

Inclement weather FAQs

Q. If it's snowing how can I find out if you are coming to collect?

A. Information will be posted on our [website](#), [Facebook page](#) and on [Twitter](#). We will also inform our Connect Contact Centre.

Q. My waste and recycling collections service has been suspended - why?

A. Service is only suspended when it is unsafe for our collection vehicles and operatives to collect your refuse and recycling. Before we make the decision to suspend the service we thoroughly assess the conditions and risks to both the public and operatives carrying out the service.

Please check our website or our social media channels for the latest updates

Q. Why don't you put snow chains or tyres on the refuse vehicles?

A. Due to the size and weight of the collection vehicles, snow chains would make very little difference to the manoeuvring ability of the collection vehicles.

Q. What do I do if the waste is frozen in my bin?

A. If your waste is frozen in the bin; please try to loosen the contents by using a garden fork or spade. To try and prevent the contents from becoming frozen try and keep your wheelie bin near your house and present the bin on the morning of collection as opposed to the evening before collection, ensuring your bin is available for 7am.

Q. Why can't the wheelie bin be loosened by the collection operatives?

A. The collection operatives take the bins to the vehicle and attach them to the vehicle so the bins can be emptied by the mechanical system. The operatives do not handle or interfere with the bin contents

Q. Can the wheelie bin be put onto the collection vehicle a few times until all the contents are removed?

A. No. Under extreme cold weather conditions, the wheelie bins become brittle. If they are put onto the collection vehicle several times when they are frozen, it would increase the possibilities of the wheelie bins splitting or being damaged.