

Service Standards for collection of household waste and recycling in Herefordshire

The following is a guide to how Herefordshire Council and their contractors, Focsa UK Ltd, operate this service.

Properties which are unsuitable for the standard wheeled bin recycling service

Areas where wheeled bin exemptions will be decided without the need for individual applications from each householder

The council, in consultation with the collection contractor, will when appropriate, review the grouping of similar properties e.g. a row of terraced properties or block of flats and:

1. Will have the power to apply area wheeled bin exemptions without the need for individual applications from each householder.
2. If in these circumstance a householder does not wish to be exempt from the standard collection then a wheeled bin will be provided if practicable.
3. The decision of the council will be final.

Individual applications for wheeled bin exemptions from householders- What our customers need to do

Following a request made in person, by telephone, letter or on-line, a council officer will inspect the property to ascertain where wheeled bins may not be suitable. In some cases it will be necessary to contact the resident to gain further information about their application.

The suitability of wheeled bins will be based on the following:

1. No space at the property to store a bin and no access to potential storage space.
2. Physical features which make it very difficult or hazardous to move a bin to the front edge of the property or nearest boundary to the public highway. Where necessary risk assessments will be undertaken in conjunction with our contractors.
 - a) If deep steps or more than 3 shallow steps have to be crossed
 - b) The maximum gradient in a line between the collection point and the vehicle should not exceed 1 in 10.
 - c) The maximum distance the crews should walk from the highway to the edge of a property is 50 metres. Where the distance is greater than 50 metres an inspection should be carried out by the collection

contractors to determine the best method of collection. The 50 metre distance restriction does not apply to householders, as they are dealing with one bin once a fortnight not hundreds of bins each day.

3. Where front gardens are the only option for storage of bins an exemption will be given if:
 - a) There is less than a 1 metre gap between the bin and a front wall/fence.
 - b) The provision of a bin would cause an obstruction to the immediate entrance to the property.
4. The agreement to exempt a property from wheeled bins will be reviewed where appropriate on an annual basis.
5. Where appropriate, residents will be asked to renew their application and where necessary the council will carry out a repeat site assessment.
6. If circumstances have changed and the household no longer meets the criteria the council will write to the householder and give them notice of the change.
7. The council's decision will be final.

What the council will do:

1. The council will notify the householder of the outcome of their request within 15 working days of its receipt. Where the request is denied the reason will be given.
2. The council's decision will be final.

If the criteria are met then the following service will be provided as an alternative where practicable.





Collections for properties exempted from the wheeled bin collection





Recycling sacks

1. Clear sacks will be used for a fortnightly collection of co-mingled (mixed) recycling materials.
2. Clear sacks are for plastics, cans, paper and card as per the list of recyclable materials in table 1 below.

3. 26 Sacks will be delivered in bulk every six months in November and May (unless householders are given prior notice of any changes).
4. All recyclable waste is to be contained in the recycling sacks provided.
5. No glass, residual waste or garden waste to be included.
6. We will provide, on demand, additional replacement rolls of clear sacks when requested by the householder.
7. Rolls of sacks to be delivered within the boundary of the property, as close to the door as possible.

Table 1. List of materials suitable / not suitable for recycling in Clear sacks*

 paper	<ul style="list-style-type: none"> ✓ newspapers/ magazines ✓ phone directories ✓ catalogues/ brochures ✓ junk mail/ leaflets ✓ letters ✓ greetings cards ✓ envelopes 	<ul style="list-style-type: none"> ! Please keep paper flat ! Remove plastic wrappers Tip You can compost your shredded paper
 cardboard	<ul style="list-style-type: none"> ✓ Thin cardboard boxes e.g. cereal boxes, ready meal boxes ✓ Corrugated/ thick cardboard boxes  ✓ egg boxes ✓ kitchen/ toilet roll tubes 	<ul style="list-style-type: none"> ! Flatten boxes and tubes ! Remove inner packaging
 food tins & drink cans	<ul style="list-style-type: none"> ✓ food tins ✓ drink cans ✓ aerosol cans ✓ sweet/ biscuit tins ✓ metal jar lids 	<ul style="list-style-type: none"> ! Please rinse ! Push sharp lids inside cans Tip Labels can be left on Tip No need to squash

 <p>plastic bottles & containers</p>	<p>All plastic bottles e.g.</p> <ul style="list-style-type: none"> ✓ drinks bottles ✓ milk / juice bottles ✓ detergent / fabric conditioner bottles ✓ cleaning/ bleach bottles ✓ toiletry bottles <p>Plastic containers e.g. </p> <ul style="list-style-type: none"> ✓ Yogurt pots ✓ margarine/ ice cream tubs ✓ fruit/ vegetable punnets ✓ plastic meat/ fish trays ✓ cream/ custard pots ✓ cake/ pastry trays ✓ soup/ sauce pots 	<p>! Please rinse</p> <p>! Leave black plastic out</p> <p>! No tops, lids, pumps, film, foil etc</p> <p>Tip Labels can be left on</p> <p>Tip No need to squash</p>
 <p>cartons</p>	<p>All cartons e.g. </p> <ul style="list-style-type: none"> ✓ milk/ juice/ smoothie cartons ✓ fabric conditioner cartons ✓ soup/ chopped tomatoes cartons ✓ custard cartons 	<p>! Please rinse</p> <p>Tip No need to squash</p> <p>Tip Plastic spouts can be left on</p>

Standard Service

The standard collection receptacles provided by Herefordshire Council will be 1 x plastic sack for residual waste every week and wheeled bins for dry recycling.

The wheeled bins will be allocated when a property has land or allocated space, either at the rear, side or front, on which to store the bins and has suitable access to move the bins to the front edge of the property.

What the council will do:

Containers to be provided free of charge

Residual waste sack

1. We will provide 52 plastic refuse sacks per year to each household.
2. A roll of 26 sacks will be delivered to each property twice per year in November and May.

3. Sacks will be delivered to within the boundary of the property, as close to the door as possible.
4. No additional sacks will be provided for residual waste.
5. We will collect all residual waste presented correctly for collection from each household on a weekly basis.

What our customers need to do

1. Present their residual waste for collection at the front edge of the property on the designated day of the week by 6.30am at the start of the new contract and an hour before the regular collection time thereafter.
2. Ensure that all residual waste presented for collection is within plastic sacks and is securely tied to prevent spillage.
3. Ensure that the sacks are only used for items that can be disposed of in the normal household waste e.g. hazardous waste such as paint should not be placed in the sacks.
4. Ensure individual sacks do not exceed 15kg in weight.
5. Ensure individual residual waste items can fit in a cylindrical container 750 millimetres in diameter and 1 metre in length. The bulky household waste service can be used for items larger than this and a charge will be made.
6. Let us know if you have any special requirements or experience problems regarding the service including placing refuse at the front edge of your property.
7. Use residual waste sacks for household waste that cannot be recycled or composted.

Reasons for non-collection of sacks









1. Sacks over 15kg.
2. Sacks contain inappropriate items of waste such as garden waste, hazardous waste or commercial waste.
3. Bulky items of waste are presented for collection that would not fit within a cylindrical container 750 millimetres in diameter and 1 metre in length.


Where sacks are not collected they will have an information sticker explaining the reason for non-collection placed on them.

Recycling bin

1. We will provide an officially marked green wheeled bin container with 240 litre capacity as standard for specified recyclable materials to be collected fortnightly. (See Table 2. List of suitable materials below).
2. We will provide additional recycling bins to customers in the form of a 240 litre bin where requested and where it is determined that the householder is regularly taking part in the recycling collection and the qualification criteria are met.
3. We will provide a smaller bin for recycling waste in the form of a 120 litre bin as an alternative to the standard 240 litre bin where requested by the householder.
4. We will collect the bin from the front boundary of the property, empty the contents into the collection vehicle and return the bin to the point of collection once emptied.
5. Where a bin is not able to be collected due to the wrong materials being presented within it, we will leave communication with the bin to explain the reason why it has not been emptied.

Table 2. List of materials suitable / not suitable for recycling in wheeled bins

 <p>paper</p>	<ul style="list-style-type: none"> ✓ newspapers/ magazines ✓ phone directories ✓ catalogues/ brochures ✓ junk mail/ leaflets ✓ letters ✓ greetings cards ✓ envelopes 	<p>! Please keep paper flat</p> <p>! Remove plastic wrappers</p> <p>Tip You can compost your shredded paper</p>
 <p>cardboard</p>	<ul style="list-style-type: none"> ✓ Thin cardboard boxes e.g. cereal boxes, ready meal boxes ✓ Corrugated/ thick cardboard boxes  ✓ egg boxes ✓ kitchen/ toilet roll tubes 	<p>! Flatten boxes and tubes</p> <p>! Remove inner packaging</p>
 <p>food tins & drink cans</p>	<ul style="list-style-type: none"> ✓ food tins ✓ drink cans ✓ aerosol cans ✓ sweet/ biscuit tins ✓ metal jar lids 	<p>! Please rinse</p> <p>! Push sharp lids inside cans</p> <p>Tip Labels can be left on</p> <p>Tip No need to squash</p>
 <p>plastic bottles & containers</p>	<p>All plastic bottles e.g.</p> <ul style="list-style-type: none"> ✓ drinks bottles ✓ milk / juice bottles ✓ detergent / fabric conditioner bottles ✓ cleaning/ bleach bottles ✓ toiletry bottles <p>Plastic containers e.g. </p> <ul style="list-style-type: none"> ✓ Yogurt pots ✓ margarine/ ice cream tubs ✓ fruit/ vegetable punnets ✓ plastic meat/ fish trays ✓ cream/ custard pots ✓ cake/ pastry trays ✓ soup/ sauce pots 	<p>! Please rinse</p> <p>! Leave black plastic out</p> <p>! No tops, lids, pumps, film, foil etc</p> <p>Tip Labels can be left on</p> <p>Tip No need to squash</p>
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 <p data-bbox="247 336 359 380">mixed glass bottles & jars</p>	<p data-bbox="446 197 718 257">All colours of glass containers</p> <ul style="list-style-type: none"> <li data-bbox="446 264 622 302">✓ glass jars <li data-bbox="446 302 662 340">✓ glass bottles 	<ul style="list-style-type: none"> <li data-bbox="893 197 1125 235">! Please rinse <li data-bbox="893 235 1252 273">! No lids, corks or caps <p data-bbox="893 273 1252 311">Tip Labels can be left on</p>
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Other Recycling Facilities: There are also Household Waste Sites, recycling centres, re-use organisations and charity shops that you can take other household materials to. For further details on all the waste services the Council provides please visit our website at www.herefordshire.gov.uk.

What our customers need to do

1. Place only loose clean materials in the wheeled bin of the type specified (not in bags). (See Table 2. List of recyclable materials).
2. No residual waste or garden waste to be included.
3. Present the wheeled bin for collection at the front edge of the property on the designated day and week by 6.30am at the start of the new contract and an hour before the regular collection time thereafter and collect the bin from the front edge of property as soon as possible after it is emptied (at the latest by the end of your allocated collection day).
4. Where the boundary of the property closest to the road is the rear garden, present your wheeled bin at the rear boundary and ensure access is clear.
5. Ensure that all the recycling presented for collection is within the container provided and that bin lids are fully closed.
6. Let us know if you have any special requirements or experience problems regarding the service.
7. It would be helpful if bins are placed with their handles facing the highway where it is safe to do so to help the collection crew.

Communal bins for flats and other multiple occupancy dwellings

We intend to provide recycling services to all multiple occupancy properties, including houses with more than 4 flats in them, blocks of flats and areas or housing where bulk bins are used for the collection of residual waste.

We would be interested to hear from Housing Associations, Residents Associations and Management companies across the County to discuss the options available for these types of premises.

Please contact us on recyclingenquiries@herefordshire.gov.uk

Conditions for use of bins

1. The bins must be available for collection by 6.30am at the start of the new contract and an hour before the regular collection time thereafter on the specified day of collection.
2. If the collection crews do not have access to the bins due to failure to present to the front edge of property, locked gates or loose dogs etc a note will be left and the recycling will be collected on the next scheduled collection day in two weeks time.
3. Where vehicle access is denied due to roadworks etc bins will be collected on the next working day that access is available.
4. The bins remain the property of the council.
5. Bins to be accessible for the collection crew and presented at the front boundary of the property.
6. No fires are to be lit in the bin or hot ashes placed in the bins.
7. Only approved household recyclable waste to be placed in the bin (See Table 2).
8. To prevent vermin and damage to the bin, the bin should not be overfilled and the lid should be in the closed position before emptying.
9. Acids, corrosive substances, hot ashes, oil wastes, liquid waste, paint, paint tins and other hazardous waste should not be disposed of in the bin.
10. The householder shall be responsible for keeping the bin in a clean condition.
11. Bin identification labels will be provided for householders to write their own house name/number on. Bin chips are not installed.
12. Bins should not be written on or defaced in any way.

Assisted collections

1. The council will provide assisted collections for householders unable to put out their recycling bins or residual waste sacks when requested and where qualification criteria are met.
2. Assisted collections will only be allowed where no one in the household is physically able to place the bins or sacks at the front edge of the property.
3. Where assisted collections are granted the collection shall be from an agreed collection point.
4. The council will undertake a site visit to assess the suitability of the household for an assisted collection and to risk assess whether this should be by wheeled bins or sacks.
5. Where assisted collections are granted this may be reviewed on an annual basis.
6. The decision of the council will be final.

General Service standards

Hours of working – The council will collect and empty bins or collect sacks from an accessible collection point at the edge of the householder's property nearest the road on the designated collection week and day between the hours of 06.30 hrs and 17:00 hrs. Working outside of these times may occur in exceptional circumstances.

Service quality – The council will return the bin with lid closed to the original point of collection and ensure that it is left in a safe position.

Missed collections for all categories of recycling and residual waste

The new collection vehicles will be equipped with computerised equipment which will indicate to the crews where to collect from. Consequently, missed collections will be reduced to a minimum. However, in the event of a missed collection the council will return to empty or collect missed bins or sacks if we have not tagged them or recorded by other means the reason why it was not emptied.

1. Any reported missed collections received before 13:00hrs Mon – Fri shall be dealt with at the latest by the end of the same working day.
2. Any reported missed collections received after 13:00 hrs will be dealt with at the latest by 12:00hrs of the following working day, Mon – Sat inclusive.

Service changes - The council will provide prior notification on changes to waste collection services through the local media and on the council's website at www.herefordshire.gov.uk

New Properties - Where new properties are built, on notification of occupation, the council will deliver bins or sacks of the required number and type within 10 working days.

How to contact us:

You can contact us in any of the following ways:

Telephone: 01432 260051

Visit: www.herefordshire.gov.uk

E-mail: info@herefordshire.gov.uk