

Hart District Council

Domestic Waste and Recycling Collection Policies

1. COLLECTIONS

1.1. Collection frequency

- The collection of general refuse and recyclables will take place on alternate weeks.

1.2. Container type.

- The standard general refuse and recycling container offered will be a 240 litre wheeled bin.
- There will be a charge for the provision of replacement bins where these are requested. Some flats will have 1100 litre wheeled bins and some individual properties with access difficulties or elderly residents will be provided with plastic sacks.

1.3. Bin number

- The standard bin issue will be 1 general waste bin and 1 recycling bin.

1.4. Container Colour

- General waste bins shall be all black in colour. Recycling bins will be all blue

1.5. Collection point

- 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 that they do not cause an obstruction. There will be some exceptions, see 'assisted collection'.

1.6. Collection day and time

- Residents 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 6.30am and 6.0 pm. In exceptional circumstances this may vary.
- General refuse and recycling collections will be carried out on the same day of the week on alternate weeks, except when there is a Bank Holiday when they will be delayed by one day.

2. MATERIALS

2.1. Garden waste

- The disposal of green garden waste will not be allowed in either the general waste or recycling bin.
- A green waste collection scheme is provided on an annual chargeable basis. In addition subsidised compost bins are available and residents may use the Household Waste & Recycling Centres for free disposal of garden waste

2.2. Glass Collection

- A kerbside glass collection service will be provided every four weeks.
- Residents will be notified of their individual collection day.

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- Glass should be placed in the baskets or bin provided and placed at the edge of the property nearest where the vehicle normally stops.

2.3. Bulky Household waste

- A service for the collection of additional or bulky household waste is undertaken.
- The service is chargeable dependent on the items to be collected.

2.4. Clinical waste

- The Council provides a non-chargeable separate collection for infectious waste and discarded 'sharps' from domestic properties.

2.5. Side waste

- Other than for collections after the Christmas and New Year holidays no side waste will be taken.
- After the Christmas and New Year holidays any general side waste must be contained in a suitable alternative container and additional recycling material must be in a cardboard box.
- 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 crew must be kept until the next collection or alternative arrangements made by the householder.

3. EXCEPTIONAL CIRCUMSTANCES

3.1. Large families

- The standard bin issue will be 1 general waste bin and 1 recycling bin. Where a household with 6 or more permanent residents or with 3 children, two or more under the age of three years permanently residing in the household, or for any other acceptable reason, can demonstrate that they have insufficient capacity then they will be allocated additional capacity.
- Acceptable reasons will include a member of the household suffering from a medical condition that requires additional recycling and/or residual waste capacity
 - The assessment will be made by a Street Care Officer.
 - Where additional capacity is granted additional recycling capacity should take precedence. In the case of exceptionally large families the Waste Management Officer will work to produce an acceptable solution with the emphasis on additional recycling capacity.
 - Authorised additional bins will be identified to ensure only one bin per property or additional authorised bins are collected.
 - In situations where residents are not able to handle the 240 litre bin, e.g. frailty or incapacity, then one or more 140 litre containers may be considered more appropriate. This assessment will be made by a Street Care Officer and will be reviewed annually.

3.2. Assisted collections

- These will be restricted to those households who genuinely need them.

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- 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 appropriate.
- If a 140 litre bin is not appropriate then subject to there being no other able bodied person at the property the crew will be requested to collect and return the bin to a suitable point on the property.
- The person making the request will be requested to complete an 'assisted collection' form. This request will be logged on a confidential database, which will be provided to the crew only.
- All requests will be agreed by a Street Care Officer and will be reviewed annually.

4. COLLECTION ISSUES

4.1. Contamination with non-recyclables

- Recycling bins containing major contamination with non recyclables or green waste will not be emptied.
- A notice will be left on the bin stating why the bin has not been emptied. Residents will be required to remove any offending material and put in their general waste bin for the following weeks collection.

4.2. Missed bins

- If bins are missed as a result of the crew's inattention, the highway is temporarily blocked or for any other exceptional circumstance then a return trip to empty will be made.
- Bins not collected due to the resident not making them available will have to wait until the next scheduled collection.

4.3. Damaged/stolen bins

- Damaged or lost bins will be replaced by the Council for a charge unless the damage was caused by a Council employee

5. OTHER PROPERTY TYPES

5.1. Charitable premises, places of religious worship and mixed use premises

- The Council will include these properties in the ABC scheme and allow each property two 240 litre bins, one for general waste and one for recycling.
- In the case of any of these premises, any request for additional waste collection should be referred to a private contractor.

5.2. Trade Premises

- Waste generated from residential premises being used for business purposes, where there is a requirement for planning permission for such use, will be dealt with as trade waste
- It is recognised that some individual traders work from home and provided that any waste generated along with the normal household waste does not require any additional capacity or have any particular hazardous qualities it will be dealt with as normal domestic waste.