

# Waste and Recycling/Street Cleaning - our service commitment

Spelthorne Borough Council wants to work with you to provide a waste and recycling service, which is sustainable and affordable and meets the needs of local residents. This charter sets out our commitments for the delivery of waste and recycling services, the standards you can expect from us and how you can help us meet these standards.

Our Environmental Services and Direct Services team delivers waste and recycling services. The services cover:

- The collection of household rubbish and bulky household waste
- The provision of local recycling facilities and services;
- Clearing illegal dumping.

We aim to:

- Provide a sustainable waste and recycling service which discourages waste production and encourages reuse and recycling;
- Raise local awareness about waste and recycling and the range of services available through communication via the Council's Borough Bulletin, website, promotions, presentations and displays;
- Actively encourage local people to care for their environment;
- Encourage people to give their views and take them into account;
- Investigate and rectify, where necessary, street cleansing complaints within 24 hours;
- Investigate all incidents of fly tipping and where appropriate arrange for the removal and disposal of illegally dumped rubbish from Council owned land within three working days of a request being made;
- Take action, which could include prosecution, against anyone who fly tips;
- Remove abandoned vehicles that do not require consent for removal within two working days, all others within 12 working days;
- Remove offensive graffiti within 24 hours of notification.

What you can expect from us

We will:

- Provide a helpful, friendly and courteous service;
- Let you know what action we can take to deal with your query, and the likely time it will take to sort out;
- Keep you informed of how we are dealing with your query;
- Collect your household rubbish on alternate weeks, on the same day;
- Return within one working day if we miss your rubbish collection, due to an error on our part, during the normal weekly collection;
- Inform you of any changes to your normal collection service before Christmas, New Year and Easter holidays through the local press, Borough Bulletin and our web site;
- Provide help to the elderly or disabled who are unable to move their wheelie bin to the kerbside, through the **ASSISTED COLLECTION SCHEME**;

- Provide recycling banks across the borough to deposit cans, glass, newspapers and textiles;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability, or sexuality.

You can help us by:

- Making sure that any bulky waste you have asked to be collected is put outside on the day given to you for collection, and ensuring that it is kept just inside the boundary of your home where it can be easily loaded into the collection vehicle;
- Never putting waste oil, petrol, asbestos, syringes, medical dressings or hazardous chemicals in your bin;
- Wrapping up any sharp items such as broken glass and not putting anything in the container that might.