

# 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. In Test Valley, your brown recycling bin can only contain five types of materials: paper, cardboard, drinks cans/food tins, plastic bottles and aerosols. All of these items should be placed loose in your brown bin and not contained in any plastic bags. The cans, tins and plastic bottles should all be empty and everything in your bin should be clean and dry. For additional 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 household waste bin.

If you are successful in your application, you will need to purchase an extra black household waste bin, unless you already have one.

## **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. If you chose not to register with My Test Valley, then you will receive a response by letter.

If your application is approved, we will send you an authorisation sticker for your extra black household waste bin.

If your application is not approved, then the next step will be for you to complete an analysis of the waste your household produces over a two week period. You will be provided with lots of help and guidance in order to carry this out. If this is not successful, then you will be asked to carry out a joint waste audit with a Recycling Officer.

## **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 brown recycling bin - how do I get one?**

We encourage everyone to recycle as much as they can. Anyone can put out more than one brown recycling bin for collection each fortnight. You can purchase an additional brown recycling bin by going online here: [www.testvalley.gov.uk/wheeledbins](http://www.testvalley.gov.uk/wheeledbins) 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.

### **I have moved into a new property and there is already an additional black household waste bin – can I use it?**

If you have moved into a property and there is more than one black household waste bin present, you will need to apply for extra bin capacity if you wish to use this bin. We will only empty one black household waste bin, unless you are granted extra bin capacity.

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

You can purchase a black household waste bin or brown recycling bin by going online here: [www.testvalley.gov.uk/wheeledbins](http://www.testvalley.gov.uk/wheeledbins) 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. If the damaged bin has your EBC sticker on it, please let us know and we will send you a replacement.

### **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/wheeledbins](http://www.testvalley.gov.uk/wheeledbins) or by calling Customer Services on 01264 368000 or 01794 527700. Please note that we will not remove any unwanted bins.

### **I run a business from home, do I qualify for Extra Bin Capacity?**

If you run a business from home, you will only qualify for extra bin capacity if you meet the residential criteria. Test Valley Borough Council only collects domestic household waste. You will need to set up a separate commercial waste collection for your business waste. For more information on commercial waste disposal, please visit [www.hants.gov.uk/wasteandrecycling/commercialwaste](http://www.hants.gov.uk/wasteandrecycling/commercialwaste).