Don't know which week it is?

Here are your new recycling and rubbish collection dates for 2012/13

Vale of White Horse District Council

Not sure when your collection day is?

You can find out by visiting **www.whitehorsedc.gov.uk/collectiondays** where you can search for your collection day by postcode, or by calling **03000 610610**.

Using sacks instead of bins?

You should have received a new supply of sacks to use in 2012. Please call **03000 610610** if you have not yet had your new sacks. Please follow the calendar overleaf, and if it's a green week put out your green recycling sacks and a grey week your pink rubbish sacks.

Need help putting your waste out?

If you have difficulties putting out your recycling and rubbish due to a disability, illness or infirmity, please call the council on **01235 520202** or email **waste.team@southandvale.gov.uk** so we can arrange to help.

Got extra recycling?

If you fill your green bin you can put extra recycling out for collection next to your bin in either clear or opaque sacks, carrier bags or cardboard boxes. For more information about what you can and cannot recycle please see **www.whitehorsedc.gov.uk** or call **03000 610610**.

Need to report a missed collection?

If your bins have not been collected please let us know by calling **03000 610610** or emailing **admin.vale@biffa.co.uk** by 5pm the following day.

We will include your next waste calendar in the booklet delivered with your council tax bill in March 2013 so please remember to watch out for that.

This information is available on request in other languages and formats, please contact our hotline 03000 610610 for further information.

For more information about collections or to report a missed collection or missing bin please contact our waste contractors Biffa (formerly known as Verdant) on 03000 610610 or email admin.vale@biffa.co.uk

recycle
When you have finished with this leaflet please recycle it

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FSC
www.fsc.org

Biffa

Bank holiday changes

Christmas and New Year bank holidays 2011/12	
Normal collection day	**Revised collection day**
Monday 26 December	Wednesday 28 December
Tuesday 27 December	Thursday 29 December
Wednesday 28 December	Friday 30 December
Thursday 29 December	Saturday 31 December *
Friday 30 December	Tuesday 3 January
Monday 2 January	Wednesday 4 January
Tuesday 3 January	Thursday 5 January
Wednesday 4 January	Friday 6 January
Thursday 5 January	Saturday 7 January *
Friday 6 January	Monday 9 January
Monday 9 January	Tuesday 10 January
Tuesday 10 January	Wednesday 11 January
Wednesday 11 January	Thursday 12 January
Thursday 12 January	Friday 13 January
Friday 13 January	Saturday 14 January *

Easter bank holidays 2012	
Normal collection day	**Revised collection day**
Friday 6 April	Saturday 7 April *
Monday 9 April	Tuesday 10 April
Tuesday 10 April	Wednesday 11 April
Wednesday 11 April	Thursday 12 April
Thursday 12 April	Friday 13 April
Friday 13 April	Saturday 14 April *

May/June bank holidays 2012	
Normal collection day	**Revised collection day**
Monday 7 May	Tuesday 8 May
Tuesday 8 May	Wednesday 9 May
Wednesday 9 May	Thursday 10 May
Thursday 10 May	Friday 11 May
Friday 11 May	Saturday 12 May *
Monday 4 June	Tuesday 5 June
Tuesday 5 June	Wednesday 6 June
Wednesday 6 June	Thursday 7 June
Thursday 7 June	Friday 8 June
Friday 8 June	Saturday 9 June *

August bank holidays 2012	
Normal collection day	**Revised collection day**
Monday 27 August	Tuesday 28 August
Tuesday 28 August	Wednesday 29 August
Wednesday 29 August	Thursday 30 August
Thursday 30 August	Friday 31 August
Friday 31 August	Saturday 1 September *

Christmas and New Year bank holidays 2012/13	
Normal collection day	**Revised collection day**
Tuesday 25 December	Thursday 27 December
Wednesday 26 December	Friday 28 December
Thursday 27 December	Saturday 29 December *
Friday 28 December	Monday 31 December
Monday 31 December	Wednesday 2 January
Tuesday 1 January	Thursday 3 January
Wednesday 2 January	Friday 4 January
Thursday 3 January	Saturday 5 January *
Friday 4 January	Monday 7 January
Monday 7 January	Tuesday 8 January
Tuesday 8 January	Wednesday 9 January
Wednesday 9 January	Thursday 10 January
Thursday 10 January	Friday 11 January
Friday 11 January	Saturday 12 January *

Want a free reminder if collections change?
You can sign up to get a free text message reminding you when to put your bins out when collections change due to bank holidays or bad weather. To register send a message with the word waste and your collection day (for example waste Monday) to 07797 870371.

Queen's Diamond Jubilee bank holiday
Crews will be working on the Queen's Diamond Jubilee bank holiday on Tuesday 5 June but not the day before Monday 4 June. This means collections will run a day later than normal this week - please check the table on the left for details of revised collections that week.

* Please note any Saturday collections will start from 6am, an hour earlier than usual, so remember to put your bins out the night before.

Garden waste collections Christmas 2011/2012

As the terms and conditions of your garden waste service say, there will be no brown bin collections from garden waste customers over Christmas. This is so crews can concentrate on collecting the extra household waste put out during this period when there's very little garden waste.

This year there will be no garden waste collections between Wednesday 4 January and Monday 9 January. Collections will start again on Monday 16 January.

We will however collect extra garden waste during the week of 26 March. The extra waste should be no more than an extra brown bin load, should be able to be lifted by one person and should be in either a sturdy box or bag, which must be left open.

What happens if collections are disrupted?

Occasionally bad weather such as snow or flooding can mean it is unsafe for our waste vehicles and their crews to be on the roads and pavements and we have to cancel collections.

If collections are cancelled we will let people know by issuing regular updates on our website **www.whitehorsedc.gov.uk** and to our waste text subscribers, as well as via the local media and parish councils in the district.

You can also call **03000 610610** to get the latest information. If collections are cancelled crews will pick up any extra rubbish or recycling the next time this waste is due to be collected.

Please make sure you put your bins out by 7am on the day of your scheduled collection.

Collection calendar 2011/12

Please keep me!

- Green week = food waste, recycling and garden waste
- Grey week = food waste and rubbish
- Green week = food waste and recycling but **no garden waste**
- Extra garden waste will be collected from brown bin customers
- A circle indicates a bank holiday week (please see overleaf for details of how your service will change)

My collection day is:

December 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

January 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29				

March 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

May 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

January 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

March 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Look out for your new collection calendar with your council tax booklet