

Annex

Household Waste and Recycling Collection Policies

Test Valley Borough Council has a legal duty under the Environmental Protection Act 1990 to collect household waste. This is underpinned by the following set of policies.

Collection Frequency

The collection of household waste and recyclable materials takes place on alternate weeks.

There will be some exceptions for flats where there are bin stores, communal bins or chutes.

Collection Day and Time

Householders will be notified of their individual collection day and of any required changes to accommodate bank holidays.

Collections will be made between the hours of 7.00 am and 6.00 pm. In exceptional circumstances this may be varied.

Alternating household waste and recycling collections will be carried out on the same day of the week.

Collection Point

Waste should be presented before 7.00 am on the day of collection but no earlier than 12 hours before.

All bins should be placed at the edge of the property, nearest where the vehicle normally stops. If bins are left on the highway for collection it is the householder's responsibility to ensure there is no obstruction.

Where required, separate arrangements will be made for the collection point for flats, properties with long drives, private roads, hard to reach properties etc. Any such arrangements will be agreed between the householder and a Waste Management Officer (WMO).

Where arrangements for collection points are made residents must ensure that their bin is identified with the house number or name prominently displayed on the bin.

Wheeled bins should be retrieved and located by the householder onto their property as soon as possible but no later than within 12 hours of collection.

Assisted Collections

Where through frailty or incapacity a householder cannot present a 240 litre bin in the required position then a 140 litre bin may be considered more suitable.

If a 140 litre bin is not suitable then subject to there being no other able bodied person at the property, the collection team will be requested to collect and return the bin to a suitable point on the property.

An assisted collection will be restricted to those households who genuinely require it. All assisted collection requests will be assessed by a WMO. These requests are reviewed every two years.

Missed Bin

If a wheeled bin is not emptied as a result of the collection team's inattention, the highway is temporarily blocked or for any other exceptional circumstance then a return trip will be made.

If a wheeled bin is not emptied due to a householder not making them available, the bin will not be emptied until the next scheduled collection.

Container Types

Most households are required to present their waste in a 240 litre black household waste wheeled bin or a 240 litre brown recycling wheeled bin. However, some flats will have suitably sized four wheeled containers and some individual properties with access difficulties will be provided with plastic sacks.

Black Wheeled Bin: this is provided for the storage and collection of domestic household waste. It must not be used to dispose of items such as garden waste, car parts, concrete blocks, bricks, rubble, soil, trade waste or hazardous household chemicals.

Brown Wheeled Bin: this is provided for the storage and collection recyclable materials which are currently paper, cardboard, cans, tins, household aerosols and plastic bottles.

Bin Allocation

The standard bin issue is one black 240 litre household waste wheeled bin and one brown 240 litre recycling bin. There is a charge for all wheeled bins - refer to the appropriate policy and the Council's fees and charges.

Where a household with five or more occupants or with two or more children in nappies or for any other acceptable reason can demonstrate that they have insufficient capacity, they will be allocated additional capacity. This assessment will be made by a WMO.

Where additional capacity is granted, additional recycling capacity will take precedent. In the case of exceptionally large families a WMO will have the discretion to allow capacity as proven to be required, always with the emphasis on additional recycling capacity.

All household waste bins will be identified to ensure only one bin per property and any authorised additional bins are emptied.

Side Waste

Other than for one collection after the Christmas bank holiday no side waste will be taken.

After the Christmas bank holiday, excess household waste must be contained in plastic sacks and additional recyclable material must be contained in a cardboard box.

Ideally bin lids should be fully closed. No bin should be so overloaded that pushing it causes waste to fall out.

Any waste left by the collection team must be kept in a black household waste bin or brown recycling bin until the next collection or alternative arrangements are made by the householder, such as disposal at the Household Waste Recycling Centre.

Contamination

Recycling bins containing small amounts of contamination will be emptied but a tag will be attached to the bin advising residents of the issue. An information postcard will also be sent to the property.

Recycling bins containing major contamination will not be emptied. A tag will be left on the bin stating why the bin has not been emptied and an information postcard will also be sent to the property. The householder will be required to remove any offending material and put it in their household waste bin for the following week's collection.

Damaged or Stolen Bins

Each householder/managing agent etc. is responsible for the condition and security of their wheeled bins. There will always be a bin purchasing charge unless a bin is damaged and that damage is proven to have been caused through the fault of the Council.

Property owners are required to take adequate precaution to prevent theft and arson. This includes wherever possible taking bins to within the property boundary following collection and marking the bins so they can be identified.

Charitable premises, places of religious worship, village and community halls, and mixed commercial/domestic property

One black 240 litre household waste wheeled bin and one brown 240 litre recycling bin are provided to such premises.

Where a property also carries out commercial activities e.g. the operation of a Bar or room hire etc. any waste disposal requirements above this allocation will need to be by a private contractor.

In the case of commercial property with domestic accommodation included, any request for additional waste collection should be referred to a private contractor.

Waste Provision for fetes and community events

While the Council has no statutory duty to provide facilities at community events and fetes, there has been and will continue to be a willingness to help and provide advice where the Council has the capacity to so do. In such cases the Council reserves the right to make a charge for services provided on an individual quote basis.

Schedule 2: Controlled Waste Regulations

Residential homes

Where requested to collect domestic waste from residential hostels or residential accommodation at schools a charge will be made.

Holiday accommodation

If requested the Council will provide a chargeable waste collection from caravan, camping and self-catering accommodation.

Garden Waste

A separate policy exists for the collection of garden waste.

Bulky Household Waste

A separate policy exists for the collection of bulky waste.

Clinical Waste

A separate policy exists for the collection of Clinical Waste.

Non-compliance with Policies

Where these policies are not complied the Council will seek to educate and advise in the first instance but subsequent and repeat offences will be dealt with through the non-compliance policy.

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