

# Your New and Improved Recycling Service

## Frequently Asked Questions

You can check your recycling and refuse collection day by requesting a handy reminder to be sent to your phone at a convenient time. To access this facility please visit [www.hyndburnbc.gov.uk/apps/](http://www.hyndburnbc.gov.uk/apps/)

### **1. Why is the Council providing wheeled bins for recycling?**

This is a huge investment for us and will address a number of issues residents have highlighted. Not only will it simplify recycling to 2 bins and therefore increase our recycling levels; it will help reduce the possibility of wind-blown litter and allow for back street collections in terraced areas.

The bins will remain the property of the Council and delivered to each household free of charge. Please do not take the bins if you move to another property as they will be needed by the new householder.

### **2. What size are the new recycling bins?**

The new recycling bins have a capacity of 240Ltr. This is the same size as a standard grey domestic refuse bin. Households will receive two bins, one blue bin to recycle all your glass, cans and mixed plastics and one brown bin to recycle all your paper, cardboard and waxed cartons. The old sacks had a capacity of 60Ltr and the box 55Ltr.

### **3. Can I paint my house number on the new bin?**

The bins will not come with your address on so we recommend you do this. Painting your number on the bin or using number stickers, helps identify your bin and prevents it from being used by someone else.

### **4. When will I receive my new bins?**

Information packs about the new service will be hand delivered to each property during May and June. An external delivery company is due to start delivering the bins about 3 weeks after delivery of the information packs in time for the start of the new collection service.

### **5. What will be delivered to my property?**

The information pack will be delivered first, providing details of the new service, a collection calendar specific to your property and a copy of these frequently asked questions. Households will receive one 240Ltr blue bin to recycle all your glass, cans and mixed plastics and one 240Ltr brown bin to recycle all your paper, cardboard and waxed cartons.

### **6. Where will the new bins be delivered to?**

All the bins will be delivered to the front of a property either just inside the boundary or left on the pavement.

### **7. Will you still be collecting recycling every fortnight?**

Yes crews will still come to your property to collect recycling every fortnight and will now simply alternate each fortnight between each coloured bin. The collection calendar enclosed in the information pack will help to get you started. Please do not present both bins at the same time as the collection vehicle can only collect one type of material at a time (paper and card **or** glass, cans and plastics).

### **8. When will the new collections start?**

Please continue to present your recycling in your sacks and boxes until the start of the new service, as shown on your individual collection calendar provided to you. Households in the borough will start with the new blue bin (glass, cans and mixed plastics).

#### **NOTE**

Please check the calendar / the app before Bank Holidays, Christmas and New Year. This will show the revised Saturday collection day if your normal day is affected by a Bank Holiday.

### **9. Where and what time should I present my new bins?**

Your collection day will not change. You should present the appropriate bin by 7:30am on the scheduled collection day and at the same location you present your grey wheeled bin.

#### **NOTE**

The time of your recycling collection will change so please ensure your container is presented by 7:30am. As per the current policy, we will not return for containers that are not presented by 7:30am.

If you present your grey wheeled bin on the back street, please present your new recycling bins on the back street, (either outside your gate or at the agreed communal collection point i.e. end of street).

If you have a smart phone, why not download the binfo app which lets you know when your next collection day is and what container to present. It's free and won't take more than a couple of minutes. Go to [www.hyndburnbc.gov.uk/apps/](http://www.hyndburnbc.gov.uk/apps/).

### **10. Why couldn't we have just one bin?**

Mixing different materials together increases the cost of recycling for Council Tax payers. This is because we would have to pay to separate all our 5,400 tonnes of recycling each year. This new scheme aims to keep the separating costs down as far as possible.

### **11. When and where do I present my old batteries and textiles?**

Please present your full bag of batteries on the top of your blue, brown, green or grey wheeled bin and the crews will store them on the vehicle. However, to arrange a collection of textiles you will now need to request a bulky collection pickup online at [my.hyndburn.gov.uk](http://my.hyndburn.gov.uk) as the vehicle does not have a separate area to store them. Alternatively please take them to your local charity shop.

### **12. What will happen to my old sacks and box?**

You can keep these for your own use, (if you wish). Alternatively, we will collect and recycle them free of charge on your **FIRST BLUE BIN's** collection day. Please leave the **EMPTY** sack and /or box at the side of the blue bin.

### **13. Can I have multiple bins if I need them?**

Yes - you can request an additional blue and/or brown bin once you have tried the new service for a couple of months, just contact us in the usual way using the [my.hyndburn](http://my.hyndburn.gov.uk) app or online at [my.hyndburn.gov.uk](http://my.hyndburn.gov.uk)

**14. Can I place cardboard boxes at the side of the brown bin?**

All paper and cardboard items must be inside the brown bin as this reduces the possibility of wind-blown waste, which was a big complaint from residents about the current system. Simply cut up and/or bend any large boxes before placing inside, ensuring they are not too tightly wedged in.

**15. Where should I store my new bins?**

The bins should be stored on your property, alongside your grey bin. Please do not leave bins out on the footpath/back street as these will block our mechanical sweepers and so cannot clean your street after collection day.

**16. What if I don't want / have space for the new bins?**

This is not an opt-in scheme; we need to recycle more of the waste we produce to reach national and European targets. If we do not hit these targets we are liable for being fined which will increase the overall cost of the service for everyone. If you do not have space to accommodate the new bins please contact us to arrange a convenient time for an officer to visit and discuss your circumstances. There are a limited number of smaller bins that we will offer for properties with narrow gates/entrances.

**17. Can I share a bin with my neighbour?**

Yes – but please ensure there is enough capacity for all the recycling from you and your neighbour between collections. We all need to recycle as much of our waste we produce as possible to prevent recyclable materials going into landfill.

**18. What do I do if I can't present the wheeled bins?**

We will continue to offer assistance to anyone who has a genuine difficulty in presenting their wheeled bin. If we already provide assistance for your grey household refuse bin then we will provide assistance for your new recycling bins. You do not need to contact us to make new arrangements.

**19. Will I still receive bins if I live in flats/sheltered accommodation?**

If you already present your recycling into bins at a communal collection compound, the only difference you will see is that the recycling bins will be larger and coloured blue and brown.

If you live in a flat or sheltered accommodation and currently present your recycling in sacks and boxes at the front of your property, discussions have been held with various housing providers such as Hyndburn/Onward Homes and they have been informed that we will be delivering a number of large communal blue and brown bins for residents to recycle their waste into. The position will be the nearest hard standing/car park, where the collection vehicle can access. It will be up to individual housing providers to decide if they wish to build a bin compound for their residents.

**20. Will you be collecting the old green bin?**

If you are not subscribing to the green collection service this year and need us to collect the green bin to make room for the new recycling bins then please email us at [enquiries@hyndburnbc.gov.uk](mailto:enquiries@hyndburnbc.gov.uk).

**21. What happens if I don't have a grey wheeled bin?**

Officers are currently in the process of reviewing all these properties to see if they can accommodate wheeled bins. Those properties that remain on orange bags will continue to use the sacks and boxes.

**22. What will happen if my recycling bin is stolen?**

If any of your bins go missing, we ask you to wait until the next collection day before reporting it, as the majority of bins do turn up. Marking your bin with your house number can help to identify it.

If your bin is still missing after the next collection you can order a replacement at [my.hyndburn.gov.uk](http://my.hyndburn.gov.uk) or by calling our customer services team. Please note that there may be an admin/delivery charge and any replacement may not be new, although they will be clean.

### **23. Can I present recycling in plastic bags?**

No - recycling **must not** be presented inside plastic bags. You should place all recycling loose in the appropriate wheeled bin. Plastic bags are not able to be recycled and will contaminate the load. This will lead to the Council and ultimately local taxpayers incurring additional disposal costs.

### **24. Why would my bin not be emptied?**

We are not able to collect bins if:

- the wrong items are in the wrong coloured bin,
- non-recyclable items are in a recycling bin,
- normal household waste is in a recycling bin,
- the bin was so heavy the vehicle's lifting mechanism would not lift the bin due to the safety cut out (which the crew cannot override),
- the bin was not presented on time or in the correct location.

### **25. How do I keep my bin clean?**

Washing / rinsing out your recycling will keep your bin clean. Occasionally washing out your wheeled bin will also help to keep it clean and reduce the level of any odours.

### **26. Can I have a smaller bin?**

If you already have a smaller 140Ltr grey refuse bin and you would like to apply for a smaller recycling bin please contact us. We have a limited number of smaller bins and households with mobility problems or space issues will be assessed and prioritised.

### **27. How much money will this save?**

We have estimated that moving to wheeled bins will provide around £170k annual savings for the Recycling Collection Service.

### **28. Will my recycling collection day or time change?**

Your waste collection day will not change and your calendar will help you get used to the new recycling schedule. However, your **recycling collection time will change** as the rounds and crew routes have changed.

To ensure all bins are collected, we require them to be presented by 07:30am on your collection day. You can put your bins out after 6pm the night before. Please remember to return them to your property after it has been emptied so the mechanical street sweeper can sweep the street afterwards.

### **29. Where can I find more information?**

Our website includes a copy of these FAQs and the resident's guide leaflet. We will add to our FAQs if necessary and we will post important updates on the new service. You can follow us on Twitter @hyndburncouncil and on Facebook [www.facebook.com/hyndburn](http://www.facebook.com/hyndburn)

### **30. How can I subscribe to the garden waste service?**

You can subscribe online at [www.hyndburnbc.gov.uk/garden-waste-subscription](http://www.hyndburnbc.gov.uk/garden-waste-subscription)