

# **Recycle for Dacorum (R4D) Policy**

## **1. Collection location and time**

The correct bins must be placed on the boundary of the property by 6.45am on the day of collection and taken back within the boundary of the property by the end of the collection day.

## **2. Bins issued**

The majority of households are issued with 240 litre wheeled bins. Residents can choose to have a 140 litre wheeled bin if less capacity is required. New build properties will initially receive new bins, however, existing properties that require a replacement bin may receive a used bin. Properties that have communal facilities or lack of space will be issued with sacks where the use of wheeled bins is not deemed feasible by the Recycle for Dacorum (R4D) team.

### **2.1 Grey wheeled bin**

Each household is issued with one Dacorum Borough Council grey wheeled bin for refuse, which will be emptied once per fortnight.

We will empty one grey wheeled bin per property.

### **2.2 Blue-lidded bin**

Each household is issued with one Dacorum Borough Council blue-lidded bin for cardboard, mixed plastics, food tins and drink cans, glass bottles and jars, paper and magazines, food and drink cartons and clean aluminium foil and trays which will be emptied once per fortnight.

We will empty one blue-lidded bin per property.

### **2.3 Green-lidded bin**

Each household is issued with one Dacorum Borough Council green-lidded bin for garden waste only which will be emptied once per fortnight.

We will empty one green-lidded bin per property, collections run typically from March to November.

#### **2.3.1 Additional Garden Waste Subscription Service**

Householders can choose to pay for the Additional Garden Waste Subscription Service to dispose of any extra garden waste. This service allows them to purchase an unlimited number of additional green-lidded bins and have them emptied on their regular green-lidded bin collection day. The householder pays a subscription fee for every additional green-lidded bin. Full terms and conditions of this service can be found on our website under the 'Additional Garden Waste Subscription Service' webpage.

## **2.4 Kerbside and kitchen caddies**

Each household is issued with one 5 litre kitchen caddy and one 23 litre Dacorum Borough Council kerbside caddy for food waste only. The kerbside caddy will be emptied once per week.

We will empty a maximum of two kerbside caddies per property.

## **3. Missed bins**

A missed collection must be reported to us within two working days. However, if you are paying for us to return and collect a missed bin then this timescale does not apply.

Reports of missed bins will be actioned by the end of the next working day providing there is not a problem with the collection as described below. Our crews electronically record issues such as bins not out, contamination etc. (such as those below) onto a database when passing the property.

### **3.1 Contamination**

If there is contamination (items that are incorrect) in the bin we will not collect it. We will leave an advisory notice on the bin to say why it has not been collected and request that the contamination be removed. The bin will then be emptied on the next scheduled collection day. For a charge of £40 we can return to the property the next working day upon receiving the payment as long as the contamination has been removed. This charge will cover the cost of the crew returning to the property. If you do not wish to pay the fee, then you will be asked to wait until the next scheduled collection or take the waste to your nearest Household Waste Recycling Centre.

### **3.2 Bin not out /not on boundary**

If the bin is not on the boundary when the crew pass we will not return to the property. We will empty the bin on the next scheduled collection day. For a charge of £40 we can return to the property the next working day upon receiving the payment so long as the bin is on the boundary of the property. This charge will cover the cost of the crew returning to the property.

### **3.3 Bin too heavy**

If too much material is put into a bin, it can become too heavy and be unsafe for our crews to move. If a bin is too heavy to lift we will leave an advisory notice on the bin. It is the resident's responsibility to remove items from the bin so it can be emptied on the next scheduled collection day. For a charge of £40 we can return to the property the next working day upon receiving the payment so as the weight of the bin has been reduced to a manageable level. This charge will cover the cost of the crew returning to the property.

### **3.4 Part-emptied bin**

If the material in the bin is too compact or too large and it has become stuck, our crew will try to empty as much of the bin as they can. An advisory notice will be left on the bin requesting that the contents are loosened for the next scheduled collection day. For a charge of £40 we can return to the property the next working day upon receiving the payment as long as waste is able to be tipped. This charge will cover the cost of the crew returning to the property.

## **4. Excess waste**

### **4.1 Green-lidded bin**

No extra garden waste will be collected unless a resident has paid for the Additional Garden Waste Subscription Service.

Excess garden waste can be taken to the Household Waste Recycling Centre or composted at home.

### **4.2 Grey bin**

No additional residual waste will be collected.

If the grey wheeled bin is overflowing and the lid is raised to a point where it is unsafe to move, the refuse bags will be removed from the top of the bin to make it safe and the content of the bin will be emptied. The surplus bags that were on top the bin will be placed in the bin for the next collection date. Crews will record this onto a database whilst outside the property and leave an advisory notice on the bin.

### **4.3 Blue-lidded bin**

Excess recycling will be collected ensuring it is placed in a suitable rigid container beside the blue-lidded bin. Recycling can also be taken to one of the Neighbourhood Recycling Centres located around the borough.

### **4.4 Kerbside and kitchen caddies**

Residents are eligible for two kerbside caddies if required. Excess food waste will be collected if it is within a second kerbside caddy or a bag placed on top of the caddy on the morning of the collection – it will not be accepted from any other container.

## **5. Additional bins**

We are unable to supply any additional bins to properties and we will only empty one bin of each type per household. With the exception of kerbside caddies and green-lidded bins, as outlined in Section 4.4 and 2.3.1

## **6. Collection of non-DBC bins**

We do not collect any waste presented in a wheeled bin/dustbin that is not ours. This ensures that all the bins meet the same safety standards and cannot injure our collection teams; with the exception of excess recycling as outlined in Section 4.3.

## **7. Assisted collection**

We will collect and return bins within the boundary for households where none of the residents are able to take the bin to the boundary. Residents are required to complete an application form and receive a home visit from a Waste Supervisor to establish qualification for the service. Residents will need to re-apply for the assisted collection service every two years.

## **8. 360 litre wheeled bins**

If a household is regularly producing excess recycling on the majority of their collections, their standard bin can be exchanged for a 360 litre bin.

Families of 6 or more, or families of 5 with at least one child in nappies (under 3), may be eligible for a 360 litre wheeled bin for their or refuse, subject to an assessment. Before the household can apply for a 360 litre refuse bin, they must have used a 360 litre recycling bin for a period of at least 3 months first. A 360 litre bin is only issued following the completion of an application form, passing an electoral role check and subject to the Operations Managers' authorisation.

Once authorised we will aim to exchange the existing bin to a 360 litre bin within 5 working days. Residents need to re-apply for the 360 litre wheeled bin once every two years.

## **9. Sack collections**

Properties that are not suitable to house and/or present all wheeled bins for collection can receive a sack collection for all/some waste streams. Once a year (April/May) properties receive a supply of sacks. Properties on recycling sack collections will receive a glass basket to contain glass. Glass should not be placed in sacks as they risk injuring the collection teams. Properties on a sack collection will receive a food caddy for food waste.

## **10. Damaged/missing bins**

Once reported to us we will aim to repair/replace any damaged/missing bins in five working days.