

# Extra Bin Capacity (EBC) Frequently Asked Questions

## **What is Extra Bin Capacity?**

Our waste collection teams will only empty one black bin per household unless the household has an authorised extra black bin. Householders who feel that they may not have enough space in their black bin can apply for extra bin capacity. If you are considering this service, we first recommend that you check you are recycling as much as possible. For more information, visit [www.testvalley.gov.uk/recyclingguide](http://www.testvalley.gov.uk/recyclingguide). Please be reminded that you cannot put garden waste in your black bin. Finally, if you are successful in your application, you will need to purchase an extra wheeled bin.

## **I have completed the Extra Bin Capacity application form - what happens next?**

If you have registered with My Test Valley, you will get a response by email notifying you of the outcome, this will be followed up with a letter. If you chose not to register with My Test Valley, then you will only receive a response by letter.

## **What will happen if I try to use an extra bin and I am not authorised?**

Authorised bins will be identified with a special EBC sticker. The waste collection teams will only empty extra black bins with these stickers. Any extra black bins without a correct EBC sticker will be tagged as 'unauthorised' and remain unemptied.

## **I need another recycling bin - how do I get one?**

We encourage everyone to recycle as much as they can. Anyone can put out more than one recycling bin for collection each fortnight. You can purchase an additional brown recycling bin by going online here: [www.testvalley.gov.uk/orderabin](http://www.testvalley.gov.uk/orderabin) or by calling Customer Services on 01264 368000 or 01794 527700.

## **Why does Test Valley Borough Council review its Extra Bin Capacity service?**

We carry out a review every two years as circumstances do change and not everyone requires this additional service to continue on a long term basis.

## **My household's circumstances have changed - what happens if we no longer meet the Extra Bin Capacity criteria following a review?**

Please complete the application form. We will assess it and let you know if you still qualify for the extra bin or not. If you don't, then we will write to you informing you of your last EBC collection date and we will provide you with information and guidance on how to make the most of your black and brown bins. If after following this advice you still cannot cope, we can carry out a waste audit to see what other simple actions you may be able to take to divert waste away from your black bin. If you cannot divert any more items away from the black bin then we will reassess your case. Please note that we will not remove any unwanted bins.

## **My bin is damaged - how do I get another one?**

You can purchase a black or brown wheeled bin by going online - [www.testvalley.gov.uk/orderabin](http://www.testvalley.gov.uk/orderabin) or by calling Customer Services on 01264 368000 or 01794 527700. If your bin was damaged by the collection team and we have left a note for you, then we will replace your bin free of charge.

## **I no longer need my extra bin what should I do with it?**

Wheeled bins can be used for storage or as compost bins or water butts. They can also be used to contain garden waste. Please note that you will need to subscribe to the garden waste collection service and you will need to order a label for your bin if you wish to use it for these collections – you can do that by going online - [www.testvalley.gov.uk/orderabin](http://www.testvalley.gov.uk/orderabin) or by calling Customer Services on 01264 368000 or 01794 527700. Please note that we will not remove any unwanted bins.