

Wheeled bin policy for Spelthorne Borough Council's alternate weekly rubbish and recycling collection service

1	Alternative sack system
1.1	- Properties that do not meet the requirements in the physical assessment (see section 12) will remain on a weekly rubbish collection.
	Process
1.2	- Initial property survey conducted and difficult properties identified.
1.3	- Decision recorded on electronic database.

2	Assisted collection
2.1	- This service is offered to elderly or infirm who may require assistance with their wheeled bin.
2.2	- The waste operative will collect and return the wheeled bin from the location where it is kept, as determined by the appropriate Officer.
	Process
2.3	- Officer undertakes visit after receiving request.
2.4	- Details are recorded on electronic database.

3	Bin collection point
3.1	- Wheelie bins must be placed at the kerbside nearest to the property, by the householder on the correct collection day by 6am.
3.2	- Alternatively it may be placed at any other reasonable point near to the property which shall be determined by the Council.
	Process
3.3	- Officer visit to property to assess bin collection point and determine appropriate bin collection arrangements.
3.4	- Officer to inform crews.

4	Bin replacement
4.1	- Spelthorne will replace the bin if damaged during the emptying process or while the bin is being returned to the kerbside.
4.2	- Stolen wheelie bins will be replaced by the Council free of charge on receipt of a crime reference number. Subsequent stolen bins will have to be replaced at the current purchase price from the Council by the householder.
4.3	- It is the responsibility of the householder to replace wheeled bins which have been lost or damaged by the householder or other parties.
	Process
4.5	- Resident reports need for bin replacement.
4.6	- Invoice to be sent for payment before bin is delivered.
4.7	- Council will act accordingly.

4.8	- Action recorded on electronic database.
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5	Bin size
5.1	- Households will be issued with 2 x 240 litre wheelie bins, one for rubbish and one for recycling.
5.2	- Smaller 140 litre bins are available on request.
5.3	- Households with 5 or more permanent residents may be issued with an extra 240 litre bin of rubbish and recycling, if requested. Residents who have certain medical conditions may require larger storage capacity and provision for additional bin capacity in such circumstances can be requested.
Process	
5.4	- In the case of requests for additional capacity, the Council will work with the household to make sure that every reasonable effort to divert recyclables out of the residual waste stream into the recycling wheeled bin has been made, and that extra waste is being generated on a regular basis.
5.5	- Once Officers have discussed individual requirements with residents, 'free' wheeled bin delivery will then be arranged.
5.6	- Residents not producing large quantities of waste who request smaller 140 litre wheeled bins will be reminded at the time of the exchange of the policy relating to non-collection of side waste.
5.7	- Action recorded on electronic database.

6	Bin storage
6.1	- Wheeled bins issued will be stored at the front or rear of a property or in a bin store, as appropriate.
6.2	- Individual arrangements will be made for properties with no outdoor space to store wheeled bins.
Process	
6.3	- Officer visit to property to assess bin storage and determine appropriate collection arrangements.
6.4	- Decision is recorded on electronic database.

7	Contamination of recycling
7.1	- Recycling bins will only be emptied if the recycling is free of contamination.
Process	
7.2	- Notices will be applied to non-compliant bins.
7.3	- If the matter continues an officer will visit the property to help determine the problem and offer support on how to maximise recycling and eliminate contamination.

8	Excess recycling
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8.1	- All recycling should be contained in the wheelie bin.
8.2	- Extra lighter recyclables will be collected from the side of the wheeled bin if uncontaminated and visible and contained in an appropriate plastic sack.

9	Excess rubbish
9.1	- Only refuse contained within the wheelie bin with the lid closed will be collected.
9.2	- Excess/side waste will not be collected.
	Process
9.3	- Notices will be applied to non-compliant bins.
9.4	- If the matter continues an officer will visit the property to help determine the problem and offer support on how to reduce rubbish and divert it to recycling.

10	Flats
10.1	- Individual or bulk bins will be provided depending on space and the requirements of the residents, the managing agency or residents association.
	Process
10.2	- Initial property survey conducted and difficult properties identified.
10.3	- Consultation with residents, the managing agency or resident association.
10.4	- Decision recorded on electronic database.

11	Ownership
11.1	- The wheelie bins are the property of the Council.
11.2	- Once delivered the wheelie bin is the responsibility of the householder.
11.3	- Only Spelthorne Borough Council bins will be emptied.

12	Physical assessment
12.1	- Bins will be issued to all properties unless: <ul style="list-style-type: none"> • There is no space at all at the front or back of the property for storage • There is an excessive number of steps to move bins to the kerbside
	Process
12.2	- Initial property survey conducted and properties that do not meet physical assessment criteria identified.
12.3	- Decision recorded on electronic database.