Background

Eastleigh Borough Council (EBC) is committed to minimise waste in the borough, tackle climate change and create an excellent environment for all.

In May 2011 Cabinet approved a new single policy for the waste and recycling service to bring together the results of the review, incorporate current policy custom and practice, and place all of the existing policies into one consolidated policy document. The policy is written in accordance with The Environmental Permitting (England and Wales) Regulations 2010 as amended, The Waste Regulations (England and Wales) 2011, Environmental Protection Act 1990 and the Highways Act 1980.

The service

The Council operates an alternate weekly collection service for household (residual) waste and dry mixed recycling, alongside weekly food waste and monthly glass/battery collection services. In addition, chargeable garden and bulky waste collection services are available. Healthcare waste is also collected from residents upon arrangement with the Clinical Commissioning Group.

Bin type/colour

The average household will be supplied with a 180 litre black wheeled bin for household waste and a 240 litre green wheeled bin for recycling.

Flats will have 1,100 litre bins for general waste (black lid) and recycling (green lid) for shared use.

A 7 litre brown internal food waste bin (caddy) and a 23 litre brown external food waste bin is provided. (Please note that the food waste collection service is not currently available for flats).

A 38 litre glass box is provided. A 240 litre wheeled bin is available on request for properties that have large quantities of glass each month (in excess of three glass boxes).

Residents who subscribe to the garden waste service will received a 240 litre green wheeled bin with a brown lid.
Bin capacity

Bin capacity is allocated on the number of occupants. All bins must be identified with the property number to ensure only authorised bins are collected. Unauthorised bins or properties with excessive numbers of bins will be recorded by the waste collection crews and reported to Direct Services. Residents will be contacted and advised of the Council’s policy and be provided with advice on how to minimise waste and maximise recycling. In cases of excessive waste, bins will not be emptied and may be removed.

<table>
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<tr>
<th>Number of occupants within a domestic premise (including houses of multiple occupation)</th>
<th>Bin provision</th>
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| 1 or 2 | • 1 x 180 litre black wheeled bin (household waste)  
• 1 x 140 litre green wheeled bin (recycling)  
• 1 x 7 litre indoor kitchen caddy  
• 1 x 23 litre external kitchen bin  
• 1 x 38 litre glass box |
| 3-5 | • 1 x 180 litre black wheeled bin (household waste)  
• 1 x 240 litre green wheeled bin (recycling)  
• 1 x 7 litre indoor kitchen caddy  
• 1 x 23 litre external kitchen bin  
• 1 x 38 litre glass box |
| 6-9 | • 2 x 180 litre black wheeled bin (household waste)  
• 2 x 240 litre green wheeled bin (recycling)  
• 1 x 7 litre indoor kitchen caddy  
• 1 x 23 litre external kitchen bin  
• 2 x 38 litre glass box |
| 10+ | Where a household with 10 or more occupants or with more than one child in nappies or for any other acceptable reason can demonstrate that they have insufficient capacity then they will be allocated additional capacity. This assessment will be made by a Waste Officer. |
| Flats (per six units) | • 1,100 litre black wheeled bin (household waste)  
• 1,100 litre green wheeled bin (recycling)  
Mini glass recycling facility (subject to site assessment)  
Kitchen waste container available on request |
**Collection times**

All bins, boxes and bags must be put out for collection before 6.30am on the specified collection day.

All wheeled bins must be presented with the lid closed. They must not be overflowing or too heavy for the collection crew to handle. Overflowing or heavy bins will not be collected. Collection crews must be able to manoeuvre bins safely.

Glass boxes must not be overfilled (glass must be level with the rim of the box). Batteries must be contained within a clear plastic bag and placed on top of the glass within the box.

Food waste bins must be presented with the lid closed and all waste must be wrapped in either newspaper or biodegradable bags.

**Collection frequency**

Wheeled bins for household waste and recycling will be collected on alternate weeks.

Food waste bins will be collected weekly.

Glass recycling boxes and batteries will be collected monthly.

Garden waste will be collected fortnightly from subscribing households.

Detailed collection frequencies are also available on www.eastleigh.gov.uk/collectiondates.
Additional recycling

Recycling capacity is not restricted and additional recycling will be collected provided it is properly contained in clear plastic bags or loose in a cardboard box (not exceeding 70cm square). Additional bags/cardboard boxes must be placed adjacent to the wheeled bin on the specified collection day.

Recycling – Free clear bags will be provided on request to allow residents to present additional recycling which must be filled in accordance with the policy.

Glass - Additional glass bottles/jars can be placed in an additional container to the one provided and must be filled in accordance with the policy. Should a household frequently require additional glass collections they will be provided with additional containers.

Card – Additional card will be collected as long as it is in accordance with the policy (it must be dry and safely stored not obstructing the highway).

Additional household waste

Additional household waste, from alongside or on top of a black wheeled bin, will not be collected except on the collection following the December bank holiday. One refuse sack (or suitable container not exceeding 70cm square) will be collected on this occasion only.

It is the responsibility of the householder dispose of additional household waste as follows:

- place the waste in their wheeled bin awaiting the next collection
- dispose of the waste at their local Household Waste Recycling Centre (HWRC)
- arrange for a bulky household waste collection from the Council (specified items only). Please note that there is a charge for this service.
- arrange for another licensed waste carrier to collect and dispose of the waste.
Collection points

Unless otherwise agreed with the Council, householders are asked to place their bins, boxes or bags at the curtilage at the front of their property.

If the property is in a private lane or road, the collection point will, wherever possible, be where the lane or road meets the public highway.

Householders are required to return their bins to their property within 24 hours of collection to ensure the highway is not obstructed.

Assisted collections

Householders with impairments who require assistance to get their wheeled bins, food waste bins, glass box or garden waste bag from their normal point of storage to the point of collection may be eligible for an assisted collection.

Eligibility is based on genuine need and subject to there being no other person at the property who is able to present the bins.

The person making the request will be required to complete an assisted collection form. This request will be logged on a confidential database.

All requests will be agreed by a waste management officer and will be reviewed annually.

A sticker will be placed on the bins to ensure that crews are aware that assistance will be provided.

Households are responsible for alerting the Council should circumstances change or there is a change in occupant and the service is no longer required.
Non collected bins

If bins are not collected as a result of the crews’ inattention, the highway is temporarily blocked or for any exceptional circumstance then a return trip will be made to empty the bin. We will aim for this to be within 72 hours of the issue being raised.

Bins not collected due to the resident not making them available at the specified collection time and day, or they contain incorrect items can either;

- wait until the next scheduled collection.
- choose to dispose of their waste at the Household Waste and Recycling Centre.

Alternatively, the Council can return to empty the bin, however a contribution towards the cost of doing so will be applied. Payment for bin emptying will be payment in advance.

Non-collected bins from communal bin stores - where possible the managing agent will be contacted to be advised of the support and options available.

Contamination

A notice will be left on the bin stating why the bin has not been emptied. (This applies to individual household waste bins only). The Council will (where possible) contact the managing agent directly for properties with communal bin stores.

Residents who regularly put recycling in the household bin could face a fixed penalty notice under Section 46.

Residents will be required to remove the incorrect material and then wait for the next scheduled collection.

Alternatively, the Council can return to empty the bin, however a contribution towards the cost of doing so will be applied. Payment for bin emptying will be payment in advance.

Replacement bins

The householder is responsible for purchasing replacement household (black) wheeled bins should the bin go missing or be damaged. However, should any bin be damaged or lost due to crew error, the Council will replace it at no charge to the resident.

Bins are available from the Council or residents can purchase bins from other suppliers as long as they meet specified standards. The standards are available on request. This is in accordance with Section 46 of the Environmental Protection Act 1990.

Recycling bins will be replaced free of charge.

All waste containers (including garden waste bins) remain the property of Eastleigh Borough Council and must be left for the use of the new occupier when moving house. Garden waste bins remain the property of the Council and will be collected when a resident no longer subscribes to the service.

Container charges will be reviewed annually in the Fees and Charges report.

Residential homes/schools
Where requested to collect waste from residential homes/hostels or schools a charge will be made.

Other waste collections

Charity shops
- Waste from charity shops is not permitted in the domestic waste stream and will not be collected;
- A separate, chargeable service for charity shop waste is offered through the Business Waste Collection Service. Details are available at www.eastleigh.gov.uk/businesswaste

Businesses working from home
- Waste from businesses working from home (including childminders) will be subject to a charge;
- No additional capacity will be provided for waste from businesses working from home;

In the event that householders do not comply with the policies of waste from businesses working from home (including childminders), the following process will apply:
- The bin will not be emptied; an advice note will be left by the collection crew giving the reason;
- Advice will be given to the householder on their responsibilities under the Duty of Care; the bin can be emptied by the Council for an appropriate charge.

Animal waste in domestic bins
Waste from domestic pets is collected as part of residual (black bin) waste collections only;
- The waste must be wrapped;
- No additional capacity will be provided for waste from domestic pets;
- The quantity of waste will be limited by the weight of the bin, i.e. if it’s overfilled with heavy waste (cat litter especially), then no collection will be made.
- Waste from businesses e.g. catteries & kennels is defined as industrial waste under the Controlled Waste Regulations (Schedule 3); as such, the Council has no duty to collect it. Paid collections can be made through the Business Waste Collection Service on request.

In the event that householders do not comply with the policies on animal waste in the domestic wheeled bins the following process will apply:
- The bin will not be emptied; an advice note will be left by the collection crew giving the reason;
- Residents will be required to remove the offending material then either wait for the next scheduled collection. Residents may choose to dispose of their waste at the Household Waste Recycling Centres or alternatively the Council can return to empty the bin however a contribution towards the cost of doing so will be applied. Payment for bin emptying will be payment in advance.

Garden waste in domestic bins
Garden waste is not permitted in the household waste or recycling waste bins and will not be collected;
A separate, chargeable service for garden waste is available to householders. Information on how to subscribe is available on www.eastleigh.gov.uk/gardenwaste

**DIY waste in domestic bins**

The Council recognises that on occasion that small amounts of DIY waste will be placed in the black wheeled bin for collection.

- The quantity of waste will be limited by the weight of the bin, i.e. if it’s overfilled with heavy waste, then no collection will be made.
- No additional capacity will be provided for DIY waste;
- Paint tins are not accepted for collection in the black wheeled bin as they get compressed during the collection process causing paint residue to leak onto the road surface.
- Brick rubble is not accepted for collection through the black wheeled bin as the weights involved contravene Health & Safety Guidelines
- Hazardous material such as plasterboard will not be accepted and should be disposed of appropriately.

**Garden waste bins**

In the event that householders do not comply with the policies of waste from garden waste the following process will apply:

- The bin will not be emptied; an advice note will be left by the collection crew giving the reason;
- Residents will be required to remove the offending material then either wait for the next scheduled collection. Residents may choose to dispose of their waste at the Household Waste Recycling Centres or alternatively the council can return to empty the bin however a contribution towards the cost of doing so will be applied. Payment for bin emptying will be payment in advance.

**Healthcare Waste**

The council provides a non-chargeable separate collection for infectious waste and discarded sharps from domestic properties.
• The person making the request will be required to complete a Healthcare Waste Collection request which must be signed by their GP. This request will be logged on a confidential database, which will be provided to the crew only.

• All requests will be agreed by a waste management officer and will be reviewed annually.

Bulky household waste collections

Eastleigh Borough Council provides a separate chargeable collection of bulky household waste; a list of items suitable for collection are as follows:

• Furniture (such as sofas, chairs and tables)
• Fridge freezers
• Televisions
• Washing machines
• Carpets (underlay and carpet classed as two separate items)
• Mattresses
• Bathroom suites (bath, toilet, sinks), please note we do not collect cast iron baths.

We cannot collect:

• DIY waste such as fixtures or fittings
• kitchen units/worktops or tiles
• miscellaneous waste

Collections are made on a specified day, only those items listed at time of request will be collected.

• Payment of the relevant charge must be paid prior to the collection
• Residents are required to present their items no earlier than 24 hours before collection.
• Where practicable, items to be collected must be presented for collection at the front of the householder’s property or at the point where the refuse is collected from on their collection day. If the householder has an impairment and is unable or there is no one else available to carry the items to be collected to the collection point an assisted collection may be provided.
• No collections will take place from inside the householder’s home.
• If a collection is not made on the day specified due to unforeseen circumstances, a member of the Support Services team will contact the resident to rearrange the collection at a convenient collection time.
• Cancellation of a bulky household waste collection must be made no later than 2 working days prior to the agreed collection date.
• Where a cancellation is made within 2 working days of the agreed collection date a full refund
will be made.

- In the event that a bulky waste item(s) is/are not presented for collection on the agreed collection date a refund will not be made unless cancellation or amendment was made 2 working days prior to the agreed collection date.

Concessions

- Concessions will be available for residents in receipt of housing benefit or council tax support for bulky waste and garden waste collection.

- These concessions will be reviewed annually under the Fees and Charges report.

Alternative arrangements

During bank holidays or bad weather.

- All households will receive a collection of waste household or recycling equivalent to one per week i.e. (usually) 52 collections per year; please note special arrangements will be employed during periods of inclement weather or Bank Holidays. Information on these changes will be advertised on our website and through our Your Weekly Borough News email service.

- Collections should be no more than 72 hours late and ordinarily collections will not be brought forward although from time to time, depending on which days the public holidays fall, this will be unavoidable. This will be with the agreement of the Portfolio lead.