

WASTE / RECYCLING COLLECTION- UPDATED POLICIES FOR HOUSEHOLDERS

<p>1</p>	<p>Households Requiring Additional Residual Containers (grey bins)</p>	<p>Residents are not automatically entitled to additional containers for non-recyclable waste (grey bins). If a resident requests an additional grey bin, a questionnaire will be issued to the householder for their completion and return.</p> <p>Following receipt of the completed questionnaire a waste audit will be arranged. The purpose of the audit is to ensure that the householder is recycling fully and to allow Council officers to provide waste minimisation advice.</p> <p>If the request is approved, the householder will be issued with an additional 140L container.</p> <p>If the request is declined, the householder will be sent a letter setting out the reasons why.</p>
<p>2</p>	<p>Replacement of Wheeled Bins</p>	<p>Replacement wheeled bins will only be provided after investigating the loss of the container.</p> <p>In the first instance requests for replacements would be made via Customer Services.</p> <p>A maximum number of three containers will be replaced per household.</p> <p>If it is found that bins are being misused, they will be removed and the household will instead be provided with orange sacks. Household waste produced by the property will then be monitored to ensure that bags are being left out on the appropriate day etc (in line with the council's enforcement procedures).</p> <p>For damaged bins, if the cause of the damage is found to be due to neglect/abuse of the container, householders will be charged the cost of the replacement container.</p> <p>If the Council has caused the loss or damage, the Council will provide the replacement free of charge.</p>
<p>3</p>	<p>Misuse of Grey Wheeled Bins</p>	<p>It is important that householders make full use of the recycling facilities provided by the Council and that householders don't misuse grey bins by trying to dispose of types of waste that the Council doesn't collect.</p> <p>If the grey bin is continually contaminated with non-</p>

		<p>residual waste (eg chemicals, batteries, paint, oil) or contains waste that could be recycled / composted every effort will be made to help the householder rectify this situation.</p> <p>These efforts will be made through education and if appropriate enforcement to help the householder rectify the situation</p> <p>It is recognised that in most cases educating the householder will be all that is required.</p> <p>Where continued efforts fail to work a strict rule of 'three strikes and you are out' will apply; (giving the householder two chances to improve the situation).</p> <p>If no effort is made to improve, on the third 'strike', the bin will be removed.</p> <p>The bin will be replaced with orange sacks and waste from the property will be monitored to ensure that bags are being left out on the appropriate day etc (in line with the council's enforcement procedures).</p> <p>The bin will only be replaced subject to the householder providing, in writing, an undertaking that future misuse does not occur.</p>
4	Misuse of Green Wheeled Bins	<p>If the green bin is continually contaminated with non-compostable waste (this includes household waste) bin tags will be left on the bin to inform the residents the reason why the bin has not been emptied.</p> <p>Efforts will be made through education and if appropriate enforcement to help the householder rectify the situation.</p> <p>It is recognised that in most cases educating the householder will be all that is required.</p> <p>Where these efforts fail to work a strict rule of 'three strikes and you are out' will apply; (giving the householder two chances to improve the situation).</p> <p>If no effort is made to improve, on the third 'strike', the bin will be removed</p> <p>The bin will be replaced with compostable bags and waste from the property will be monitored to ensure that bags are being left out on the appropriate day etc (in line with the council's enforcement procedures).</p> <p>The bin will only be replaced subject to the householder confirming, in writing, an undertaking ensuring future abuse does not occur.</p>

<p>5</p>	<p>Misuse of Recycling Boxes</p>	<p>If householders do not use the boxes for their intended use (the storage of appropriate recyclables) efforts will be made through education and if appropriate enforcement to help the householder rectify the situation.</p> <p>It is recognised that in most cases educating the householder will be all that is required.</p> <p>Where these efforts fail to work a strict rule of ‘three strikes and you are out’ will apply; (giving the householder two chances to improve the situation).</p> <p>If no effort is made to improve, on the third ‘strike’, the recycling boxes will be removed.</p> <p>Officers will continue to work with the householder to help them recycle before enforcement action is taken against them.</p> <p>Box cards will be used to inform the residents the reason why the box has not been emptied.</p>
<p>6</p>	<p>Misuse of Food Waste Caddies.</p>	<p>For the benefit of the health and safety of the collection staff, food waste must be presented for collection in a solid form and not liquid.</p> <p>If food waste is not presented appropriately a bin tag will be left for the householder to inform them of why it has not been collected.</p> <p>Officers will educate and support the householders to improve the situation.</p>
<p>7</p>	<p>Side Waste</p>	<p>In order to encourage householders to minimise and segregate their waste into recyclable and non-recyclable waste, side waste <i>will not</i> be collected.</p> <p>Education of householders to minimise and manage their waste will continue.</p> <p>Enforcement action will be considered once all other options have been exhausted.</p> <p>This will be relaxed for two weeks following the Christmas holiday period when a limited amount of side waste will be removed. To avoid abuse, this will not be widely advertised.</p>

8	Side Recyclables	<p>The purpose of the waste and recycling scheme is to maximise recycling.</p> <p>Therefore, additional recycling <i>will</i> be taken.</p> <p>Householders can have their additional recycle alongside their recycling boxes in carrier bags or bundled for collection.</p> <p>For safety reasons glass should be only be left for collection in the recycling boxes.</p>
9	Side Green Waste	<p>It is expected that green waste will be contained in a wheeled bin or compostable sacks.</p> <p>Exceptions may be made on an individual basis and if the capacity of the vehicle is deemed sufficient.</p> <p>A maximum of 3 green 240L containers will be provided per property.</p>
10	Assisted Collections	<p>Criterion will be applied to point of storage collections that are offered to elderly and disabled residents.</p> <p>The householders will receive the usual wheeled bins and recycling boxes.</p> <p>Following collection the containers will be returned back to the point of storage.</p> <p>Before qualifying for this service a questionnaire will be signed by the occupant to declare they do require assistance.</p> <p>A list of properties requiring assisted collections will be maintained and reviewed on a regular basis.</p> <p>Assistance <i>will not</i> be provided if there is an able bodied person in the property to put out the bins and boxes.</p>
11	Small Bin Collections	<p>140 litre bins will be issued on request to properties where there is narrow access or lack of storage and where an assisted collection is unnecessary.</p> <p>140 litre containers will be issued to households who have qualified for an additional container.</p> <p>140 Litre containers have been issued to the area within West End of Morecambe known as Zone 3</p>

		(approx 770 properties) where on-street recycling facilities are provided.
12	Medical Waste Collections	<p>Additional 140L bins will be provided to households where there is a requirement for medical waste collections that falls outside the clinical waste collection service.</p> <p>A questionnaire will be completed by the householder and reviewed on an annual basis.</p> <p>A waste audit will take place to ensure that the residents are recycling fully.</p>
13	Sack Collection	<p>Every effort will be made to allow people to use wheelie bins and recycling boxes.</p> <p>In flats this will include communal waste and recycling areas.</p> <p>Special collection systems are provided for areas (eg within the West End of Morecambe and in Lancaster city centre) where it is difficult to provide containers due to access issues.</p> <p>Sacks containing residual waste are collected on a weekly basis in some specific areas. Weekly collections will only be available once other collection methods have been determined to be unfeasible.</p> <p>Every effort will be made to reduce the number of properties on weekly sack collections.</p> <p>Residents who refuse to use the other aspects of the waste management system (eg recycling) would not be provided with a weekly collection.</p>
14	Private Drives	<p>Householders will be expected to pull their bins and boxes out to the end of private drives to the edge of their property at the nearest point to the highway.</p> <p>Assistance will be provided as necessary according to certain criteria (see point 10).</p>
15	Composite Dwellings (A shop/business with residence above).	<p>An allowance will be made for composite dwellings whereby a proportion of payments will be made as per existing arrangements. Recycling boxes will be provided.</p> <p>Payments will be made to cover the business</p>

		element of the waste.
16	Missed Bins	<p>Drivers will provide at the end of each day a list of properties where grey/green bins were not presented for collection.</p> <p>Should a resident contact us to inform of a missed collection and their property is on the list, we will not return to the property for the container.</p> <p>We aim to collect genuine missed collections within 72 working hours.</p>
17	Enforcement of Unauthorised Containers	<p>Unauthorised containers will be removed from properties.</p> <p>Removal of unauthorised containers will be ad-hoc, as and when we come across them or through targeted enforcement action.</p> <p>Contact via letter or face-to-face will inform the residents of the procedure for approving additional containers.</p>