Appendix 1

South Oxfordshire and Vale of White Horse District Councils wheeled bin policy

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Introduction

1. We are committed to reducing the impact of waste on the environment and importantly, the amount of waste sent to landfill. We have to meet tough recycling targets that the Government has set us. If we fail to meet these targets, we will face large fines that will ultimately come out of the taxpayers' pocket. We are committed to ensuring this does not happen, so the waste collection service is designed to guarantee that we meet these targets.

About the service

Service provision

2. The service comprises:

   - a weekly collection of food waste in a small lockable caddy
   - a fortnightly mixed recycling collection in a wheeled bin
   - a fortnightly rubbish collection of non recyclable waste in a wheeled bin
   - a chargeable "opt-in" fortnightly collection of garden waste in a wheeled bin.

3. The standard provision of bins is:

   - 240 litre wheeled bin for mixed recycling
   - 180 litre wheeled bin for non recyclable, residual waste
   - 23 litre caddy for food waste (with a seven litre caddy to use in the kitchen).

4. Only bins that we supply will be emptied (unless otherwise agreed as part of the exemption policy).

5. You are able to opt out of our full waste and recycling service, you will then become responsible for disposing of your own waste. Because of the cost and practicalities involved we cannot allow people to opt out of individual parts of the service, however, if there are extenuating circumstances requests will be considered on a case by case basis. Opting out of the service does not entitle you to any refund or reduction of council tax.

Collection point for emptying wheeled bins

6. You should put your bins out for collection on the inside edge of your property's boundary (unless otherwise agreed). This should be at the point nearest to the road or pavement and no more than one metre away from the boundary edge.

7. Your bins must not be placed in such a way that they will cause an obstruction to pedestrians and road users.

8. Your bins should not be put out earlier than 6pm on the day before collection, or later than 7am on the day of collection, and handles should be facing outward.

9. If your bin is not at the correct collection point by the time the vehicle arrives we cannot guarantee that our contractor will empty it until the next scheduled collection.

10. Our contractor will return your bins to their original collection point.

Side waste – residual

11. Your standard bins are considered large enough to hold all residual household waste produced between collections. Residual side waste will only be collected where collections have been delayed by more than the agreed number of days (i.e. our contractor has failed to collect waste as normal or the service has been suspended due to severe weather conditions).

12. If you put out residual side waste at any other time, our contractor will leave a note attached to your bin explaining the reason for non-collection of the side waste and will not return to collect it.

Side waste – recycling

13. Your standard bins are considered large enough to hold all recycling produced between collections. However, recycling side waste will be collected where you put it out in clear opaque sacks, a cardboard box, an old recycling box or in carrier bags which are left open so the contents are visible.

Overfilled or overweight bins

14. You should take care not to overfill your bin and make it so heavy that the contractor is unable to move it to the vehicle to be emptied. If an overweight bin is left unemptied, our contractor will leave a note attached to the bin explaining the reason for non-collection.

15. You must remove over compacted waste not released from your bin during the collection process or any waste that is too heavy to empty.

16 You should keep the bin lid closed at all times to prevent vermin and rainwater getting in the bin. In order to allow any odours to escape our contractor may return food caddies with their lids left open.

Stolen or missing bins

17. Your wheeled bins remain the property of the council at all times. They should remain with the property if occupancy changes.

18. You are responsible for keeping the bins safe and reporting any bins that are lost or stolen, and we reserve the right to charge for any replacements.

Missed collection

19. If you put your bins in the right place at the right time and they are missed, our contractor will return to empty them on the same day, provided you let them know before midday.

20. If you let them know after midday, they will return and empty them the following day (including Saturdays).

21. Our contractor will not return to collect your bin if you report a missed collection after the end of the next working day following the scheduled collection day.

Responsibility for bins and damage to bins

22. You are responsible for keeping bins in a safe, clean and tidy condition and should not deface them or use them for any purpose other than that described in this policy. If you wish to put house numbers on your bin please use self adhesive numbers rather than paint.

23. We will replace bins that become damaged through normal wear and tear. Our contractor will pay to repair or replace any bins which they damage during collections. You may be liable for a charge to replace any bins damaged as a result of misuse.

Contaminated bins

24. A contaminated bin is a green recycling bin or brown garden waste bin that contains materials that should not be in it. You can find a full list of materials that you can place in each of the bins on our websites.

25. Please put the correct materials in the correct bin to ensure that they are emptied. Contaminated bins will not be emptied. Our contractor will leave a note explaining the reason for non-collection.

26. You will need to remove all contamination from the bin before the next scheduled collection.

27. You maybe charged if you need us to arrange for the emptying of contaminated bins.

28. Your food waste caddies can only be lined with biodegradable liners or newspaper. If you put a non-biodegradable liner in your food caddy we will be unable to empty it.

Exemptions to the standard service

Rules covering exemptions to the standard service

29. To qualify for an exemption from using wheeled bins, you must meet one or more of the following criteria:

a) your property is in an article 4(2) direction area* and your wheeled bins would have to be kept at the front of the property at all times

b) you do not have enough space between the front door and the pavement or rear edge of the road, meaning that wheeled bins would cause an obstruction and there is no alternative collection point

c) you do not have reasonable rear or side access, and the useable front area is too small to accommodate the bins

d) it would be impractical for you to pull wheeled bins out for collection, for example across uneven ground, through the property or a considerable distance

e) your wheeled bins have to be kept in a location that may present an unacceptable security risk to the property

f) your property has multiple occupants, e.g. flats with communal refuse storage arrangements

g) your property is accessed via steep inclines or steps, making it impractical for using wheeled bins

h) your bins would have to be kept immediately in front of front facing windows at all times

i) any other exceptional circumstance as requested by residents and agreed by the council.

30. If you qualify for an exception from the standard service, but would like

to request wheeled bins, you are able to do so. If you are covered by criteria a) above then we will ask you to give assurance that you will keep the bins at the rear of the property.

31. If you are exempt from using wheeled bins for recycling and residual waste you will still receive a weekly food waste collection using the container provided.

*An article 4(2) direction helps to protect the special characteristics of a Conservation Area. Visit the council's websites for more information at http://www.southoxon.gov.uk/conservation or http://www.whitehorsedc.gov.uk/conservation

Arrangements for properties unsuitable for use of wheeled bins

32. If your property meets at least one of the criteria in the exemption policy we will provide you with an annual supply of sacks. This allows you to use four green recycling sacks per fortnight (which is equivalent to the volume of a recycling bin) and three pink rubbish bags per fortnight (which is equivalent to the volume of a residual bin).

33. We will only collect sacks that we provide so please do not put out any that you have purchased yourself. If you do not comply with our conditions we may not collect your waste and you will then be responsible for making your own arrangements for its safe and appropriate disposal.

34. You should place sacks out for collection in the same way as the standard service for wheeled bins, unless your property is registered for an assisted collection.

Assisted collections

35. We offer a free service to collect bins from a more convenient place for our elderly and disabled residents. You can make a request to us for assistance in writing, or by telephoning, this will then be assessed on a case by case basis.

Large/small families or residents producing large/small amounts of waste

36. If you are a large family (six or more) you can apply for additional or larger recycling bins. Other requests for additional recycling capacity will be considered on a case by case basis.

37. If an occupant of your property has a medical condition requiring larger residual waste storage capacity (such as disposal of incontinence pads), an additional 180 litre wheeled bin may be provided. We may also provide additional capacity for families with at least two nappy wearing children.

38. The cost and practicalities mean that we do not currently provide smaller wheeled bins.