

# Waste and recycling information

## April 2023 - March 2024

including your holiday collection changes

### Reduce and reuse

We should all be trying to reduce the amount of waste we produce. Here are some top tips to help you reduce and reuse.

- Buy your food naked... (we mean without packaging).
- Support small businesses and the planet by shopping at your local zero waste store.
- Sell or give away unwanted items online or to a charity shop.
- Take broken items to your local repair café.
- When food shopping, take a list and only buy what you need.



Don't forget, you can find a new home for your furniture through local charities specialising in reselling furniture. For lots more ideas on how to reduce your waste, visit our website [whitehorsedc.gov.uk/reduce&reuse](https://whitehorsedc.gov.uk/reduce&reuse)

### Bag your batteries!

Please do not put electrical items, batteries or gas canisters in any bin - they can all cause fires in the back of our trucks and put our crews at risk.

Small electrical items should be put in a carrier bag next to your black bin, batteries go in a small, clear bag on top of your recycling bin and gas canisters need to be taken to a household waste recycling centre or returned to the supplier.

And remember, you can also put worn out textiles such as clothes, bedsheets and duvet covers out for collection too. Just leave them in a tied carrier bag next to your green recycling bin.



# Holiday collection changes 2023/24

	Normal collection day		Revised collection day	
Easter	Friday	7 April	Saturday	8 April
	Monday	10 April	Tuesday	11 April
	Tuesday	11 April	Wednesday	12 April
	Wednesday	12 April	Thursday	13 April
	Thursday	13 April	Friday	14 April
	Friday	14 April	Saturday	15 April

Early May	Monday	1 May	Tuesday	2 May
	Tuesday	2 May	Wednesday	3 May
	Wednesday	3 May	Thursday	4 May
	Thursday	4 May	Friday	5 May
	Friday	5 May	Saturday	6 May

Coronation extra bank holiday	Monday	8 May	Tuesday	9 May
	Tuesday	9 May	Wednesday	10 May
	Wednesday	10 May	Thursday	11 May
	Thursday	11 May	Friday	12 May
	Friday	12 May	Saturday	13 May

Late spring bank holiday	Monday	29 May	Tuesday	30 May
	Tuesday	30 May	Wednesday	31 May
	Wednesday	31 May	Thursday	1 June
	Thursday	1 June	Friday	2 June
	Friday	2 June	Saturday	3 June

## Please use the correct bin

While most of us are great at using the correct bin, we are still having to reject lots of recycling because recycling bins have food waste, nappies and other wrong materials in them. Remember, food waste should always go in your small green food caddy so it can be made into energy and fertiliser, not in your recycling bin, while used nappies should go in your waste bin.

If you're not sure which bin you should use, you can find out on our website [whitehorsedc.gov.uk/recycling](http://whitehorsedc.gov.uk/recycling)



	Normal collection day		Revised collection day	
August bank holiday	Monday	28 August	Tuesday	29 August
	Tuesday	29 August	Wednesday	30 August
	Wednesday	30 August	Thursday	31 August
	Thursday	31 August	Friday	1 September
	Friday	1 September	Saturday	2 September

Christmas and New Year	Monday	25 December	Wednesday	27 December
	Tuesday	26 December	Thursday	28 December
	Wednesday	27 December	Friday	29 December
	Thursday	28 December	Saturday	30 December
	Friday	29 December	Tuesday	2 January
	Monday	1 January	Wednesday	3 January
	Tuesday	2 January	Thursday	4 January
	Wednesday	3 January	Friday	5 January
	Thursday	4 January	Saturday	6 January
	Friday	5 January	Monday	8 January
	Monday	8 January	Tuesday	9 January
	Tuesday	9 January	Wednesday	10 January
	Wednesday	10 January	Thursday	11 January
	Thursday	11 January	Friday	12 January
	Friday	12 January	Saturday	13 January

We'll include details of changes for Easter 2024 in next year's information leaflet, or you can find it online now by accessing our full 2023/24 waste and recycling calendar.

## How to access your full 2023/24 waste and recycling calendar

To view your 2023/24 waste and recycling calendar, please visit our website [whitehorsedc.gov.uk/wastecalendar](http://whitehorsedc.gov.uk/wastecalendar) If you're not able to access the internet, you can request a printed copy of the calendar, just call Biffa on **03000 610 610** or email [admin.vale@biffa.co.uk](mailto:admin.vale@biffa.co.uk)

## Extra Garden Waste

If you subscribe to our garden waste service, make sure you check the full calendar for the dates you will be able to put extra garden waste out for collection during 2023.

## Get your garden waste collected

If you have garden waste such as hedge clippings, grass cuttings and dead leaves that you would like collected regularly from your home, make sure you subscribe to our fortnightly brown bin garden waste service. For details, visit our website [whitehorsedc.gov.uk/gardenwaste](http://whitehorsedc.gov.uk/gardenwaste)

## Too much waste to fit in your bin?

- ✓ We do collect extra recycling, contents must be visible for crews to see, so please put it in a cardboard box or a clear sack next to your green recycling bin. Never use a black sack!
- ✓ We do collect extra food waste, it should be left in a food waste liner next to or on top of your food waste bin.
- ✗ We do not collect extra rubbish, please keep it for the next rubbish collection or take it to your nearest household waste recycling centre.



## Bins not emptied?

**All bins should be put out for collection before 6am with the lids firmly closed to allow them to be easily attached to the bin lorry for emptying.**

If your waste isn't collected and you put your bins out on time, please report it to us and we will aim to return for it. This also applies for textiles, batteries or small electricals.

Report a missed collection via our website [whitehorsedc.gov.uk/missedbins](http://whitehorsedc.gov.uk/missedbins) or by using the contact details below. You must submit your report by the next working day after your collection was due – by 5pm if you are phoning, or by midnight if you report it online.

## Disruption of services

We will communicate any disruption of our services, for reasons such as very cold weather, extreme heat or staff shortages, through our website and social media.



## Need this leaflet in another format or language?

Please email [waste.team@southandvale.gov.uk](mailto:waste.team@southandvale.gov.uk) or call **01235 422146**.

## How to contact us

For all you need to know about our waste and recycling services, please visit our website [whitehorsedc.gov.uk/recycling](http://whitehorsedc.gov.uk/recycling)

Please call our waste contractor Biffa on **03000 610 610**  
or email [admin.vale@biffa.co.uk](mailto:admin.vale@biffa.co.uk)

## Need a hand?

If you have difficulties putting out your waste due to a disability, illness or infirmity please email [waste.team@southandvale.gov.uk](mailto:waste.team@southandvale.gov.uk) or call **01235 422146** so we can arrange to help.