

HUNTINGDONSHIRE DISTRICT COUNCIL

WASTE COLLECTION POLICIES

Contents

Policy Number	Description
1	Standard Service for individual properties
2	Exemptions from the standard service
3	Multi-occupancy properties (flats blocks etc)
4	Mixed Domestic / Commercial properties (Heraditament properties)
5	Collection frequency
6	Number of wheeled bins & sacks provided
7	Provision of smaller bins
8	Additional bins for residual domestic waste
9	Materials allowed in the wheeled bins / sacks
10	Items prohibited from the wheeled bins / sacks
11	Collection day & time
12	Collection point for wheeled bins / sacks
13	Return of bins
14	Ownership of wheeled bins / sacks
15	Excess waste / Side waste
16	Bin Lids
17	Rejected / contaminated wheeled bins and sacks
18	Missed collections
19	Assisted collections
20	Frozen green waste bins
21	Overweight wheeled bins and sacks
22	Stickers on wheeled bins
23	Provision of new / replacement wheeled bins
24	Stolen wheeled bins
25	Lost & damaged wheeled bins
26	Sharing wheeled bins
27	Severe weather
28	Access issues
29	Offensive / hygiene waste
30	Clinical waste – Infectious or hazardous waste
31	Policies relating to the provision of an additional green bin
	31A – Cost of Service
	31B – Paying for the Service
	31C – Delivery of bins following receipt of payment
	31D – Number of additional bins allowed
	31E – Refunds
	31F – Non-payment
	31G – Exemptions from payment

Policy 1 - Standard service for individual properties

The standard service for the collection of residual domestic waste, green waste and food waste from individual properties will be an alternate weekly service using 240l wheeled bins. The dry recycling will be collected fortnightly using a 240l wheeled bin. The bins provided are as follows:

- Residual domestic waste (which cannot be recycled) – grey wheeled bin. Food waste can be placed in this bin as well as the green waste bin to enable a weekly collection of food waste.
- Dry recycling waste – blue wheeled bin (please note some areas still have green bins for dry recycling waste)
- Green waste and food waste – green wheeled bin

The correct bin must be used for the right type of waste.

Exemptions may be made subject to certain criteria (see [Policy 2](#)).

Where a property is provided with the standard service only waste presented in wheeled bins provided by Huntingdonshire District Council will be collected.

Where residents only have room for one wheeled bin, priority will be given to the provision of a residual domestic waste bin which will be collected fortnightly

Policy 2 – Exemptions from the standard service

To qualify for an exemption from using wheeled bins you must meet one or more of the following criteria:

- A. All the adults living in a property have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin and are therefore not able to use the assisted collection service
- B. There is no reasonable rear or side access and the useable front area is too small to accommodate the bins
- C. The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins
- D. The bins would have to be wheeled through the house to the collection point
- E. It is impractical to pull wheeled bins out for collection e.g. a considerable distance
- F. The household produces excessive quantities of offensive / hygiene waste
- G. Any other exceptional circumstance as agreed by the council

Where properties have space for one wheeled bin, then a residual domestic waste bin will be delivered and collected fortnightly.

If your property meets at least one of the exemption criteria we will deliver you with 26 blue sacks for residual domestic waste, 13 paper sacks for green / food waste and 26 clear sacks for dry recyclables every quarter.

For the residual domestic waste service we will only collect blue sacks provided by Huntingdonshire District Council. If non-recyclable waste is presented for collection in other sacks/containers it will not be collected. No additional blue sacks will be provided between the quarterly delivery dates.

Additional clear recycling sacks can be provided for excess recycling of up to one roll (normally 13 sacks) per quarter if requested or the customer can provide their own sack/liner which must be in a clear sack or bag so the waste can be identified. Excess recyclable waste put out for collection in black or dark coloured sacks will not be collected.

Additional paper sacks will be provided up to a maximum of 1 per week.

The collection frequency will be as detailed in [Policy 5](#).

Policy 3 - Multi-occupancy properties (flat blocks etc)

Properties such as flat or accommodation blocks will normally be collected using communal 1100l wheeled bins wherever possible. The number of bins provided will depend on the number of properties. Bins will normally only be provided for the collection of residual domestic waste and dry recyclables.

Where bins cannot be provided sacks will be delivered and provided. Residents will be provided with the same quantities of sacks as detailed in [Policy 6](#).

Bins will be collected from the bin storage or other area as agreed by the Council and returned to the same location.

The frequency of collection from multi-occupancy properties will be as per [Policy 5](#).

For multi-occupancy properties, where the bin is contaminated it will be rejected and not emptied. It will be the responsibility of the residents / managing agents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day. Only items detailed in [Policy 9](#) will be collected. No loose rubbish or sacks around the bins will be collected or any other items and it will be the responsibility of the residents / managing agents to remove or clear any such items. Where a bin is blocked in with loose rubbish / sacks it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day.

A limited number of flat blocks have chute collections which are collected twice per week. All waste must be put down the chute for collection and contained within the chute bags. Excess waste dumped around the collection area will not be collected.

Policy 4 – Mixed Domestic / Commercial Properties (Hereditament properties)

Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be provided with the standard service ([Policy 1](#)) unless an exemption applies. The bins provided must not be used to dispose of business waste and anyone found using bins in this way may have them removed and may be subject to prosecution under the Environmental Protection Act 1990.

Policy 5 – Collection frequency

The following collection frequencies will apply

Policy	Service	Collection Frequency
<u>1</u>	Standard Service	Alternate weekly
<u>2A</u>	All the adults living in a property have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin and are therefore not able to use the assisted collection service	Fortnightly
<u>2B</u>	There is no reasonable rear or side access and the useable front area is too small to accommodate the bins	Fortnightly
<u>2C</u>	The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins	Fortnightly
<u>2D</u>	The bins would have to be wheeled through the house to the collection point	Fortnightly
<u>2E</u>	It is impractical to pull wheeled bins out for collection e.g. properties located a considerable distance from the highway	Fortnightly
<u>2F</u>	The household produces excessive quantities of offensive / hygiene waste	Fortnightly
<u>2G</u>	Any other exceptional circumstance as agreed by the council	To be agreed
<u>3</u>	Multi-occupancy properties	Weekly (residual domestic waste) Fortnightly (dry recycling waste)
<u>4</u>	Mixed domestic/commercial properties (hereditament properties)	Fortnightly

Site visits may need to be carried out in some cases to agree frequency and method of collection.

Policy 6 - Number of wheeled bins & sacks provided

Service Type	Container type	Standard provision	Provision of extra receptacles
Residual domestic waste	Grey wheeled bin	1 x 240l bin	No further receptacle provided unless the criteria is met for an additional bin (see Policy 8).
Residual domestic waste	Blue sack	26 sacks per quarter	No further sacks provided and waste presented in non-HDC sacks will not be collected.
Dry recycling	Blue wheeled bin (please note some areas still have green bins for dry recycling waste)	1 x 240l bin	1 additional 240l bin provided on request.
Dry recycling	Clear sack	26 sacks per quarter	Further clear sacks of up to one additional roll per quarter (normally 13 sacks) will be provided if requested, but residents may use their own clear sacks (as long as the waste is clearly visible) for any additional recycling.
Green waste and food waste	Green wheeled bin	1 x 240l bin	1 additional 240l bin can be provided on request (subject to an annual charge).
Green waste and food waste	Paper sacks	13 sacks per quarter	Further paper sacks will be provided up to a maximum of 1 per week.

Policy 7 - Provision of smaller bins

Where space is limited or a resident requests they can be provided with a smaller 140l wheeled bin for residual domestic waste, recycling or green waste. These will be collected on the same frequency as the standard service ([Policy 5](#)) and requests will be considered on an individual basis.

Policy 8 - Additional bins for residual domestic waste

All households will be provided with a 240l capacity bin. Residents can request one additional grey residual domestic waste bin (240l) if they meet one of more of the criteria as follows:

- There are 6 or more permanent residents in the household and excessive residual domestic waste that cannot be recycled.
- There are 5 permanent residents in the household including children in full time nappies.
- There are 4 permanent residents in the household with more than one child in full time nappies.
- A resident in the household has special circumstances creating an unusual amount of waste to be produced on a regular basis.
- A household where a large quantity of offensive hygiene waste is being produced.

All households that request additional capacity will have to complete a declaration as to how they meet the criteria. Checks are likely to be made on any application and may include

- A waste audit to ensure the household is utilising the recycling bins as much as possible. A second recycling bin may be provided before an additional residual domestic bin is provided if the waste is mainly recyclable.
- A check on the names listed permanently residing at the property
- Site visits to ensure the information is still relevant

Additional capacity is approved on the agreement that the household makes full use of the recycling service. We may carry out random spot checks to ensure this is being complied with.

If additional capacity is authorised due to babies in nappies then the maximum duration of the additional capacity period is two years. After two years the household will revert back to a standard 240l bin unless they then meet the criteria for the number of adults/children in the household or for some other exceptional reason.

Additional bins are supplied on a conditional basis, which will be reviewed periodically. If circumstances have changed, the additional bin may be removed.

Policy 9 - Materials allowed in the wheeled bins / sacks

GREY RESIDUAL DOMESTIC BIN & BLUE SACKS	BLUE RECYCLING BIN (Green in some areas) & CLEAR SACKS	GREEN RECYCLING BIN & PAPER SACKS
<ul style="list-style-type: none"> • Plastic waste (except plastics allowed in the recycling bin) • Nappies and sanitary products • Polystyrene • Broken toys • Any items which cannot be put in the blue and green recycling bins unless prohibited (see below) 	<ul style="list-style-type: none"> • Newspapers and magazines • Junk mail and flyers • Envelopes • Holiday brochures • Directories • Cardboard • Packaging Card • Egg boxes (cardboard only) • Tetra pack (milk, juice and squash cartons) • Plastic bottles • Plastic yoghurt pots • Plastic margarine or spread tubs, ice cream tubs • Plastic trays from chocolate & biscuit boxes, meat, vegetables and fruit • Plant pots (clean) • Plastic bottle tops, lids and triggers • Sandwich packets • Plastic cream, custard pots, soup pots, instant noodle pots • Plastic tubs for dishwasher & laundry tablets • Cans, tins & foil, biscuit and sweet tins • Glass bottles and jars • Jam jar lids • Aerosols 	<ul style="list-style-type: none"> • Grass cuttings & leaves • Untreated wood (i.e., no nails, paint or varnish) & sawdust • Flowers and weeds • Windfall • Prunings from hedges, shrubs & trees • Straw • Shredded paper (providing it's mixed with green waste) • Bread • Fish • Vegetable and fruit peelings • Meat • Bones • Dairy products • All cooked and uncooked food • Tea bags and coffee grinds • Compostable paper liners for food waste

Policy 10 - Items prohibited from the wheeled bins / sacks

GREY RESIDUAL DOMESTIC BIN & BLUE SACKS	BLUE RECYCLING BIN (Green in some areas) & CLEAR SACKS	GREEN RECYCLING BIN & PAPER SACKS
<ul style="list-style-type: none"> • Dry recyclables and compostable organic waste (that is accepted in the blue or green recycling bin) • Hot ashes • Car parts • Builders rubble / soil • Corrosive materials and liquids such as oil and paint • Fluorescent tubes / low energy light bulbs • Electrical and electronic equipment • Pesticides 	<ul style="list-style-type: none"> • Black sacks (with or without recyclable waste in them) • Carrier bags • Textiles (clothes, bedding, duvets etc) • Egg boxes (plastic) • Flower pots, yoghurt pots or cling film • Food waste • Polystyrene • Broken toys • Any other plastics except plastic bottles 	<ul style="list-style-type: none"> • Green waste or food waste contained in any type of plastic bag • Any type of degradable / biodegradable bag/sack (including corn starch bags) • Garden items such as plastic flower pots / trays • Any items that should be in the recycling or residual domestic bin • Soil • Stones / hardcore / rubble

Policy 11 - Collection day & time

Details of your day of collection can be found here www.huntingdonshire.gov.uk/bins. Additional garden bins will be collected on the same day as your 1st garden bin.

The bins/sacks must be available at the collection point by 6.30am on the day of collection.

Waste must not be placed out for collection before 6pm on the day before collection.

Policy 12 - Collection point for wheeled bins / sacks

The waste should be presented at the edge of a resident's property, where the premise meets the public highway. If properties are located down a private driveway then the bins must be presented where the private access road / driveway meets the public highway.

In a small number of cases due to the access or location of a property it may not be possible for residents to place bins near the public highway for collection. Each case will be looked at on an individual basis to agree a suitable location point. Where the collection vehicle has to travel over a private / road drive we will require an indemnity from the owner/s that we will not be liable for any damage due to wear and tear to the road surface which is unlikely to have been built to highway standard.

Policy 13 - Return of bins

Bins will be returned to the collection point where possible or another safe place within a reasonable distance to the property and should be removed by the householder as soon as reasonably possible after collection has been made.

Where a bin store has been provided the bins will be returned to the bin store wherever possible.

Policy 14 - Ownership of wheeled bins / sacks

All wheeled bins and sacks provided remain the property of the council and should be left at the property when moving out with the exception of any additional bin provided for residual domestic waste or chargeable 2nd garden bin. These bins should be taken with you if you are moving to a property in Huntingdonshire. Please ensure the bins are empty before moving them. You must notify us of your change of address otherwise the bin may not be emptied. If you are moving out of Huntingdonshire you should notify us so we can collect the additional domestic and/or chargeable garden bin.

Wheeled bins and sacks provided must only be used for the collection of waste and recycling.

The householder is responsible for keeping the bins / sacks safe whilst they are on their property and to protect them from misuse. The Council will charge for the replacement of any wheeled bin that has been misused.

Policy 15 - Excess waste / Side waste

GREY RESIDUAL DOMESTIC BIN & BLUE SACKS	BLUE RECYCLING BIN (Green in some areas) & CLEAR SACKS	GREEN RECYCLING BIN & PAPER SACKS
Excess waste beside or piled on top of the grey residual domestic wheeled bin will not be taken. Where possible excess waste will be placed inside the bin after it has been emptied and the bin sealed with a HDC excess waste sticker. Persistent excess waste may result in an officer visit to advise on management of waste and could ultimately result in legal action being taken against the householder.	Additional recycling materials for the blue bin will be collected as long as these are contained in a clear sack / bag or cardboard box. Any excess waste put out for collection in black / or dark coloured sacks will not be collected. Please do not use your own recycling boxes only HDC provided ones.	Excess waste will not be collected with the exception of real Christmas trees which should be cut down to the same size as the wheeled bin and left separately.

Policy 16 – Bin Lids

Wheeled bins will only be collected if the bin lid is closed otherwise it will not be emptied. This is to limit the potential for waste to fall or blow out of the bin when it is being lifted by the bin lift.

Policy 17 - Rejected / contaminated wheeled bins and sacks

Where wheeled bins are found to be contaminated, residents will be notified by means of a sticker or hanger placed on the relevant bin (if possible) requiring them to remove the offending material and dispose of it in a responsible manner. Sacks will have a sticker placed on them (if possible). Once the offending material has been removed from the bin or sack they will be collected on the next scheduled collection date. We will not return to empty the bin or collect the sack before the next scheduled collection date.

Policy 18 - Missed collections

We will only return for missed collection bins in the following circumstances

- The bin / sack was placed out before 6.30am on the day of collection
- The right collection point was used
- In the case of assisted collections there was access to get the bin e.g. gate unlocked
- A rejected sticker / hanger has not been put on the bin
- A crew report has not been received regarding the bin e.g. heavy, excessive waste

A missed collection must be reported within 4 days of your normal day of collection. Any missed collections reported after this time will not be collected until the next scheduled collection day unless there are exceptional circumstances. In this instance if the bin has been genuinely missed and the resident cannot store all their waste until their next collection day they will be sent HDC sacks so they can manage until their next collection.

Missed collections reported within the timescales above will be collected within 3 working days of a report being received.

Policy 19 - Assisted collections

Assisted collections are available to anyone with a disability or mobility problem where no-one in the household is able to take the bins to the normal collection point (see [Policy 12](#)). The collection team will collect the waste or recycling from its normal storage point, empty the container and return it back to the householder's storage point.

The bins/sacks must be easily accessible for the crews, gates left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. Please ensure there are no overhanging branches or shrubs as we may be collecting in the dark. Wherever possible the bins should be stored at the front of the property to enable easy collection.

Where a property on an assisted collection is located a long way from the public highway on a private driveway / road we may require an indemnity from the owner/s

of the road to enable our vehicle to access the property where it is not suitable for our crews to walk to collect the waste.

Checks may be carried out by the Council from time to time on resident's suitability for the collection and evidence requested from the householder. Any change in circumstance must be notified to the council as soon as possible.

Policy 20 - Frozen green waste bins

When green waste is frozen in the bin, if the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The lid of the bin will be left open to indicate the crew have tried to empty the bin. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection. This includes additional garden waste bins for which an annual fee has been paid.

Policy 21 - Overweight wheeled bins and sacks

Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of the bin, then it will be left un-emptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override.

When collecting sacks the employee will assess the weight of the bag. If this is too heavy to carry safely to the vehicle, the bag is likely to split or the employee cannot safely lift it into the vehicle it will not be collected.

Where any bin or sack is found to be too heavy the householder will be required to remove sufficient material from the bin and dispose of it in a responsible manner.

Once sufficient weight has been removed, the bin or sack should be presented on the next scheduled collection date. We will not return to empty the bin or collect the sack before the next scheduled collection date.

Policy 22 - Stickers on wheeled bins

Only stickers provided by HDC will be allowed on bins, or stickers which residents use to identify their bin e.g. house number. No other advertising / promotional stickers will be put on the bins without the permission of the council.

Policy 23 - Provision of new/replacement wheeled bins

If you are moving into a new build/renovated property, or a property where the previous occupier has not left the bins, please contact us to arrange delivery of a set of bins. Please note bins will not be put on our delivery schedule until the property is occupied and registered with Council Tax. Delivery can take up to six weeks. We will provide residents with sacks for residual domestic, dry recycling and green waste as appropriate until the bins are delivered. If you have paid for an additional garden bin this will be delivered within 10 working days.

Policy 24 - Stolen wheeled bins

In the event that a bin has been stolen then the householder will be required to report the theft to the Police and obtain a crime number before a new bin will be provided. Please contact us to request a replacement bin. Delivery will take up to six weeks or

10 working days for a chargeable 2nd green bin; however sacks will be provided in the meantime for residual domestic, dry recycling and green waste as appropriate until the bins are delivered.

Policy 25 - Lost & damaged wheeled bins

If you suspect your bin has been lost please check the surrounding area before requesting a new bin. If the bin has been lost because it has been left out on the highway for a number of days following collection you may be charged the cost of delivery and replacement for a new bin.

Policy 26 - Sharing wheeled bins

If residents request to do so, then they may share bins with their neighbour if both are in agreement. One resident must claim overall responsibility for the bin as a bin can only be allocated to one address. It is the responsibility of the named householder if the bin is contaminated, misused or needs replacing.

Chargeable 2nd garden bins may be shared between properties, however the only one property will have overall responsibility for this and the full payment required. If payment is not received from that property the bin will be removed.

Policy 27 - Severe weather

During severe weather we will

- Continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a refuse collection vehicle to access a specific location/street has to be determined locally by the driver of that vehicle. Among key factors that apply are: road conditions, weather conditions, access past parked cars, risks to public and/or the crew.
- We will try to return and collect missed bins as soon as possible after the scheduled collection date. If this is not possible due to continuing bad weather conditions we may make alternative arrangements such as providing sacks to properties so they can store their waste until the next scheduled collection day.
- If significant disruption occurs we will update the Council's website with the information on what is happening and may decide to prioritise which services are caught up. First priority will normally be given to the residual domestic waste service.

Policy 28 - Access Issues

Where we have on a number of occasions attempted to gain access to a road but were unable to do so for reasons such as parked cars, roadworks, building works, road closures etc we may make alternative arrangements such as the delivery of sacks to properties for residual domestic, recycling or green waste to enable households to have sufficient capacity to last until their next scheduled collection day.

Policy 29 - Offensive / hygiene waste

The Council does not offer a separate collection for low grade offensive / hygiene waste, i.e. non-infectious waste such as incontinence pads, nappies, feminine hygiene products etc unless excessive quantities are produced. This waste should be double wrapped and placed in the non-recyclable (grey wheeled bin). Where a large quantity is being produced then the household may be eligible for an additional grey wheeled bin under [Policy 8](#).

Sharps must never be placed in the grey wheeled bin but disposed of in special sharps boxes as advised by the PCT.

Policy 30 - Clinical waste - Infectious or hazardous waste

Patients producing infectious or hazardous waste must contact the PCT for the correct disposal procedure.

HDC only offer a collection service for dialysis waste and will only accept referrals from the PCT or dialysis nurse.

Policy 31 – Policies relating to the provision of an additional garden bin.

Policy 31A – Cost of Service

The charge per bin for providing this service will be £40 from 1 July 2014 to 30 June 2015. If you join part way through the year the charge will be the same and only valid for collections until 30 June 2015.

Policy 31B – Paying for the Service

Payment can be made in the following ways:

- Credit / Debit card either via the internet or on the telephone
- BACS – bank transfer using the following details: Natwest Branch Huntingdon, Sort Code 60-11-30, Account Number 04815939, Account Name Income Suspense.
- Cash – using any Post Office or Retailer displaying the “Paypoint” sign.

Policy 31C – Delivery of bins following receipt of payment

Bins will be delivered within 10 working days of receipt of payment.

Policy 31D – Number of additional bins allowed

Householders will be allowed one additional chargeable bin.

Policy 31E – Refunds

No refunds will be given once payment has been received for the year, even if the service is only used for part of the year.

Policy 31F – Non-payment

If payment is not received for the additional then it will be removed.

Policy 31G – Exemptions from Payment

The only exemptions in relation to the charge for an additional garden bin will be in relation to schools and churches.