

Update on changes to rubbish collection services from November 6 2017

Preparations are moving forward for the new service and this briefing gives you the latest updates.

Summary of service change – what is changing and why

From 6 November we will be collecting rubbish every other week in wheeled bins or re-usable bags for the majority of residents. The weekly recycling collections and the chargeable garden waste collections will remain the same. The changes will help to keep the streets cleaner, increase recycling and make the services more affordable.

Find out your allocation

- In March we sent a letter out with the Council tax bill to let residents know what container they had been allocated. If you want to find out what your allocation is, go to www.bathnes.gov.uk/recycle and type in your postcode or contact Council Connect.
- We have reviewed some of these allocations in light of feedback from residents and have extended the deadline. Residents who are concerned about the container they have been allocated and have not already contacted us must contact us before the final deadline of 31 July, so that we can review the allocation in advance of the containers being delivered. Where households have 2 or more children in nappies, 6 or more people in their household or a clear medical need they may be able to apply for a larger bin.

Timetable for the changes

- **31 July** – deadline for residents to request a different container
- **Week commencing 28 August** – you will receive a leaflet, giving you more information about the new service
- **25 September onwards** – we will deliver the bins/bags to households over several weeks. The bins will be delivered to the front edge of the property and the leaflet secured in the lid, whilst the re-useable rubbish bags will be delivered to doorsteps to ensure they are not overlooked. Please do not use your wheeled bin until the collections start from 6 November. Your bin/bag will come with further information about how the service works including:
 - How to use your new bin collection
 - How to make the most of your recycling collections
 - Details of your collection day (some collection days will change – please make sure your recycling and rubbish is out by 7am)
 - Collection calendar for the year (including details of Christmas and New Year changes)
- Stickers to put on your recycling boxes to help you separate your recycling
- **6 November – the new collection service starts.**

Getting ready for the new service

- Please make sure you **recycle all you can** including your food waste. You can order extra free recycling containers at www.bathnes.gov.uk/orderacontainer.
- Please make sure you **sort your recycling** by following these guidelines (two boxes – one for paper, glass and other items, one for plastic and cans)
- **Sign up for our text message service** to remind you when your collection is due. Text your postcode to 07520 631700
- **Check our website** for the latest updates and FAQs www.bathnes.gov.uk/recycle
- We are promoting **re-usable nappies** to help people cut down on their waste. We are selling packs of Bambino Mio re-usable nappies for £150 (£100 less than the retail price)
- **Resident's packs** – we are developing a website with materials you can download for free to help share messages with neighbours to advise them how to set out their waste etc. The website will

explain this further and include a leaflet and tick-card to post to neighbours explaining how to use the service properly.

- **Like our Facebook page** www.facebook.com/recycleforbathnes to receive updates and tips to recycle more. It will also showcase our residents in our campaign this year (see below). We would love to include more residents in our social media campaign so please contact wastecampaigns@bathnes.gov.uk if you would like to get involved.
- Visit one of our **roadshows** to see the new containers and find out more. Go to www.bathnes.gov.uk/roadshows to find out when they are or check on our website to find out where our **display bins** are.
- We are providing **talks** about the changes to community groups throughout Bath and North East Somerset. If you know of a group that might be interested please help put us in touch with them.
- Our **vehicle fleet** is due for renewal and is being updated to meet the requirements of the new collections.
- **Residents in properties with existing communal bulk bins** will have been written to, to tell them that their collection services will stay the same for now. We will be reviewing them in the future.
- To help **publicise the changes**, our waste doctors have been visiting properties to help residents get ready for the new changes and review their bin allocation where necessary. We have been giving talks and roadshows and have bins displayed in 6 locations. As well as updating our website regularly, we have been promoting the new service through social media and in the Council's Together magazine.

Popular frequently asked questions

What if I run out of room in my bin/bag?

Make sure you're recycling all you can. Please let us know if you think you qualify for a larger bin (2 or more children in nappies, 6 or more in the household)

I don't have much rubbish – can I just put out carrier bags?

We still need to contain the rubbish to prevent bags splitting and birds and animals getting into them and to make the collections as efficient as possible. You don't have to put your rubbish out for every collection.

I'm worried that my bin might smell.

We are still collecting food waste every week so if you are using this collection there is very little left that should be making your bin smell. You can contain any waste that you're concerned about in plastic bags. There are also companies who provide a bin cleaning service, if you prefer to take this approach. Details of some of the companies are on our web site (www.bathnes.gov.uk/recycle)

Why can't I choose a bin or bag?

Collecting rubbish in wheeled bins every other week for most households will be more efficient. With a scattered arrangement of re-usable bags and bins across the district, our collections would be significantly slower, and we'd need more staff and collection vehicles, hence it would cost a lot more.

Contact us

To contact us please email wastecampaigns@bathnes.gov.uk

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