



Changes to your rubbish and recycling collection service



From **Monday 3 October 2011** the council begins a new waste contract to give a better value service and encourage recycling. Your bins will continue to be collected by Veolia Environmental Services.

Service changes

We have **kept the weekly rubbish collections** but there will be a few changes:

- **One grey waste bin per household**

Households with six residents or less will have one grey waste bin emptied each week. The waste bin has a capacity of 240 litres which is enough for a household of this size once they have separated out everything that can be recycled into the green bin (or sacks for certain properties).

- **Additional bin policy**

Households with more than six residents, who are making an effort to reduce their waste and are recycling everything they possibly can, can apply for a second grey rubbish bin if they feel that they need the extra capacity.

- **No extra rubbish**

All waste should fit inside **your grey rubbish bin**. Waste sacks left next to, or on top of, your rubbish bin will not be collected.

There is no limit on how much recycling we can collect from you and households can have two or more green recycling bins if required.

If you occasionally have any extra or bulky recycling, for example cardboard boxes, please put them out next to your green bin on collection day.



New glass collection service

The council began a kerbside glass collection service in July 2011, currently covering approximately 10% of households in the borough.

The service will be provided across the borough during 2012. We will let you know when it is coming to your area.



Collection day information

There are no changes to collection days. If any changes are needed in the future, we will contact you beforehand. Bins must not be left on the pavement or footpath permanently and should be taken in as soon as possible after emptying. Bins left on pavements can block access and cause problems, particularly for those with a pram or buggy, using a wheelchair or who are visually impaired.

If you have any questions about where your bins should be put for collection, please call the council on **(01256) 844844** or email **recycling@basingstoke.gov.uk**

Recycling

Recycling in Basingstoke and Deane is something everyone can do. The council provides a kerbside collection for all residents using a green wheelie bin (or sacks for certain properties). If you live in a flat you will have a larger, shared recycling bin.

Your recycling collection calendar is available to download from the council's website. To find out when your recycling collection day is, please visit

www.basingstoke.gov.uk/go/recycle.

We can collect the following items in your recycling bin:

 food tins, drink cans & aerosols	✓ Food tins, drink cans and aerosols – all food tins and drinks cans, including pet food cans. Household aerosols, unless they have a 'skull and cross bones' logo or a black cross on an orange background.
 paper	✓ Paper – all clean paper such as newspapers, magazines, envelopes, junk mail, flyers and leaflets, brochures and catalogues, including Yellow Pages.
 cardboard	✓ Cardboard – cereal boxes, food packaging, egg boxes, greetings cards, cardboard boxes.
 plastic bottles <small>No lids</small>	✓ Plastic bottles – all plastic bottles including drinks, milk, shampoo and shower gel, cleaning and washing up liquid bottles but not bottle tops. No other plastic items (see next page)

It is very important to put **only these items** in to your green recycling bin (or clear sack). Dealing with the wrong items adds to the cost of the service and sometimes results in other recycling being wasted.

To help residents the collection crew will be carrying out a quick bin top check on all recycling bins before they are emptied into the lorry. This is

to reduce occasions when the wrong materials can contaminate everyone else's recycling. A full recycling lorry contains material from several hundred houses, so it is not fair if one or two households spoil the efforts of the other residents. The crew will only leave a notice on your bin if it contains the wrong items – but please don't worry, this is to help you get it right next time!



However, recycling bins which contain serious contamination, such as nappies, engine parts or general waste, will not be emptied. If this happens, a notice will be left on the bin and these non-recyclable items will need to be removed before we can empty it. The recycling team can help you with any questions you may have.

Why can't we collect more items for recycling, such as plastic packaging?

We know that many residents would like to recycle more types of plastic packaging and we often get asked why the only plastic we recycle is bottles and don't recycle items such as bottle tops, yoghurt pots, margarine tubs, meat trays and plastic film.

To get the most environmental benefit from recycling any material, it is best to move it as little as possible to avoid transport costs, fuel use and air pollution. Mixed plastic packaging is usually sent to Asia for recycling, and until this situation changes, we believe it is more environmentally and economically sustainable to process plastic packaging through the incinerator in the borough, where we can recover the energy and use it to make electricity. That's why these other plastics need to go in the grey rubbish bin and not the green recycling bin.

In the meantime, we can all do more for the environment by concentrating on increasing the amount of recycling of materials we can already process. If everyone in the borough put everything they can into their green bins, we would be recycling over 50% of our waste.

Recycling banks

The council has almost 80 recycling 'bring sites' where you can take other items to be recycled. At the bring sites you can recycle:

- textiles, linen, clothes and shoes
- glass bottles and jars
- paper and cardboard
- aluminium foil (selected sites)
- books, CDs and bric-a-brac (selected sites)

For more information on the council's recycling sites, including your nearest site, please visit www.basingstoke.gov.uk/go/recycle



Reduce, reuse, recycle

Preventing or reducing waste is one of the most sustainable and environmentally friendly things you can do.

In 2010, the council held a 'Waste Less Challenge' for residents. The idea was to ask keen recyclers to try to cut their waste even more. Some of the tips they learnt during the challenge are summarised below:

- Carry a reusable bag with you when you go shopping (reusable bags work for all types of shopping and not just at the supermarket!).
- Avoid buying products which have excessive packaging and try to reduce the amount of individually packaged items you buy.
- Plan what food you will need for the week and write a shopping list.
- Freeze left-over portions of food for use another day.
- Make sure you are recycling everything possible in your recycling bin and at recycling bring sites.

Many items can also be reused before they become rubbish. Furniture, clothing and electrical items such as computers are examples of things we often change or update whilst the original is still in good, useable condition which could be donated to charity.

Green garden waste service and home composting

The council operates an opt-in collection service for garden waste, collecting green garden waste in reusable 120 litre sacks. There is a charge for this service and the sacks can be used for grass cuttings, hedge clippings, leaves, flowers, weeds and other green garden waste.

Alternatively, you could try home composting. Composting is a great way to transform your kitchen and garden waste into a valuable and nutrient rich food for your garden. The council is offering residents the opportunity to buy a discounted Green Cone food digester or a Green Johanna 'hot composter'. These are similar to composting bins but can process all food waste, including cooked food leftovers.



Home composting bins and food digesters are available at a discounted price for residents. For more information, please contact the council or visit www.basingstoke.gov.uk/go/recycle.



Community Furniture Project

The Community Furniture Project is a local charity, promoting the re-use of furniture, household goods, electrical items and toys at low cost to people in Basingstoke and the surrounding towns and villages. It has recently expanded, doubling its size, enabling much more furniture to be recycled and re-used in the community.

You can support the Community Furniture Project by:

- donating furniture and electrical goods
- buying low cost furniture there
- volunteering and training with them.



The Community Furniture Project (Basingstoke) is based at 6 Joule Road, Basingstoke, RG21 6XH. For more information, including opening times, making donations and purchases please visit the www.cfpnewbury.org



Other waste and recycling

Bulky waste

The council offers a collection service for bulky waste, which is for larger household items such as furniture or fridges and freezers.

There is a charge for this service. Please contact the council or visit

www.basingstoke.gov.uk/go/recycle for more details or to book a collection.



Household waste recycling centre

Alternatively you may take and dispose of your items, free of charge, at the household waste recycling centre on Wade Road, Basingstoke, RG24 8PL.

The centre, which is operated by Hampshire County Council, is open every day, apart from 25, 26 December and 1 January. For more information visit

www.basingstoke.gov.uk/go/recycle

Health care waste

The council offers residents a collection service for certain health care waste.

For more information on the disposal of your health care waste please contact your GP or medical practitioner or the council on **(01256) 844844**.

New charges for replacement of lost or stolen bins

From Monday 3 October there will be a charge of **£25*** (including delivery) for a replacement grey bin (waste). This is to cover the costs of purchasing and delivering the bin.

If the bin was broken on the collection vehicle during the emptying process, it will be replaced free of charge (subject to inspection and approval).

If your bin has been stolen or damaged by arson, you may have a replacement free of charge on production of a crime reference number, provided they have not been left out on the pavement or road between collections.

There is no charge for a replacement, or extra, green recycling bin.