

Important information



HELP TO STOP BIN FIRES!

Please never put used batteries, vapes or electrical items in a bin - they're a big fire risk! Vapes and electrical items should go in a bag next to your black bin on collection day. Batteries go in a small clear bag on top of your green recycling bin.



TOO MUCH RECYCLING TO GO IN YOUR BIN?

Please put any extra recycling loose in an open cardboard box or in a clear sack next to your green recycling bin.



BINS NOT COLLECTED?

All bins should be put out for collection before 6am with the lids firmly closed.

You can report a missed collection via our website whitehorsedc.gov.uk/missedbins or by calling 03000 610 610. This includes collections for textiles, batteries and small electricals.

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 reporting it online.



DO YOU 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 or call 01235 422146 so we can arrange to help.



NEED THIS LEAFLET IN ANOTHER FORMAT OR LANGUAGE?

Please email waste.team@southandvale.gov.uk or call 01235 422146.



Waste and recycling 2024-2025

including holiday collection changes

HOW TO CONTACT US AND FIND OUT MORE

For all you need to know about our waste and recycling services:



- go to whitehorsedc.gov.uk/recycling
- call 03000 610 610
- email admin.vale@biffa.co.uk

HAVE YOUR SAY!

We value your feedback on the services we provide and would love to hear what you think of our waste and street cleaning services. To complete a short survey, please scan the QR code.



CHECK IT BEFORE YOU CHUCK IT!

If you're not sure which bin an item should go in, please check it before you chuck it by visiting whitehorsedc.gov.uk/checkit. And remember, all items in your recycling bin must be **clean, dry and loose!**

Holiday collection changes 2024-2025

EASTER

Normal collection day	Revised collection day
Friday 29 March	Saturday 30 March
Monday 1 April	Tuesday 2 April
Tuesday 2 April	Wednesday 3 April
Wednesday 3 April	Thursday 4 April
Thursday 4 April	Friday 5 April
Friday 5 April	Saturday 6 April

EARLY MAY

Monday 6 May	Tuesday 7 May
Tuesday 7 May	Wednesday 8 May
Wednesday 8 May	Thursday 9 May
Thursday 9 May	Friday 10 May
Friday 10 May	Saturday 11 May

LATE MAY

Monday 27 May	Tuesday 28 May
Tuesday 28 May	Wednesday 29 May
Wednesday 29 May	Thursday 30 May
Thursday 30 May	Friday 31 May
Friday 31 May	Saturday 1 June

LATE AUGUST

Monday 26 August	Tuesday 27 August
Tuesday 27 August	Wednesday 28 August
Wednesday 28 August	Thursday 29 August
Thursday 29 August	Friday 30 August
Friday 30 August	Saturday 31 August

Normal collection day	Revised collection day
Wednesday 25 December	Friday 27 December
Thursday 26 December	Saturday 28 December
Friday 27 December	Monday 30 December

Monday 30 December	Tuesday 31 December
Tuesday 31 December	Thursday 2 January
Wednesday 1 January	Friday 3 January
Thursday 2 January	Saturday 4 January
Friday 3 January	Monday 6 January

Monday 6 January	Tuesday 7 January
Tuesday 7 January	Wednesday 8 January
Wednesday 8 January	Thursday 9 January
Thursday 9 January	Friday 10 January
Friday 10 January	Saturday 11 January

CHRISTMAS AND NEW YEAR

How to access your full waste calendar

To view your 2024-25 waste and recycling calendar, please visit our website 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.

Extra garden waste

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

Visit whitehorsedc.gov.uk/wastecalendar