

Dacorum Recycling 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 Waste Services 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. (Additional recycling will be collected if it is placed in a rigid container beside the blue-lidded bin.)

2.3 Green-lidded bin

Households will need to sign up to the paid Garden Waste Subscription service to have their garden waste collected. All additional garden waste bins will be charged at the same rate.

Residents who already have a green-lidded bin will only need to purchase an annual subscription. Those who do not have a green-lidded bin will also need to purchase a bin.

Garden waste collections typically run from March to November and is collected once per fortnight.

Full terms and conditions of this service can be found on our website under the '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.

We will endeavour to action reports of missed bins by the end of the next working day, however due to current staffing issues, this may take longer than usual.

We will not return to collect missed bins if there is 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 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 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 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 we can return to the property the next working day upon receiving the payment as long 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 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 an additional garden waste subscription.

Excess garden waste can be taken to the 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 if 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 reduces the likelihood of injuries to our collection teams. Excess recycling as outlined in Section 4.3 is the exception.

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 any household is regularly producing excess recycling, their standard recycling bin can be exchanged for a 360 litre recycling bin.

Families of 6 or more, or families of 5 with at least one child in nappies, may be eligible for a 360 litre wheeled bin for their 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 refuse 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 7-10 working days. Residents need to re-apply for the 360 litre wheeled refuse 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. Glass should not be placed in sacks as it risks injuring the collection teams. Glass can be recycled at Recycling Centres or Neighbourhood Recycling Sites. Properties on a sack collections will receive either a kerbside caddy or communal bin for food waste depending on location. Please note high streets do not currently have a food waste service available.

Only Dacorum Borough Council branded sacks will be collected, black bags and any other bags will not be collected.

10. Damaged/missing bins

Once reported to us we will aim to repair/replace any damaged/missing bins in 7 – 10 working days.