house number is clearly marked on their back gate / wall so the collection crew can easily identify the correct property.

To carry out an assisted collection the collection crew will have to enter private property and the Council is not liable for any damage caused, unless operatives can

be shown to have acted in an unreasonable manner. The Council collection staff are not authorised to enter the resident's home.

In order to qualify for this service, residents must request a dispensation by calling the Council direct or completing an online form. A home visit may be required or proof of circumstances but the completion of a simple questionnaire would commence the service.

A regular review of all assisted collection applicants will be carried out by the Council to ensure that support is still required. Enforcement action will be considered if there is regular and recorded misuse of this system.

6. Collection point for emptying wheeled bins and boxes

Containers should be placed on the kerbside at the boundary/edge of curtilage of the property adjacent to the public, road (adopted highway), unless otherwise agreed by the Council. Wheeled bins and containers must be clearly visible with no restrictions to access.

Where a household is on a private or 'unadopted' road and council collection vehicles have historically accessed this road, the Council will endeavour to continue to do so. This will be subject to obtaining permissions and/or indemnity against damage from the owner(s).

Road considerations:

Road surface - Roads must be of sound construction to a suitable hard surface free of potholes and obstructions, which could cause damage to the vehicle and /or further damage to the road surface.

Road width - The minimum access width to be not less than 3.5 metres with no obstruction from trees, shrubs, etc., which could cause damage to the vehicle and/or damage to customer property.

Height clearance - The minimum clearance should not be less than 5.5 metres with no obstruction from overhanging branches, cables etc., which could cause damage to the emergency lighting situated on the roof of the vehicle.

Turning area - Where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn. The turning area should be sufficient to allow the vehicle to turn without causing damage to the refuse vehicle, other vehicles or customer's properties.

The above conditions are not conclusive of whether the service can be offered and the supervisor's decision will be final.

Where it is not possible to access the road or permission/indemnity is not received the normal collection point will be at a suitable position on the nearest adopted highway or at another point agreed between the household and the Council.

It is the householders' responsibility to ensure containers are not presented in such a way that they cause an obstruction to pedestrians and road users.

Containers should not be presented for collection earlier than 21:00 on the day prior collection, or later than 07:00 on the day of collection, with wheeled bin handles facing towards the road. Green waste wheeled bins should be presented with the handles facing towards the road and the subscription sticker visible – failure to do this may result in non-collection.

After the containers are emptied, the collection crew will return them to the position from which they were collected, providing this is suitable and safe and weather dependant. It is the householders' responsibility to return the containers to within the boundary of their property as soon as possible after they have been emptied and no later than the evening of the day of collection. Bins/Containers should be stored securely within the property boundary at all time with the only exception being on the scheduled day of collection.

It is the householders' responsibility to return uncollected side/additional waste back to their property.

7. Missed bins and containers

All bins and containers must be presented for collection by 07:00 on the day of collection, as the Council is unable to guarantee a time the collection crews will arrive in an area.

Where a bin is presented correctly (manner, time, day, place, right materials, no obstruction etc.) in accordance with this policy document but has been genuinely missed, the Council will return to empty the bin. The Council will endeavour to return within one working day of being notified by the householder, but reports of missed bins must be made within 48 hours of the scheduled collection day.

During very cold weather, the contents green waste bins can freeze (due to the moisture content), and on such occasion cannot be emptied, and in such instances the Council will return by the end of the next working day, but if still frozen collections will be suspended.

In exceptional weather conditions, particularly snow and ice or cases of industrial action where a regular collection cannot be made, the missed collection policy may be suspended.

Information about alternative collection arrangements will be kept up to date on the website and social media.

Unauthorised containers

At any time the Council reserves the right to retrieve any container from any household where they are being used improperly or where policy dictates the containers are no longer to be serviced.

8. Side waste

The standard residual waste capacity that the Council provides will be sufficient to contain all waste at householder produces between collections, provided that appropriate use is made of all the containers supplied. Extra bags, boxes and loose residual waste left next to residual waste bins (side waste) can attract vermin and create litter. Additional residual waste presented alongside the residual waste bin of authorised sacks will be deemed as side waste and will not be collected unless authorised by a Senior Officer.

When side waste is not collected, the crew will leave information explaining why it has not been collected. The collection crew will not return to collect side waste. It is the householders' responsibility to take back uncollected side waste onto their property. Side waste left on the highway will be deemed to be fly tipping. The crew will record this in the real time system in the vehicle cab, and letters will automatically be issued possibly leading to enforcement actions.

Additional recycling will be collected if present appropriately.

Additional waste may be taken to the Recycling Centre with the nominated facility in Wyre being Jameson Road, Fleetwood. However residents can use any of Lancashire County Council's Recycling facilities, for further details, please visit <http://new.lancashire.gov.uk/waste-and-recycling.aspx>, call 0300 123 6781. or email: WasteInfo@lancashire.gov.uk.

9. Overfilled or overweight bins

Bins should not be overfilled or too heavy for the collection vehicles and crew to move and lift safely. If waste is too compacted, it may not come out of the bin when it is tipped into the collection vehicle. In this case, it will be left in the bin and it will be the householders' responsibility to remove this before the next collection. The householders will be expected to remove items that are too heavy to empty.

The householders should make sure that the bin is not overfilled so that the lid can close completely. The Council will only empty bins that have the lid closed; a part open lid can obstruct the vehicle's lifting equipment and is a health and safety risk.

10. Contaminated bins and containers

The Council will provide communication and information material to ensure householders are aware of what materials to place in containers and will offer help and support where genuine mistakes have been made. Householders must put the correct materials in the correct bin or container to ensure that they are emptied. The Council is unable to empty bins or containers that are contaminated and in this event will leave information on the bin advising why. The householders will need to remove all contamination from the bin or container before the next scheduled collection or it

will not be emptied. Mainly this is when non recyclable or non target materials are placed in the bins for recycling and composting, although it also includes placing in the grey rubbish bin of unacceptable materials such as hardcore, rubble, asbestos, car batteries and paint.

Where the collection crew is unable to empty a container because it has not been presented correctly (e.g. contains contaminating material), they will leave information indicating why it has not been emptied. In this case, the Council will not return to empty the bin or container prior to the next scheduled collection. Where a genuine mistake has occurred, additional material may be collected at the next planned collection.

For clarity a contaminated bin is not classified as a missed collection and therefore we do not offer to return for the bin within 24 hours as per the missed collection policy.

If the bins or containers are continually contaminated with non-recyclable, non target or hazardous waste, efforts will be made through education and if appropriate enforcement to help the householder rectify the situation. Where continued efforts fail to work a strict rule of 'three strikes and you are out will apply' (in effect giving the householder two chances to improve the situation). If no effort is made to improve on the third 'strike' the bin / container will be removed. The bin / container will only be replaced subject to the householder providing in writing, an undertaking that future misuse does not occur. For the Residual Waste (Rubbish), purple sacks will be provided, and collected fortnightly; the waste will be monitored to ensure that bags are being left out on the appropriate day etc., and enforcement action will be taken if necessary.

Recycling containers acceptable materials

Householders must only put the recycling material as detailed below in their recycling bin and container. Any other material found in the bin and containers will be deemed as contamination and the container may not be collected.

The Blue Lidded Wheeled Bin:

Newspapers

Magazines

Junk mail

Envelopes

Catalogues

Directories

Shredded paper

Cards

Corrugated and cardboard

Fold down large boxes to make more room in your bin

The Red Lidded Wheeled bin

Glass bottles and jars

Plastic bottles, please leave lids on e.g. Fizzy drink bottles and squash bottles, Milk bottles, Detergent bottles, Shampoo and shower gel bottles

Plastic pots, tubs and trays e.g. yoghurt pots, margarine tubs, meat trays, fruit punnets

Tin cans and aerosols

Clean foil

Please rinse any food from the bottles and or jars. Squash plastic bottles to make more room in your bin

Small items of electrical equipment e.g. iron / kettle may be placed on top of the bin

Domestic batteries placed in sandwich bags or bread bags on top of the bin will be collected.

The Green Lidded Wheeled Bin

Grass cuttings

Shrub/hedge pruning's

Twigs

Clean bark

Leaves

Flowers (soil free)

Plants (soil free)

Weeds (soil free)

If any other materials apart from those listed are found in the recycling bins, information will be left and the bin or container will not be collected.

Residual Waste Containers, the grey lidded wheeled bin

Residual waste (rubbish) is the waste that cannot be recycled or composted as part of the standard service. However, some materials cannot be disposed of in the residual waste bin. Residents should not put the following items into the residual waste bins:

Recyclable materials (listed above)

Syringes/clinical waste

Garden waste

Liquid paint and oil

Gas canisters

Inert Waste (Rubble, stone, soil and gravel)

Plaster board (gypsum)

Asbestos

Waste from a commercial or business premise or waste produced by someone carrying work on your home e.g. plumber

Hot ashes

Hazardous waste

Most of these materials may be taken to a local household recycling centre; permits may be required in advance for some materials.

11. Responsibility and ownership of bins and containers

All standard bins and sacks supplied by the Council remain the property of the Council and should remain at the house issued too. Householders are responsible for keeping the bins and containers safe, clean and preventing them being damaged lost or stolen.

None standard bins are owned and the responsibility of the communal housing, whether that be a residents group, landlord, letting agents etc. See section 14.

The Council will apply an administration and delivery charge for bins to all properties, which includes new and replacement bins damaged through misuse or fire, stolen, or missing. The Council reserves the right to apply the fee for damaged bins if a household is deemed to have requested multiple bins over a short time period.

Wheeled bins cannot be collected from the waste depot to reduce the cost.

Additional grey general waste bins cannot be paid for unless you meet the criteria.

If our delivery teams identify that a grey lidded bin is already present at your property your replacement bin will not be delivered and you will not be eligible for a refund. If you make payment for a grey lidded general waste bin under false circumstances, it will be identified and removed.

All containers supplied by the Council should only be used for the storage of items as prescribed by the Council. Failure to do so may result in the Council retrieving the container(s) from the households e.g. 'persistent contamination'

The Council will remove any containers that are identified as unauthorised or that have previously been reported as lost or stolen from another address.

The Council is not responsible for cleaning bins. There are companies that provide a wheeled bin cleaning services.

On occasions, wheeled bins are lost in the wagon. Where this occurs for standard bins the Crew will make us aware and the Council will replace the wheeled bin as soon as is reasonably practicable, free of charge.

Pre-owned / reconditioned bins will be used, but will be 'fit for purpose'.

Stolen / missing / lost Wheeled Bin

If a householder suspects that their bin has been stolen, lost or missing they will be responsible for replacing the bin(s). If a tenanted property it is for the householder to agree responsibility with their Landlord, the Council will not intervene.

Prior to ordering a replacement, the householder should thoroughly check the area, and leave at least 48 hours between reporting the bin missing and the scheduled collection day ending. If the bin is found and the payment has already been processed, no refund will be received.

Antisocial Behaviour

A resident/property that has subjected to sustained antisocial behaviour (which on each occasion has been recorded the Police and can provide log numbers) which has resulted in their waste containers being damaged through no fault of their own (nor left out in a public place) may receive replacement containers free of charge provided all the guidance on this Bin Policy has been followed.

12 Moving home

If a resident moves house they must leave all containers and authorised sacks behind in a clean condition ready for the next occupant.

Residents who have recently moved into a property are entitled to the standard service (green waste subscription is required unless the previous occupier had

already subscribed) and they should contact the Council if they have anything other than standard sized containers at the property. If the previous occupant has left behind a contaminated bin, the Council will empty it at the earliest opportunity after being notified.

New occupiers may wish to pursue the cost of wheeled bins from the previous owner/occupier/ landlord at their discretion, but the Council will not be party to such negotiations.

13. Isolated or inaccessible properties (restricted access)

Wherever possible, the Council will endeavour to provide the full standard waste and recycling collection service. In some exceptional circumstances, alternative collection arrangements may have to be made.

14. Communal properties

The Council will seek to provide a collection service to residents of apartment complexes and other communal properties (including residential caravan parks) which equates to the standard service frequency, and will include shared bins for recycling and residual waste.

Due to variances in layout of communal properties, each will be assessed by the Council to agree the collection service to be provided to that location.

In some circumstances, such as large apartment complexes, the Council will require the name of a contact person for the site and it will be that person's responsibility to notify the Council of any changes in circumstances or issues that may occur.

Standard 240ltr bins will be made available (administration and delivery fee per bin is applicable), but requests for alternative containers (e.g. Bulk Bins) can be accommodated, but the full cost of the bin will be passed directly to the communal properties, their agents or Management Company and responsibility for routine maintenance, repair and replacement of bins transfers to them.

Where shared bins are used and the Council experiences problems of persistent contamination, recycling facilities may be restricted, changed or withdrawn with no additional residual waste collections. The Council reserves the right to charge to clear bins of contaminants.

If bins are stored in a communal area/bin storage compound it is the responsibility of the owners / tenants to keep this area clean, tidy and free from waste. If the collection crews cannot access bins safely the bins will not be emptied and a return will not be scheduled until the area is clear.

15. New developments

New roads are often not adopted by the highway authority (Lancashire County Council) for a significant period of time after completion, but the Council will make every effort to undertake a waste/recycling collection service whilst building work is on-going. However, each new development will be assessed individually and the following requirements must be met:

Where a road is to be adopted, has been completed, or safely accessed by a collection vehicles, collections will commence, but will only commence following a suitable dynamic risk assessment has been completed.

For larger developments, the site will be risk assessed in stages and the Council will liaise with the developer/site agents to agree suitable collection points to which access can be gained. This may require a number of risk assessments over a period of time.

Any properties that are occupied but cannot be provided with kerbside collections will be required to present their containers at an agreed point.

Adjustments to the service may need to be considered during the interim stages as there may not be any suitable collection points for multiple wheeled bins...

Charges for bins

New build properties will be subject to an administration fee based on providing the full suite of standard waste receptacles. The fee will include the delivery of the containers but will not be for the containers themselves which remain the property of the council. If the new build owners require the green waste service, the cost for a full year will have to be paid at the same time.

16. Medical Waste collections

Additional capacity will be provided to households where there is a requirement on medical grounds that falls outside the clinical waste collection service, for example incontinence pads. One 360 litre wheeled bin will be provided in exchange for the standard 240L.

The Council may arrange the collection and disposal of clinical waste from domestic households, subject to full referrals from medical professionals / healthcare provider to understand the nature of the waste to be collected. This service is currently free but fees may be applied.

Sharps are not collected and these should be returned via your GP / consultant using a sharps box which they will provide.

The Council does not provide a service for the collection of Hazardous Waste.

17. Bulky Household Waste

A chargeable service is available for the collection of large domestic household items, furniture and white goods, e.g. cookers, washing machines, chairs, tables, wardrobes. Where possible we make every effort not to landfill these items.

The service is undertaken in partnership with Blackpool Council and re-use charity Furniture Matters. The items will be taken firstly to the Bulky Matters warehousing and distribution 'Sort It' centre; where they will be sorted into what is reusable, what needs repair, what can be stripped down for parts and what can be recycled / reprocessed. The left-over or "residual waste" will be collected and taken to the landfill site.

The Council does not provide a service for the collection of Hazardous Waste.

Each item is counted separately, for example a bed consisting of a base, mattress and headboard is 3 items.

Appointments will be offered (morning, afternoon, evening, or Saturday to suit the customer).

Items must be kept inside until the time of collection to prevent damage to the items, in order to assist in making them suitable for reuse, repair or recycling.

Collection personnel will enter the customer's property (house / garage etc.) to collect the items, but the customer or a representative for them must be present.

Appliances must be disconnected from their service supply.

Bricks must be removed from storage heaters.

Only items which have been paid for will be collected.

18. Enforcement

Households that fail to adhere to the requirements of this policy will be served a Section 46 Notice under the Environmental Protection Act 1990 and / or other relevant legislation e.g. Anti Social Behaviour Crime and Policing Act.