

A GUIDE TO YOUR RECYCLING AND WASTE SERVICE



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Who is this guide for?

This guide has been developed for anyone who has an interest in the waste and recycling service in Solihull.

We have also produced the following supporting service guides that are available on our website

- Service Guide for Flats, Apartments and Communal Properties
- Service Guide to Bickenhill Household Waste Recycling Centre
- Developer Guide – How to accommodate waste and recycling services in new developments

What is this guide for?

This guide brings together all of the policies which govern how we manage the collection of refuse, recycling and garden waste in Solihull.

The aim of the guide is to provide clarity about what you can expect from the waste and recycling service and also what you can do to help us to deliver a quality service.

How has this guide been developed?

The contents of this guide are based on a Waste and Recycling Policy Document that was approved by the Cabinet Member for Environment and Housing in March 2018.

Collection Service Overview

The waste collection service is delivered by Veolia who are Solihull Councils contract partner. Together we are responsible for ensuring that the service is delivered to high quality standards.

Your kerbside collection

The waste and recycling collection service is a property based collection and the provision of containers is decided on a property specific basis.

The standard service is suitable for the majority of households in the borough, however we acknowledge that some properties or householder circumstances mean that the standard service is unsuitable. Therefore, we do provide exceptions from the standard service. Further information on these exceptions are provided in this guide.



The standard service for the collection of refuse/rubbish, recycling and garden waste is as follows.

Collection	Container	Collection Frequency
Refuse/rubbish	1 x Black/grey 140 litre wheeled bin	Weekly
Recycling	1 x Brown 240 litre wheeled bin	Fortnightly
Garden waste	1 x Green 240 litre wheeled bin	Fortnightly from January - December

Collection Calendar

We will no longer be providing a printed copy of your collection calendar. An electronic copy of your calendar will be available on the councils website which can be viewed or downloaded. The calendar provides information regarding your collection days and the start and end of the garden waste collection service.

How is the Contract Managed?

The operation of the contract is closely monitored by both the Waste and Recycling Team and the Contract Manager and team of operational Supervisors. To assist with the monitoring of the service we use two electronic systems which provide real time information regarding the status of collections.

The collection vehicles are fitted with an in-cab logging system. The system allows the collection crews to record information regarding the collection, such as if a wheeled bin has not been presented for collection or if the wrong materials have been presented. This information is then used by the councils Contact Centre and waste and recycling team to monitor collections and respond to enquiries from residents.

The collection vehicles are also fitted with trackers, which mean that we can monitor their location when they are carrying out collections. This information is also used by the Contact Centre to respond to enquiries from residents.

To enhance health and safety for our operatives and the public, the collection vehicles are also fitted with 360 degree cameras which are filming continually while the vehicles are in operation.

Supporting Legislation

As set out in the Environmental Protection Act 1990, the waste collection authority – Solihull Council can specify the following:

- The type and number of containers to be used
- The collection frequency
- The collection point for containers and the access required to enable collections to take place
- The type of materials to be placed in each container
- The actions required to enable collections to take place



If a resident chooses not to follow the instructions and guidelines set out by the council – and do not wish to participate in the service, they will need to make their own arrangements for the safe and legally compliant disposal of their waste.

Householder Duty of Care

The council has a responsibility – Duty of Care, to ensure that it manages all waste collected in a responsible manner and in accordance with all relevant legislation and policy.

What is less well known is that each householder also has a Duty of Care to ensure that the waste that they produce is also managed responsibly and in accordance with the Household Waste Duty of Care Regulations 2005.

Householders must ensure that household waste is properly disposed of. Failure to do so could result in a fine of up to £5,000 in the Magistrates Court or an unlimited fine in the Crown Court.

Therefore it is essential that householders are aware of the following when disposing of their household waste.

If someone other than the council is taking the waste away the householder should:

- Ask the person taking the waste where it will be going and ask to see their Waste Carriers Licence. If they do not have a license they should not be moving your waste.
- The householder can check whether they are registered by checking on the Environment Agency's Public Register page
- <https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers>
- The householder should keep a record of the paperwork they give you, the dates you used them, their name, telephone number and registration number so that if they do fly-tip your waste you will be able to pass their details onto the Council or Environment Agency for investigation.

Further details are available on the councils website <http://www.solihull.gov.uk/Resident/Rubbish-recycling/How-should-I-dispose-of-my-waste>



Your Waste and Recycling Service

The following sections provide information about the waste and recycling service. They outline what we will do and the level of service you can expect. It also highlights what you can do to help us to deliver the waste and recycling service.

Collection of household refuse/rubbish

Refuse or rubbish is collected weekly in either a black 140 litre wheeled bin or purple sack (for those properties/individuals that cannot accommodate a wheeled bin). We provide this service to collect household rubbish. This is what is left over when all recyclable items have been removed.

We will only collect rubbish from wheeled bins or purple sacks that have been provided by the council or that have been provided by developers or managing agents with the approval of the council. If you have purchased your own wheeled bin or sacks – we will not empty them. The only exception to this is when we suspend collections over a bank holiday or due to inclement weather. We will then collect additional refuse in black sacks, however we will inform you of this either by a direct communication such as a leaflet or sticker or via our website.



We will also only collect from containers identified on our asset list, so if two or more wheeled bins are put out for collection and you are only entitled to one, we will only collect one wheeled bin – this will be logged by the collection crew and you will be notified of the situation in writing.

All containers provided remain the property of the council. Householders are responsible for keeping their containers safe and clean. Householders should put their house number or house name on their bins to reduce the potential for them being lost or stolen.

Collection of household recycling

Recycling is collected fortnightly from the kerbside in a brown 240 litre wheeled bin. Multi-occupancy properties will be provided with recycling facilities appropriate to the property type.



If you have surplus recycling that doesn't fit in the wheeled bin provided by the council, you can use your own containers/boxes. However, if you do use your own containers you do so at your own risk and the council will not be responsible for any loss or damage to your containers. Please do not put additional recycling in a plastic bag, carrier bag, black sack or cardboard box.

If you find that you are consistently filling your recycling bin and need more space for recycling, we can arrange for you to have a second bin if you have space to store it.



Collection of household garden waste



Garden waste is collected in a 240 litre green wheeled bin. This service is available to all residents who can accommodate a wheeled bin (subject to exceptions – where private contractors are employed to carry out gardening activities).

Garden waste is collected fortnightly from January until December. There is a break in the garden waste collection over the Christmas and New Year period. No charges are made for this service.

We will only collect garden waste in bins that have been provided by the council or that have been provided by developers or managing agents with the approval of the council. We will not collect any garden waste placed at the side of the bin in bags or any other containers.

If you have purchased your own wheeled bin– we will not empty it. This will be logged by the collection crew and the householder will be notified of the situation in writing. We will then make arrangements to collect the unauthorised container if it is one that has previously been provided by Solihull Council.

There are some properties in the borough that we cannot access using a standard 26 tonne vehicle. Where this is the case it may not be practicable to provide a collection of garden waste. In these instances residents will be offered a home compost bin for their garden waste or alternatively they can take it to Bickenhill Household Waste Recycling Centre.

Option to purchase additional green wheeled bins

We provide the option to purchase an additional green wheeled bin and additional collections for garden waste. Householders can purchase up to three (3) additional wheeled bin for their garden waste.

We offer the option to purchase and present an extra wheeled bin with your scheduled garden waste collections. Residents who purchase the additional collections will be provided with a sticker to place on their additional bin. Bins presented without a sticker will not be emptied.

Full terms and conditions relating to the additional garden waste service are available on the councils website.



Home composting

We fully support home composting and encourage householders to use a home compost bin to help manage their garden waste and uncooked vegetable food waste.

By composting at home you can turn your organic waste into a useful compost for the garden.

Details of how to order a compost bin are provided on our [website](#)

Unfortunately we can no longer offer compost bins free of charge.



Collections from multi-occupancy properties

Collection of rubbish and recyclables from multi-occupancy properties sometimes presents challenges. However, we aim to provide a high quality service to residents living in these properties and will work with Developers, Managing Agents, Housing Associations and residents to develop a service solution that is operationally viable.

A separate guide has been developed regarding the services provided to multi-occupancy properties, this is available to view or download from the councils [website](#).

Collections using purple sacks for rubbish and clear sacks for recycling

Properties that are considered to be unsuitable to accommodate a wheeled bin will be provided with purple sacks for the collection of their rubbish and clear sacks for their recycling.

Unsuitable property types include properties with no frontages and properties that can only be accessed by steps.

If a householder has a wheeled bin for garden waste, it will be assumed that they can also accommodate a wheeled bin for their refuse and recycling collection and will be moved from purple sacks onto a wheeled bin collection. They will be notified before this takes place.

Residents should use no more than two and a half purple sacks for their rubbish per week. This is equivalent to the capacity provided by a 140 litre wheeled bin.

If there are 6 or more permanent occupants in the household then a householder can put in application for an additional supply of purple sacks.



Collections using clear sacks

Properties that are considered to be unsuitable to accommodate a wheeled bin will be provided with clear sacks for the collection of their recycling.

Unsuitable property types include properties with no frontages and properties that can only be accessed by steps and where this is no space to store an additional wheeled bin.

We will not provide clear sacks instead of a wheeled bin for aesthetic reasons. If a property has space for a wheeled bin, a wheeled bin will be provided.



Opting out of the Recycling Service

Residents can opt out of the kerbside recycling service if they do not wish to have a wheeled bin for their recycling. However, if this is the case all waste produced by the household will need to be contained within the wheeled bin (or purple sacks) provided. No additional capacity for rubbish will be provided and no side waste will be taken.

Residents can choose to recycle using the Bickenhill Household Waste Recycling Centre.

Assisted collections

We will provide an assisted collection service to residents who due to ill health, infirmity or disability are unable to move their containers to the edge of their property. Assistance is only provided where there is no other person living at the property who is able to move the containers on their behalf.

Residents are required to make an application to the council, which outlines their need for an assisted collection. They are required to declare that all information provided is correct and that the provision of false information will result in the service being revoked.

We reserve the right to carry out checks to ensure that the service is being provided to residents who have a genuine need for it.

We will regularly write to residents on the assist list to check whether their circumstances are the same and that they still need the service. This is due to the service being provided at an additional cost to the authority, therefore it is essential that we ensure that the service is only provided to those who genuinely need it. If a residents circumstances change they should inform the council so records can be updated accordingly and the assisted collection service will cease.

Assisted collections – What we will do

- ✓ We will collect refuse, garden waste and recycling from an agreed collection point, which should be visible from the road.
- ✓ We will return the containers following collection to the agreed collection point.



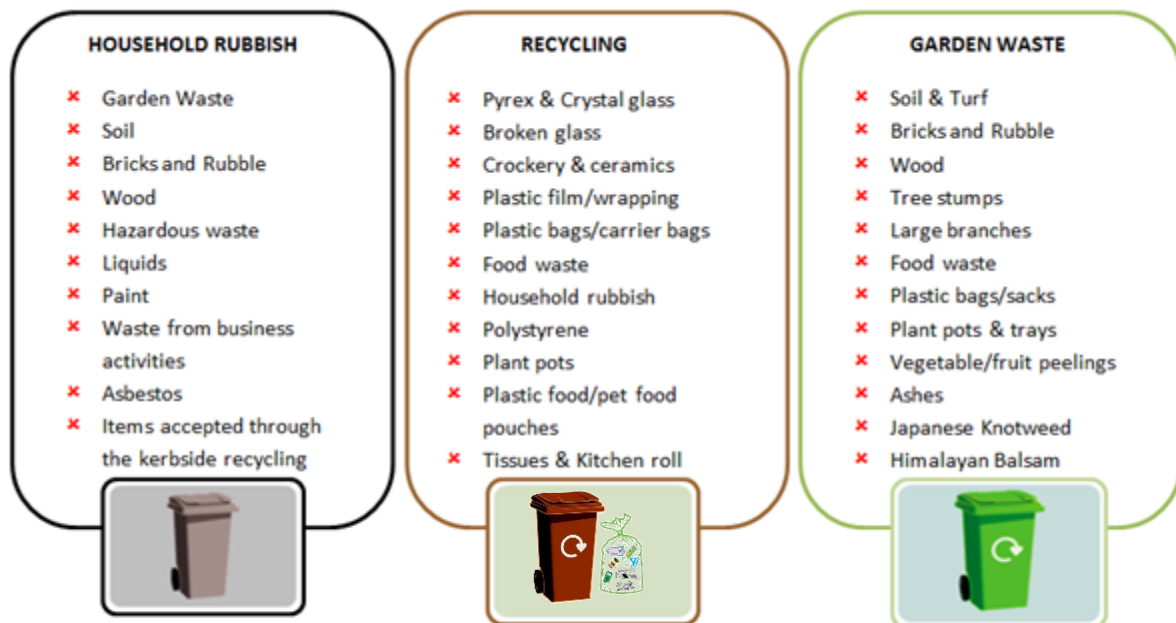
Assisted Collections – What we will not do

- ✗ We will not enter a property to remove the containers for collection
- ✗ We will not enter a back garden to remove containers

Items that we will not collect as part of your kerbside collection service

There are some items that we will not collect as part of the household collection service. This is either because we provide other means of disposing of these items; they are hazardous or difficult to collect or are not classified as household waste. For a comprehensive list of materials –please refer to our [website](#).

Items that we do not take as part of your collection service



We provide other means of recycling or disposing of many of these types of materials or if you are planning a large DIY project we would encourage you to hire a skip.

If you have put the wrong materials in your containers or have put excluded items in your containers we reserve the right not to empty them until the excluded items are removed. We will then collect the containers on the next scheduled collection day. This information will be logged using our in-cab monitoring system and we will leave a leaflet or sticker to inform you of this. We will not return



to make a separate collection once the items have been removed. However, surplus recycling will be collected if presented for the next scheduled collection.

It will be up to the householder to remove the items and then present their refuse/recycling or garden waste for their next scheduled collection. No additional refuse or garden waste will be collected. It will be the responsibility of the householder to dispose of any additional waste as a result of the wrong materials being included. We will not return to make a separate collection once the items have been removed.

Difficult' household rubbish

We collect the following items as part of the refuse collection service but due to their potential 'difficult' nature we request that these wastes are presented in a specific way.

Pet wastes

As part of the refuse collection service we will collect waste that is produced by domestic pets– this includes small amounts of cat litter, animal bedding (hay/straw) and faecal matter. To make collections easier for the crews this material needs to be put into bags and tied. This type of material should not be put loose into the wheeled bin. We will not collect waste that is left at the side of the wheeled bin for collection. No additional or larger wheeled bins will be provided to accommodate pet wastes.

Paint

We cannot accept paint as part of the general refuse collection. Leftover paint can be taken to the Household Waste Recycling Centre at Bickenhill where some of it is reused in local community schemes or alternatively small amounts of paint can be collected through our Small Items Collection. Further information about the small items collections can be found on our [website](#).

We reserve the right to reclaim any costs of clearing up paint due to a spillage where the source of the paint can be clearly identified. Should the paint be present in a communal container, the cost of paint removal will be passed onto the Management Company/Landlord or Agent.

Broken glass

We do not accept broken glass as part of the recycling collection service. We will accept broken glass in the refuse wheeled bin but it needs to be wrapped in layers of paper or placed in a



cardboard box to protect the crews during collection. This is particularly relevant if you are on a purple sack collection.

Knives and sharp objects

Knives and sharp objects should be wrapped in layers of paper to assist the collection crews while carrying out collections.

Nappies

Nappies can be included in the household rubbish collection, however these should be placed in bags and tied to make the collections easier for the collection crews.

Overweight and compacted material in wheeled bins

In some instances, a wheeled bin may be too heavy to lift and doing so may compromise the safety of the collection crews and could damage the lifting mechanism on the collection vehicle.

If a bin is considered overweight, it will not be emptied and the householder will be required to reduce the weight of the bin for their next scheduled collection. No additional material will be collected and it will be the responsibility of the resident to dispose of any additional material.

If material is compacted in a bin, it will not always come out when placed on the lifting mechanism. The collection crews will try to empty the bin, but if a bag or materials are stuck at the bottom of a bin, they will be unable to fully empty the bin and residents are requested to loosen the contents of the bin for their next collection.



Putting your containers out on collection day



All of the containers provided for your kerbside service must be presented where the property meets the public footpath/road. If you are unsure where this is please contact us and we will be able to provide advice.

The only exception to this is for those residents who receive an assisted collection service.

Unless otherwise informed, all containers will need to be out for collection by **7:00 am** on the day of collection – this is irrespective of what time the collection crews typically arrive in the area, as collection times can and do vary.

Residents should not put their containers out for collection any earlier than 6:00pm on the day before collection and should ensure that they retrieve them from their collection point as soon as possible following collection.

In a small number of cases, due to the access or location of a property, it may not be possible for residents to place containers near the public highway for collection. In these circumstances, each case will be considered on an individual basis and a suitable collection point agreed.

Where the collection vehicle has to travel over a private road or drive we will require indemnity from the owner(s) that we will not be held liable for any damage due to wear and tear to the road surface. This is particularly relevant if the road/drive has not been built to highway standards. If such an indemnity is not feasible, residents will be required to present their wheeled bins/containers at an agreed collection point which does not require the collection vehicle to access the drive/road.



No side waste and lid closed

Lids closed

All wheeled bin lids should be closed when the bins are presented for collection – this is to reduce the incidence of spillages and also to reduce the potential for injury to collection operatives. If wheeled bins are presented with open lids or partially open/ajar, they may not be collected.

No additional side waste – refuse collections

We will only collect rubbish that is contained within the wheeled bins or purple sacks provided. We will not collect additional side waste. Side waste is waste that is either left loose outside the wheeled bin or presented in bags next to the bin, or placed on top of closed or open bin.

Side waste will not be collected and it will be the responsibility of the householder who has produced the side waste to remove it and dispose of it by either taking it to the Household Waste Recycling Centre at Bickenhill or by including it in the wheeled bin for the next scheduled collection.

If side waste is not removed following collection, it will be considered to be fly-tipped waste and the owner of the waste may be subject to a fine if the waste is not removed and disposed of in the correct manner.



Only in exceptional circumstances will we collect side waste, this would be following a period of inclement weather when it has not been possible to carry out scheduled collections or over the Christmas bank holiday period when scheduled collections are missed due to fall of the bank holidays. In both instances we will notify you of this via our webpages or by a direct communication such as a leaflet or bin sticker.

No additional bags/material – garden waste collections

We will only collection garden waste that is contained within the wheeled bin, if residents find they are producing significant amounts of garden waste, they can choose to purchase an additional bin and collections.

We will not collect additional garden waste that is presented at the side or on top of the wheeled bin.



Difficult or restricted access to properties

Road closures

When roads are closed every effort will be made to carry out the scheduled collections, and repeated attempts at collection will be made. In some rare instances it will not be possible to gain access to properties on their scheduled collection day. If this is known in advance, residents will be informed by letter of alternative arrangements, this may include earlier collections. This information will also be provided on the council's website, Facebook and twitter pages.

Where sufficient notice of a road closure has not been provided, such as emergency road closures and access cannot be granted on the day of collection, the collection crews will return the following day to carry out the collections.

In such instances, priority will be given to collecting refuse.

Parked Cars – Blocked Access

There are occasions where collection crews are unable to access containers for collection due to poorly parked vehicles. Where this is the case we will make every effort to return once access becomes available.

In exceptional circumstances, if the collection crews encounter repeated access problems due to poor parking, it may be necessary to collect the containers from an alternative collection point. Residents will be advised of the change and the new collection point.

Gated properties/estates

Access via electronic gates

Where access to properties are controlled by electronic gates – and access to the collection crews is permitted, the gate should stay open long enough for a refuse collection vehicle to gain access to the estate. The council will not be held responsible for any damage that occurs as a result of premature closing of gates on a collection vehicle.

Where access is not permitted, residents will be required to present their wheeled bins outside the gates for collection.

Access via buzzer entry system

Where access to a gated estate/property is via buzzer entry system – residents will need to be prepared to accommodate the arrival of the collection crews and provide entry. Due to the structure of the collection rounds it is not feasible for collection crews to wait for excessive periods of time for gates to open. If access is not permitted within 5 minutes, the crews will be unable to carry out the collection and residents will need to wait for their next scheduled collection.

Where access is via the use of a trade button, residents should be aware that it will not always be feasible for collection crews to carry out collections at a prescribed time and access should be arranged to accommodate this. If access is not permitted the crews will be unable to carry out the collection and residents will need to wait for their next scheduled collection.



Access via locked gates

Where access is via a locked gate and the collection crews have not been given a key or there is no key accessible lock – residents will need to ensure that access is provided to enable the collection crews to carry out the service.

Collections during inclement weather

Suspension of the service

The health and safety of the public and of our collection operatives are of paramount importance. Therefore, during periods of inclement weather we may take the difficult decision to suspend the service.

On these occasions the collection of refuse/rubbish will be the last element of the service to be suspended.

We will inform residents of the suspension of the service by using our website, Facebook and Twitter pages.

Where refuse collections have been suspended we will collect additional bagged rubbish on the next scheduled collection day.

Where recycling collections have been suspended we will collect all recycling presented for collection on the next scheduled collection day.

Frozen bins

In some instances during periods of extremely cold weather the material in the wheeled bins may freeze. Garden waste is more likely to freeze than refuse as it tends to be wetter. Where the contents of the bins have frozen, residents can help us by trying to loosen the content of their bins. Unfortunately the collection crews are unable to do this, they are also unable to put the bin on the lift multiple times or shake it as this may damage the wheeled bin.

If it is not possible to empty the contents of the bin, they will be collected on the next scheduled collection day.



How we will return containers following collections

The collection crews collect from between 1,000 – 1,500 properties per day therefore it is not feasible for them to put containers back in a preferred/specific location for each individual property. The collection operatives will replace emptied containers so that they do not obstruct the footpath or where practicably possible driveways.

Our main objective is to replace containers so that they do not obstruct the footpath and do not pose an obstacle to users of the footpath. This means that we will not always replace containers where we find them – however we will return them in a tidy manner with minimal disruption to users of the footpath.

Residents should ensure that they remove their containers from the highways as soon as possible following collection and do not leave them on the footpath/highway for prolonged periods of time.

Clearance of spillages following collections

The collection crews will clear up any spillages that occur as a result of the collection process and in the case of use of purple sacks, if the bags have split open prior to collection, the collection crews will remove as much of the spillage possible.

Conditions such as high winds can result in windblown litter and particularly light recyclables being blown from the collection points. In these instances the collection crews will pick up as much windblown material as they can but they will not go onto private property or gardens to collect materials.

Missed collections

We do not routinely return to collect missed refuse, recycling or garden waste – we will only return to collect if a mistake has been made by the collection crews.

The collection crews use an electronic logging system which allows them to record details or issues regarding the presentation of containers for collection. The Connect contact centre will refer to this system to identify whether there is a justifiable reason for the crew to return to collect a missed container. This is also the case if the missed collection is reported via a web-form.

When we will not return to collect missed refuse, recycling or garden waste

We will not return to collect a missed container if:

- ✗ Container are not presented by **7:00am**
- ✗ Containers are presented in the incorrect place
- ✗ The wrong materials are presented – i.e. garden waste on recycling week
- ✗ Containers include excluded materials
- ✗ Recycling or garden waste containers are contaminated with rubbish or excluded materials
- ✗ The wheeled bin is compacted and cannot be fully emptied
- ✗ The wheeled bin is too heavy



- ✘ The missed collection request is made more than two working days after the collection was scheduled
- ✘ Inclement weather
- ✘ Side waste has been presented
- ✘ Missed collection is reported before 16:00 on the day of collection.

Reporting and return for missed collections

The collection crews start their collections at 7:00am and can continue working until 4:00pm. Although residents can get used of their collections being carried out at a similar time every week, collection routes can change and therefore collection times. For this reason we request that residents do not report a missed collection until after 4:00pm on their scheduled collection day.

Missed collections will need to be reported within two working days of the scheduled day of collection. Any missed collections reported after this time will not be collected and residents will have to wait until their next scheduled collection. No additional material will be collected and it will be the responsibility of the resident to dispose of any additional material as a result of a missed collection reported after the specified timeframe.

If the reason for the missed collection is within our approved criteria we will aim to return to collect the missed items by the end of the next working day, i.e. it is reported on a Tuesday we will aim to collect it on a Wednesday.

Provision of containers for waste and recycling

New developments

Provision of containers

The provision of containers for the collection of refuse, garden waste and recyclables for new developments, including multi-occupancy properties and house to flat conversions, will be the responsibility of the property developer.

The type and number of bins provided must be agreed by the council in advance and they must meet standards and specifications agreed by the council.

The council will be able to provide the bins on behalf of the property developer if this is a preferred option. The property developer will then need to reimburse the council for the cost of providing the bins and delivery costs.

Collection Arrangements

As part of the discussion regarding the type and number of containers to be provided at the new development, Waste and Recycling Officers will also agree the collection arrangements with the developer. This will include any special arrangements for the development i.e. provision of access codes to gates and agreement of presentation points for containers.



Replacement of containers for the collection of rubbish, recycling and garden waste

Replacing containers for the collection of rubbish and recycling presents a significant on-going cost to the council. Therefore it is important that we only replace containers that are no longer serviceable. Therefore we have set parameters regarding when we will or will not replace a container and also whether a charge is made for the replacement of the container. We may on occasion supply refurbished wheeled bins.

We will replace your container if

- ✓ It was crushed by the collection vehicle
- ✓ It is no longer serviceable and poses a health and safety risk to the operatives/residents
- ✓ It has been stolen
- ✓ Manufacturing fault

We will not replace your container if

- ✗ It is dirty
- ✗ It is smelly
- ✗ It is still serviceable - this decision will be made by a waste officer
- ✗ It is potentially repairable and does not need replacing
- ✗ It has been damaged or lost due to misuse
- ✗ It was used by the previous residents

Charges for replacement containers

We will replace a container free of charge, subject to meeting the criteria outlined above, once in a 24 month period. If subsequent replacements are requested within this period then the householder will be required to pay for the replacement containers. The only exception to this is if it has been crushed during collection or it has been stolen. Details of charges for replacement bins can be found on our [website](#).

Wheeled bin damaged/crushed by collection crew

On occasion the wheeled bin can be damaged during collection or fall into the collection vehicle. If the wheeled bin falls into the collection vehicle, the collection crew will post a card through your door informing you of this. A replacement wheeled bin will automatically be ordered for delivery.



Provision of purple sacks

Householders will receive an annual supply of purple sacks in the summer and this supply is to last the whole year.

Residents who run out of purple sacks before the end of the year may not automatically be provided with another roll of sacks. Householders will be required to explain why they need additional sacks.

Additional purple sacks may not be issued to residents without this initial check and a potential visit from a Waste and Recycling Officer. This is to ensure that the resident is making full use of their recycling service where provided.

The provision of additional purple sacks has the potential to create significant amounts of extra waste and result in additional disposal costs to the council.

Provision of clear sacks

Householders will receive an annual supply of clear sacks in the summer.

Residents who run out of clear sacks before the end of the year will be provided with another roll of sacks.

Maintenance of containers for waste and recycling



The following section is applicable to wheeled bins provided to households or to residents who live in multi-occupancy properties who have been provided with their own wheeled bins. All wheeled bins and sacks provided remain the property of the council. The householder is responsible for keeping all containers and sacks safe while they are on their property and they must protect them from misuse and possible theft. The council reserves the right to charge for the replacement of any container that has been misused.

To assist collections, residents are requested to put their house number on their containers.

Only stickers provided by the council, stickers denoting house number or stickers that identify ownership of the wheeled bin will be allowed on bins.

No other advertising/promotional stickers should be put on the bins without the permission of the council



Moving House – New Occupiers

As the majority of households will receive the standard collection service, householders are required to leave their wheeled bins and recycling containers at their property when they move house. The containers will then be available for the new occupier. The bins should also be left empty for the new occupier.

If a householder is in receipt of a non- standard service, such as a large wheeled bin they should contact the council to inform them that their circumstances are changing and we will then advise on the management of their containers during the move.



Moving House – New Developments

Servicing new developments that are still under construction can be difficult due to restricted access due to construction vehicles and the actual construction itself. In some instances it may be necessary to provide residents with a restricted temporary collection service until such time that the collection crews can be guaranteed consistent, unrestricted and safe access to the development. In these circumstances residents will as a minimum be provided with a refuse collection service and will be given purple sacks on a temporary basis. They may also be required to present their purple sacks (or bins if allocated) at a communal collection point until such time that the standard collection service can be carried out.

We will only collect refuse presented in purple sacks from the agreed collection point(s), we will not remove bulky items or items not contained in purple sacks.



Provision of larger wheeled bins for the collection of refuse

Our standard issue wheeled bin for refuse is a 140 litre wheeled bin. This is considered an adequate volume for most residents to accommodate their weekly refuse.

In some circumstances it may be possible to be issued with a larger wheeled bin. However, in order to qualify for a larger wheeled bin (240 litres) certain criteria must be met and evidenced.

Household with 6 or more permanent occupants

As part of the standard collection service, residents are provided with a 140 litre wheeled bin for their refuse. The 140 litre bin provides sufficient capacity for a family of 5 and the typical amount of rubbish produced once recyclable materials have been removed.

It is acknowledged that some households with 6 or more permanent occupants may require more capacity once they have recycled all that they can. Therefore, subject to certain criteria being met, we may provide residents with a larger 240 litre wheeled bin.

Residents applying for a larger bin will be expected to make full use of the recycling service to minimise the amount of rubbish that they produce. Before being provided with a larger wheeled bin, they will be offered additional recycling containers.

Residents requesting a larger wheeled bin will be asked to provide the names of the permanent occupants living in the property to qualify and this information may be checked against other records held by the council.

Residents will be required to complete a declaration confirming that they meet the qualification criteria – if a false declaration is made, the larger wheeled bin will be removed and replaced with a standard 140 litre wheeled bin.

Following application for a larger bin, the council may make the following checks:

- ✓ A waste audit to ensure that the household is recycling as much as possible.
- ✓ A check on the names listed permanently residing at the property
- ✓ Checks to ensure that the information is still relevant.

Larger bins are provided on a conditional basis, which will be reviewed periodically. If circumstances have changed, the larger bin may be exchanged for a standard 140 litre wheeled bin. If the resident's circumstances change they are required to inform the council so that we can reassess their need for a larger bin.

In exceptional circumstances we may provide additional bins for refuse. These incidences will be assessed on a case by case basis and the conditions outlined above will apply.



Long-term medical condition which generates additional waste

In some circumstances we may issue a larger 240 litre wheeled bin to residents who have a long-term/permanent medical condition which means that they generate a large amount of waste – typically large quantities of sanitary-care type wastes.

They will be required to complete a declaration confirming that they meet the qualification criteria – if a false declaration is made, the larger wheeled bin will be removed and replaced with a standard 140 litre wheeled bin.

Larger bins are provided on a conditional basis, which will be reviewed periodically. If circumstances have changed, the larger bin may be exchanged for a standard 140 litre wheeled bin.

If the resident's circumstances change they are required to inform the council so that we can reassess their need for a larger bin.

Households with children in nappies

In households where there are children in nappies (this applies to disposable nappies) they may be eligible to apply for additional capacity on a temporary basis.

This additional capacity will consist of a supply of sacks provided by the council which can be presented alongside the black wheelie bin or purple sacks. The household will be issued with one additional sack per collection (52 sacks) and will be limited to presenting one additional sack per week. No additional sacks will be provided once these have been used. Additional black sacks will not be collected and will be treated as side waste.

The sack is to provide additional overall refuse capacity and should not be used just for nappies, other refuse can be placed in the sack along with nappies.

Each request will be assessed on a case by case basis and a visit may be carried out by a waste officer to make the decision as to whether additional capacity is granted.

The additional capacity will be provided for a 12 month period. Applications for additional capacity must be made on an annual basis

The following criteria need to be met in order to be considered for additional capacity.

- Households where there are four or more permanent occupants and more than one child in nappies
- Households where there are five or more permanent occupants and a child in nappies

Residents applying for additional capacity will be expected to make full use of the recycling service to minimise the amount of rubbish that they produce. Before being provided with additional capacity they will be offered additional recycling containers.

Following application for a larger bin, the council may make the following checks:

- ✓ A waste audit to ensure that the household is recycling as much as possible.
- ✓ Checks to ensure that the information is still relevant



Residents will be required to complete a declaration confirming that they meet the qualification criteria – if a false declaration is made, the additional capacity will be removed. If the resident's circumstances change they are required to inform the council so that we can reassess their need for additional capacity.

Delivery of replacement containers

All replacement containers will be delivered directly by the council or their approved contractor. We may on occasion supply refurbished wheeled bins.

Deliveries – what we will do

- ✓ Leave a card stating why we were unable to deliver
- ✓ Priorities the delivery of wheeled bin for refuse and will endeavour to deliver these in time for the next scheduled collection (subject to the request being made at least three working days before the next collection).
- ✓ Following a request for a replacement container we aim to deliver within 10-20 working days, however in periods of high demand or when we are waiting for replacement bin stock it may take longer – we keep customers updated of this situation via our website

Deliveries – what we will not do

- ✗ Collect a damaged wheeled bin if it is still full of refuse or garden waste
- ✗ Leave an item if there is nowhere safe to leave it
- ✗ Leave a replacement container if the damaged item is not available to collect
- ✗ Replace an item if it is apparent that the resident already has the item and it is serviceable (with the exception of items that have been paid for).

Damage to property during collections

Occasionally, when carrying out their collections the crews may accidentally cause damage to property or vehicles. If this occurs, the operatives will leave a 'bump card' where they are able to do so. This card will include details of how to make a claim for the damages.

As with any insurance claim, residents should provide as much information as possible to support their claim.

All damage claims that occur as a result of our contract partner Veolia, carrying out a service will be dealt with directly by Veolia and their appointed insurer. Any claims can initially be reported via the councils contact centre.

Like any other claim for damage the claimant will need to approach the Insurance company with details of the claim. The council cannot do this on behalf of the claimant.

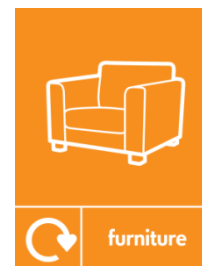


Additional Collections Provided

We provide a number of additional collection services to deal with bulky, clinical and hazardous household waste. These services are either chargeable, need to be pre-booked or are provided on a referral basis only.

Collections of bulky waste

We provide a chargeable collection for certain bulky household items. Where possible we would encourage residents to consider if the items they wish to dispose of would be suitable for re-use and to contact local reuse organisations to see if they can accept the item. Details of local reuse organisations are provided on our website.



There are certain items that we cannot collect as part of the bulky waste collection service. A comprehensive list of these items is provided on our website.

Bulky waste collection – What we will do

- ✓ We will collect the items specified on the collection date booked by the householder.
- ✓ We will leave a card if we have had problems collecting the bulky waste with advice for the householder on what to do next.

Bulky waste collection – What we will not do

- ✗ We will not enter residents properties to collect items – all items for collection need to be placed at the agreed collection point for the operatives to collect.
- ✗ We will not dismantle items for collection – all items that require dismantling must be dismantled prior to collection
- ✗ We will not go up steps, stairs or via lifts to collect items
- ✗ We will not collect additional items that were not identified on the original collection list.
- ✗ We will not collect items from a gated alleyway

Difficult to access properties

If a householder lives in a property where potential access will be difficult, a Waste Supervisor will carry out an assessment before the bulky collection is booked to determine whether it will be feasible to carry out the collection and if so, where the most appropriate collection point will be.

Assisted bulky collections

In some instances it may be possible to provide an assisted bulky collection. For a householder to be eligible for an assisted bulky collection there must be no one else living in the property or available to move the items. All requests will be assessed on a case by case basis. Operatives will only collect items from the lowest level of a property and will not go up-stairs, steps or via lifts to collect items.



Collections of offensive and hygiene waste

We do not provide a clinical waste collection service. We collect waste that is seen as unpleasant or medical but is classified as household waste by the Environment Agency.

What we will collect

- ✓ Offensive waste – this includes nappies, sanitary items, incontinence pads, stoma or catheter bags, medical dressings, 'peg'/stomach feeding items and home dialysis kits. .

What we will not collect

Infectious Waste (Health care risk waste) – this includes:

- ✗ Any Gloves, aprons, dressings etc from the treatment of patients where there is risk of infection
- ✗ Any biological waste – e.g. human tissue or blood
- ✗ Any related swabs and dressings from hospitals, clinics, surgeries or laboratories

We will also not collect the following items:

- ✗ Sharps and syringes both contained and loose
- ✗ Cytotoxic waste – alternative arrangements will need to be made with a healthcare professional.
- ✗ Radioactive waste
- ✗ Medical instruments
- ✗ Larvae
- ✗ Nappies – unless the nappies/sanitary products originate from an individual that suffers from a medical condition that requires that they are incinerated.
- ✗ Medical specimens/tissues
- ✗ Body parts
- ✗ Pharmaceuticals or drugs including vials – these should be returned to the Pharmacy
- ✗ Unused medicines and unused medicinal aerosols – these should be returned to the Pharmacy
- ✗ Highly Contagious/infectious materials
- ✗ Blood products
- ✗ Foetal tissue and placentas



The material will need to be double bagged and securely tied to make the operation of collection easier for the collection crews.

Householders will also need to be mindful of not overloading their refuse bins with this type of material. Some householders producing this type of waste may be eligible to apply for a larger wheeled bin.

Disposal of hazardous household waste

Hazardous household waste

Hazardous household waste can be disposed of safely at Bickenhill Household Waste Recycling Centre via a permit scheme.



The permit scheme is provided for the safe disposal of small quantities of hazardous household waste such as chemicals, for example:

- ✓ Household chemicals, e.g battery acid, phosphoric acid, anti-freeze
- ✓ Garden chemicals e.g pesticides, herbicides, feeds
- ✓ Powdered or solid chemicals e.g lawn feeds, weed killers etc.

We reserve the right to refuse to disposal of materials that do not comply with our conditions (please refer to our website for details). Please refer to our website for [terms and conditions](#).

The service is limited to five items per household per permit and no individual item must be more than 5kg or 5 litres in size.

Residents are required to book this service in advance and provide details of the materials for disposal and must be able to specify the name of the item, the type and size of container and the approximate amount of material contained within, which will be recorded on the permit.

Residents can take their items to the household waste recycling centre between Monday to Friday 9.30am to 4pm.

Residents who have larger quantities of hazardous waste are advised to seek a specialist contractor who will be able to assist them with the safe disposal of their items. It should be noted that there will be a charge for this service.

It is the responsibility of the householder to arrange for the safe removal and transport of the hazardous household waste to the household waste recycling centre. This service is not available to businesses or to contractors who may be carrying out work on behalf of a householder.



Asbestos

Residents who have asbestos requiring disposal can apply for a permit to take their asbestos to a permitted facility. This service is for household asbestos only. Permits are limited to a maximum of four (4) per household per year.

It is the responsibility of the householder to arrange for the safe removal and transport of the asbestos to the designated site. This service is not available to businesses or to contractors who may be carrying out work on behalf of a householder.

Asbestos is a hazardous material and residents are advised to seek professional advice before removing asbestos from their property. The Health and Safety Executive have also issued [guidance](#) on how to handle and remove asbestos.

Small Items Collection Service

We provide a free collection service for certain small household items, which includes household batteries, small amount of paint, textiles (clothes and shoes) and small electronic and electrical items.

Small items collection – What we will do

- ✓ We will collect the items specified on the collection date booked by the householder.
- ✓ We will leave a card if we have had problems collecting the small items with advice for the householder on what to do next.

Small items collection – What we will not do


- ✗ We will not enter a residents property to collect items – all items for collection need to be placed outside the front door for the operatives to collect.
- ✗ We will not collect any paint cans larger than 10 litres.
- ✗ We will not collect larger electrical items such as microwaves – these types of items can be collected through the paid for bulky waste collection service or taken to the household waste recycling centre.

Further information

For more information regarding the waste and recycling service please visit our website, email us or call us on the contact details provided below.

 <http://www.solihull.gov.uk/wasteandrecycling>

 connectcc@solihull.gov.uk

 0121 704 8000

