

GUILDFORD BOROUGH COUNCIL

# Waste Collection Service Guidelines

## Guildford Borough Council

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G U I L D F O R D  
B O R O U G H

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## Foreword

This policy document is designed to support the established collection system in place in Guildford Borough and to lay out clearly defined policies and procedures to avoid any uncertainty for residents, Councillors and Officers of the Council.

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## **Frequency of waste collection**

### **Refuse bins and sacks**

We will collect refuse every two weeks, except at locations such as flats with limited waste storage provision where we will collect weekly.

### **Recycling bins and sacks**

We will collect recycling every two weeks, except at locations such as flats where we have come to the view that there is limited waste storage provision, where we will collect weekly.

### **Food waste caddy**

We will collect food waste every week. At flats we may use a communal two wheeled bin.

### **Garden waste bins and sacks**

We will collect garden waste every two weeks from properties that subscribe, except for a two-week period over Christmas where we will not provide a service. The two week period is communicated via our website and yearly service guide.

### **Textiles**

We will collect textiles every week from a tied plastic carrier bag (not a black bin bag) left next to your wheeled bin on your scheduled collection day.

### **Batteries**

We collect batteries every two weeks from a transparent plastic bag (like a sandwich bag or council supplied battery bags) left next to your green wheeled bin on your recycling collection day.

### **Small WEEE (waste electrical and electronic equipment)**

We collect WEEE every week from a carrier bag left next to your wheeled bin on your scheduled collection day.

### **Wheeled bin property suitability**

An authorised inspector will carry out a survey on all properties to assess whether they are suitable for a wheeled bin for refuse, recycling and garden waste.

The majority of households can accommodate wheeled bins for alternate weekly refuse and recycling collections and garden waste.

Properties will be considered unsuitable for wheeled bins if:

- there is no space, or a space under five square metres at the front of the property and no access from any other storage area to the point of collection other than through inhabited rooms (e.g. only access is through the house).
- there is space at the front of the property but it will cause an unacceptable obstruction on the highway.
- there is suitable space for storage at the rear of the property but no way of wheeling the bin to a collection point (e.g. only access is through the house) and the front area is sized less than five square metres.
  - we will consider supplying residents in this category with bins only if they request them.
- there are an excessive number of steps to negotiate in a single flight or a very steep slope
  - we will consider supplying residents in this category with bins only if they request them.
- the distance required to manoeuvre a bin to a collection point is considered to be unreasonable by the Council.
- there is no reasonable access for the collection vehicle.
- the Head of Environmental Services deems the property unsuitable for reasons of operational practicality or some other significant reason. This may include issues relating to specific house design or specific local issues that require special consideration.

If we decide that your property is not suitable for a wheeled bin, we may still supply bins on request, subject to the Council being satisfied that the residents can store the bin on their property between collections and present it for collection at their designated collection point or other agreed location.

If we decide that there is only room for one bin, this will be a refuse bin. We will collect recycling from recycling sacks and garden waste from reusable garden waste sacks.

If we decide that there is only room for two bins, these will be a refuse bin and a recycling bin. We will collect garden waste from reusable garden waste sacks.

If we decide that there is room for all three bins, no alternatives will be offered.

The only exception to this being if a resident is unable to physically manoeuvre a wheeled bin. We will review these cases on an individual basis and may offer an assisted collection to collect the bins or agree a suitable alternative.

The Head of Environmental Services has the final decision on the collection container authorised for use at a property.

## **Arrangements for properties considered unsuitable for wheeled bins**

### **Refuse**

Residents should supply their own black refuse sack. These should be thick enough to lift the content without splitting. In order to encourage waste minimisation and recycling we will collect no more than four sacks every two weeks.

### **Recycling**

We will provide properties unsuitable for a recycling bin with 120 recycling sacks each year. In order to encourage recycling there will be no limit on the number of sacks that we will collect every two weeks.

Where we have identified properties that have a high use of recycling sacks we may issue additional rolls of sacks upon request.

### **Garden waste**

We will provide properties unsuitable for a garden waste bin with four 60 litre reusable sacks. These will be collected from the designated collection point every two weeks. We will not collect any excess garden waste.

## **Wheeled bin provision**

### **Standard container**

We will supply every suitable property with a 240 litre wheeled bin for refuse and recycling as standard. We will provide large bins where needed, such as at flats or other sites that have communal facilities. We will charge for the initial issue of a standard set of bins for any new properties or developments.

Households can opt for a 140 litre refuse bin.

Households can opt for a 140 litre recycling bin, provided that the household has a 140 litre refuse bin.

For properties with low occupancy (2 people or less) the Council will issue a 140 litre refuse bin.

There is no limit on the number of recycling wheeled bins a property may have in suitable properties. There is no charge for additional 240 litre recycling bins.

Properties cannot have multiple 140 litre recycling bins. Where an additional 140 litre recycling bin is requested we will swap this to a 240 litre bin instead.

## **High occupancy**

Households with five or more permanent residents may apply for one additional refuse container. This will be a 240 litre bin and the initial issue is free of charge. You will receive an extra 240 litre recycling bin automatically. You can apply for this service on our website.

## **High volume of waste due to medical needs**

Householders who fall into this category will be assessed on a case by case basis and we will issue sufficient capacity to meet their needs. The initial issue will be free of charge.

## **Unauthorised extra bins**

We will only empty bins formally supplied under these policies. All of our bins have a Guildford Borough Council logo. Any bins without a Guildford Borough Council logo, or not supplied under a formal arrangement within these policies, will not be emptied.

We will remove any Guildford Borough logoed bins that are not formally supplied to a property or if we become aware of a change in circumstances, such as less people living at a property or the ending of a medical condition. We will remove these bins without notice.

In the event of bins being presented for collection that are clearly from another local authority area, we will not empty these bins and seek permission from that local authority to recover their bins.

Other bins, without logos will not be emptied and we will leave these at the property.

## Ownership of bins

The wheeled bins and food waste caddies supplied by Guildford Borough Council remain the property of the Council. We ask residents to look after the bins whilst they remain in their care, and we would encourage residents to mark their bins with their house number in order to prevent theft and abuse.

## Wheeled bin replacements

We require residents to pay for any replacement wheeled bins that are lost, stolen or damaged when it is not the fault of the Council (i.e. damaged through the collection process or by the mishandling or misuse of the crew), with the exception of accidentally damaged recycling bins. We will replace any lost or damaged green recycling wheeled bin at no charge provided that it has not been intentionally damaged.

Food caddies can be replaced at no charge unless we find them to have been deliberately damaged. [Collection locations are listed on our website.](#)

Even when a charge is paid by the householder or developer, the bin remains the property of the Council.

## Colour

We will only collect Guildford Borough Council wheeled bins of the appropriate colour (denoting the service) for that collection.

- Wheeled bins for refuse will be black.
- Wheeled bins for recycling will be green.
- Wheeled bins for garden waste will be brown.
- Food waste caddies will be green or black depending on their age.

## Presentation of waste containers

### Designated collection point

You must place wheeled bins and sacks at:

- The designated collection point, this is usually nearest the public highway that the collection vehicle uses or any other reasonable point which shall be determined by the Council as the collection point, to allow safe and efficient collections.

You should, as far as is possible, only put refuse or recycling containers out for the day of collection and not leave them at the edge of the property or on the path or public highway for any longer than necessary. If you place bins on a path or public highway for collection, you should ensure they do not obstruct cars, pedestrians or other vehicles.

### Setting out times and removing of bins

Refuse and recycling containers need to be set out by 6.30am on the scheduled day.

Residents should place containers at the collection point no longer than the night before their collection is due and remove them as soon as possible after the collection and no later than the end of the day of collection.

### Assisted collections

Most householders can generally cope with the task of placing the wheeled bin at the designated collection point, although we understand that the elderly or infirm may require assistance with their wheeled bin. Where this is the case, we will review each case to ensure collections can be facilitated, as agreed by our Officer. This may include a change of collection point, a change of container, or another option.

If you need an assisted collection, you will need to apply by contacting Customer Services. General criteria used for determining appropriate 'assisted collections' are, by nature, often difficult to determine and it is appreciated that our staff need to apply these considerations with a great deal of understanding, sensitivity and individual assessment.

If we have agreed to provide an assisted collection for any container we will automatically apply this to all collections at this property.

Our decision to offer an assisted collection is dependent on:

- a) whether the resident can physically move the waste container to the collection point
- b) whether sacks can be transported to a permanently located container
- c) if there is another physically able person at that property to move the waste containers on the collection day. This physically able person includes carers not living at the property and anyone living at the residence.
- d) the accessibility of the proposed collection point

Given that the number of properties receiving assistance affects the efficiency and effectiveness of operations, and that there is an acceptance that households change over time, we will regularly review the 'assisted collection list' to confirm that assistance is still required.

## **Removal of the assisted collection service**

If we receive reports that assistance may no longer be needed at a property, we will investigate this and, if necessary, instruct the crew to return to collect from the designated collection point. We will notify the householder of this in writing giving one month's notice.

If we remove the service and you dispute this, or we believe that assistance is not required at an address, we reserve the right to ask for medical evidence to support the request for assistance.

## **Reasons for uncollected wheeled bins**

### **Lid down**

In order to protect the health and safety of our crews and that of passing pedestrians, wheeled bins will only be collected if the lid is completely closed to allow the operatives to ensure that the bin is properly engaged with the bin lift prior to the emptying operation. This will prevent the loaded bin from falling off and causing injury.

### **Heavy Bins**

If your bin is deemed too heavy by our collection crews, it will not be collected. Heavy bins pose a risk to our collection crew and the public, and could damage the collection vehicle. Our crew will also take into account the prevailing conditions when making a decision on a heavy bin.

Heavy items should be removed and disposed of correctly. We will not return to empty your bin once the items have been removed. Please present your bin on the next scheduled collection day for refuse, recycling or garden waste.

## **Damaged Bins**

In order to protect the health and safety of our crews and that of passing pedestrians, damaged wheeled bins will not be collected. This is to ensure that the bin is properly engaged with the bin lift prior to the emptying operation. This will prevent the loaded bin or its contents from falling and causing injury.

Please view our policies on wheeled bin replacements.

## **Contaminated Bins**

If your bin contains materials other than those accepted in Guildford Borough, it will not be emptied. If contamination is found, we will place a hanger on your bin or caddy advising you that it contained the incorrect materials.

Contamination must be removed and disposed of correctly. We will not return to empty your bin once the contaminants have been removed. Please present your bin on the next scheduled collection day.

If you would like guidance on what can and cannot be placed in your waste containers, please read the information on our website or contact Guildford Borough Council.

## **Side waste**

- Refuse side waste will not be collected.
- Garden waste side waste will not be collected.
- Recycling side waste will be collected provided it is presented in an appropriate manner. Any card should be flattened and bundled and any other materials should be held in a plastic bag.

### **Bank holiday collections**

We will inform residents via an annual calendar and via our website of any collection day changes as a result of bank holidays.

### **Section 46**

A Section 46 notice, under the Environmental Protection Act 1990, will be issued to you. This provides a duplicate of the critical service information relevant to your property that is included in this document and on our website.

Education and enforcement action will follow any breaches of the Section 46 notice.