

# Waste Collection

Questions & Answers

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**Winchester**  
City Council

## **We are making changes to the bin collection rounds**

The Council is making changes to its waste collection routes which will affect some of our households. These changes will ensure that the service can remain both reliable and cost-effective and that the refuse vehicles follow the most efficient routes as well as allowing for the introduction of the new kerbside glass collection service. This will mean that from October 1<sup>st</sup> 2019 the collection vehicles will be following new routes and some residents will have a change to their collection day.

## **How will I know when my collection will be made**

Every household will be issued with a new collection calendar during August or September 2019. The calendars will be delivered to each household with an explanatory letter. The calendars are important as they show on which day households should present their bins for collection from October.

## **Will collection frequencies be changing?**

No, collection frequencies are not affected. Households will still have their residual waste (black bin) and garden waste (green bag) collected one week and recycling (green bin) and the new service for glass bottle/jars (black box) collected the following week. Special arrangements for households which need them will continue but the day of collection may be changing.

## **Are you be changing what we can put in bins?**

There will be no changes to what you can put in your refuse and recycling bin except you will be able to put glass bottles/jars in your new black box.

## **Refuse collection (general waste) black bin**

**Please try to recycle as much as you can!**

**A recent analysis has shown that there are still lots of waste being put in our black bins which could have been recycled. You can help to reduce this.**

Should any of these items listed below be found in your household refuse bin it will not be emptied. Any offending items will need to be removed before the next collection. You can dispose of some items listed above at Household Recycling Centres:

- Stones or brick rubble
- DIY materials
- Paint / chemicals or oil
- Hot ashes
- Clinical waste (we provide a free domestic service for this)
- Commercial, trade or industrial waste
- Scrap metal
- Poisonous or noxious waste
- Garden waste
- Electrical products

Only one 240 litre household refuse bin is collected per household (unless we have agreed specifically that you need more). If you overload your bin the crew will take the excess out, empty the bin and put the excess back in to be collected next time. Extra rubbish left on the ground will not be taken so please do not leave it out at all.

**Could you give me a list of precisely which materials can go into my green recycling bin?**

- **Newspapers**
- **Magazines**
- **Junk mail**
- **Normal paper used for ink jet printing – but not glossy photo paper**
- **Envelopes, including windowed envelopes**
- **Catalogues and directories**
- **Paper bags**
- **Greeting cards**
- **Food and drink bottles e.g. milk, cooking oil, squash and fizzy drinks**
- **Detergent bottles e.g. washing up liquid, cleaning fluids, bleach and fabric softener**
- **Toiletry bottles e.g. shampoo, shower gel and liquid soap**
- **Food tins including pet food tins**
- **Drinks cans**
- **Sweet and biscuit tins**
- **Deodorant and hairspray aerosol cans**

We can only process paper and card if it is clean and dry. Soggy items or items contaminated with food (like most pizza boxes) will be rejected at the recycling plant. Please remove the lids or stoppers from bottles and only put these into the recycling bin if you're sure they can be recycled as well – not all of them can be. Aerosols are fine as well, provided you've finished them up.

**Could you give me a list of precisely which materials can go into my garden waste sack?**

- **Grass cuttings**
- **Hedge cuttings**
- **Weeds**
- **Small branches**
- **Leaves (small amounts)**
- **Prunings**

All garden waste collected goes to a composting site in Hampshire and is made into organic soil conditioner, widely used in local parks and formal gardens. You should try to compost as much of your garden and kitchen waste as possible at home, as this is even better for the environment and saves on fuel and transportation costs.

If you wish to have extra garden waste collected you can purchase additional garden waste sacks. These additional sacks will be emptied fortnightly with your free garden waste sack as supplied by Winchester City Council.

You can order new or replacement garden waste bags through our [online service](#).

If you require additional sacks please call the Council's on **0300 300 0013** or use our [online service](#) - the current price for one additional sack is £25 or for two sacks £75.

Please remember you can dispose of extra garden waste free of charge at your Local Household Waste Recycling Centre.

**Could you give me a list of precisely which materials can go into my black box?**

- **Glass bottles and jars only**

Please take the lids or tops off and dispose of these separately. No other glass products should go in the box.

## **Some Frequently Asked Questions about the Service**

### **Why can't margarine tubs/yogurt pots/plastic food trays etc be collected for recycling at the kerbside?**

The three types of plastic that are currently processed at the Materials Recycling Facility (MRF) in Portsmouth are those with a 1 (PET), 2 (HDPE) or 3 (PVC) in the recycling symbol. Yoghurt pots, margarine/ice cream tubs and plastic films are made from other plastics which cannot be recycled at the moment as there is not a market for them to be sold onto following processing. The government is currently looking at measures to reduce the use of plastic packaging which cannot be recycled so that they never enter the waste stream in the first place.

### **How do I recycle corks, lids and screw tops?**

- Cork & Plastic corks – Go in refuse bin
- Plastic screw tops & lids – If plastic bottle tops leave loose on bottle, and put in recycling wheeled bin, anything else in refuse bin
- Metal screw tops – Go in the refuse bin

Any metal tops that end up in refuse bins is incinerated along with the rest of the bin contents. The metal is then removed from the end ash and sent for recycling.

### **What about aluminium foil?**

Aluminium foil is difficult to process especially as it is frequently contaminated with food waste. Although aluminium foil cannot currently be put in your recycling bin, many charities will accept items such as pie trays and milk bottle tops for recycling. It is therefore worth asking friends or neighbours if they know anyone who collects it for charity, or asking in charity shops if they will accept aluminium foil. If not, it can be put in your refuse bin.

### **Why can't I put foil in the recycling if I can put cans in?**

Aluminum cans have a high recycling rate. Recycled cans go from the recycling bin to the store shelves within 60 days. Cans are not contaminated with food scraps and do not clog up recycling equipment.

### **Why don't you specify plastic codes in your recycling collection literature?**

At the moment the coding system for plastics which is set nationally can be confusing and it is simply not a reliable basis on which to operate. The government is looking at this and improvements should be made in the future.

### **Why can't plastic pots be recycled if it's cleaned properly and dried before put into recycling?**

The three types of plastic that are currently processed at the Materials Recycling Facility (MRF) in Portsmouth are those with a 1 (PET), 2 (HDPE) or 3 (PVC) in the recycling symbol. These types of plastic are commonly used for manufacturing plastic bottles, but not for yoghurt pots or margarine/ice cream tubs. The fact also remains that while some materials can theoretically be recycled; there is simply not a market for them to be sold onto following processing.

### **My neighbour leaves his bin in the road all week. What can you do about it?**

If we are aware of bins that have been left out by the road after collection day we will arrange for both an inspection and for a letter to be delivered to the household.

### **Although I put out the wrong bin, the correct one was still close to the road and wasn't emptied.**

We advise residents to ensure that bins are put out before 7am on the day of collection and that they are situated at the curtilage of their property. Likewise, waste collection crews are obliged both to return bins to the point of collection and to ensure that they do not obstruct the public footpath. Collection crews are not permitted to cross the curtilage of properties however, and householders must therefore notify us if they have put out the wrong bin and wish to have the other emptied. We are aware of the challenges of adjusting to the new collection schedule and in such circumstances we will arrange for a special collection as a one-off.

### **I would like to buy an additional green waste bag/s.**

If you would like to purchase additional bags then please contact the Council's contractor Serco by telephoning 0300 300 0013 and they will arrange for these to be delivered free of charge. One additional bag will cost £25 and two bags £75 and these will be emptied fortnightly for the period of the trial.

### **Why can't we have communal compost bins?**

It is important that the quality of material collected for composting is high with no contamination with food or animal waste if it is to be of an acceptable standard for composting. Unfortunately, if communal skips were left around the district at suitable locations it would not be possible to control the types of waste deposited therein and the material collected would be unsuitable for composting. Such a scheme would also present other operational difficulties and not prove practical or cost effective.

### **Why can't I put kitchen waste in my garden waste sack?**

It is important that the quality of material collected for composting is high with no contamination with animal or food waste if it is to be of an acceptable standard for composting to produce the organic soil conditioner Pro-Grow. This includes fruit or vegetable matter that may have come into contact with animal matter when being prepared in the kitchen.

Under the Animal By Products Order it is not permitted to include food waste or any matter that **may** have been contaminated with material of animal origin in garden waste that is to be subject to open windrow composting (the composting method used in Hampshire). Any garden waste collected and found to contain such material could be rejected at the facility and landfilled. Therefore in order to ensure that this situation does not arise with our scheme we are requesting that householders do not dispose of any food, fruit or vegetable waste in the garden waste bag.

Fruit and other suitable food waste can still be composted at home and all householders with gardens are encouraged to use this sustainable disposal method.

### **What about assisted collections?**

Elderly or infirm residents can already receive assistance from collection crews with existing wheeled bins and these provisions will remain available during the trial scheme. If necessary, additional help will also be provided with garden waste bags.