

# WASTE AND RECYCLING SERVICE POLICY

Environmental Services



September 2024



**BOROUGH OF  
BROXBOURNE**  
[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

EM24/0955

# Contents

<b>Foreword</b>	<b>3</b>
<b>Waste and recycling services – what we do</b>	<b>3</b>
<b>Kerbside waste and recycling collection services</b>	<b>5</b>
1. Standard service – for houses and flats with access to the kerbside service	5
2. Kerbside recycling collections	6
3. Weekly food waste collections	8
4. Green wheeled bins for subscription-only collection of garden waste	9
5. Black wheeled bin for collection of non-recyclable waste	10
6. Collection times	12
7. Missed collections	12
8. Applications for larger wheeled bins for non-recyclable waste	12
9. Assisted collection service	12
10. Bank and public holiday collections	13
11. Replacement containers	13
12. Residents moving house and new residents	13
13. Adverse weather conditions	13
14. Enforcement	14
<b>Waste and recycling services for flats</b>	<b>14</b>
15. Waste storage arrangements	14
16. Recycling and food waste collections	14
<b>Recycling Points and Household Waste Recycling Centres</b>	<b>15</b>
17. Recycling Points	15
18. Household Waste Recycling Centres (HWRCs)	16
<b>Other waste and recycling services in Broxbourne</b>	<b>17</b>
19. Bulky waste	17
20. Commercial waste and recycling	17
21. Waste produced as a result of a medical condition	17
22. Real nappy scheme	17
23. Service standards	18
24. Useful contacts	18
<b>Appendix A – Your A-Z Recycling Guide</b>	<b>19</b>
<b>Appendix B – Frequently Asked Questions</b>	<b>22</b>

## FOREWORD



*Councillor Paul Seeby,  
Cabinet Member for Environment*

Waste and recycling is a key service for Local Authorities; as it affects all residents.. An important part of the Council's Corporate Plan, which seeks to encourage sustainable living, is to improve and develop Broxbourne's waste reduction, recycling and disposal efforts. Environmental sustainability encourages everyone to be aware of their resource consumption and to reduce unnecessary waste; prevention and reuse options are just as important as what is recycled. The Council's Waste and Recycling Service Policy sets out the services provided to households across the Borough to ensure they are able to manage their waste responsibly, removing as much recyclable material as possible from the residual waste stream. Households are responsible for the waste they produce and it is important to make full and proper use of these services so that Broxbourne can continue to reduce residual waste and to ensure the quality of the recyclable material the Council collects.

## WASTE AND RECYCLING SERVICES

This policy sets out the requirements of the waste and recycling collection service to ensure that services operate effectively and efficiently, and support the Council's Corporate Plan. The policy aims to clearly outline the service to avoid any uncertainty for residents, members and officers.

Under Section 46 of the Environmental Protection Act, the Council has specific powers to stipulate:

- The type and size of the collection containers
- Where the containers must be placed for collecting and emptying
- The materials or items which may or may not be placed within the container.

The Council provides the following services:

A weekly food waste collection. Households receiving this service are provided with one 23 litre brown food waste bin and a five litre green kitchen food caddy.

Fortnightly kerbside recycling collections. Households receiving this service are provided with three 55 litre kerbside boxes for recycling as follows:

- (i) Cans and plastics, with a net or hat to help contain the contents and avoid windblown materials
- (ii) paper and flattened cardboard, with a lid to help ensure contents remain contained and dry
- (iii) glass bottle and jars, with a lid to ensure boxes are not overloaded.

Fortnightly non-recyclable waste collections. The Council provides households receiving this service with one 180 litre black wheeled bin.

The Council's collection teams should return bins and boxes to property boundaries or designated collection points. Kerbside boxes should be stacked with lids and nets or hats placed in the top box.

Flat complexes will usually require communal bin provision for all residents to use. This provision needs to be convenient and accessible both for residents (within 30 metres of the door of a property) and for the Council's collection teams (within 10 metres of the collection vehicle). The Borough's Recycling Points provide those residents without access to kerbside recycling collections an opportunity to remove recyclable material, as outlined above, from their domestic waste.

Service issues should be directed to the Council rather than to the collection teams whilst the service is in operation. Useful points of contact can be found on page 18, section 24.

An assisted collection can be agreed from an external, ground level collection point (within 10 metres of the boundary or normal collection point) for residents in households where no able bodied adult is able to move waste and recycling containers to the property boundary: [www.broxbourne.gov.uk/waste/apply-help-put-bin/1](http://www.broxbourne.gov.uk/waste/apply-help-put-bin/1)

A free clinical waste collection from home addresses: [www.broxbourne.gov.uk/waste/clinical-waste/1](http://www.broxbourne.gov.uk/waste/clinical-waste/1)

A chargeable bulky waste collection service for domestic households: [www.broxbourne.gov.uk/bulkywaste](http://www.broxbourne.gov.uk/bulkywaste)

An opt-in chargeable green (garden) waste collection for domestic properties: [www.broxbourne.gov.uk/greenwaste](http://www.broxbourne.gov.uk/greenwaste)

Commercial waste and recycling services. For more information please email [commercialwaste@bestbob.co.uk](mailto:commercialwaste@bestbob.co.uk) or call **01992 785640**.

## 1. The standard recycling and waste service for houses and new flat developments







- 1.1 For most houses the Council provides waste and recycling collections from the front property boundary. Where collections from the front property boundary are not possible (for example private access/service roads, or where an assisted collection has been agreed) residents will be informed of the designated collection point.
- 1.2 New flat developments, and increasing numbers of older sites, are provided with communal waste and recycling collections. These will usually be from bin store areas; landlords and managing agents should inform tenants of the waste management arrangements for the site.
- 1.3 The standard service provides a weekly food waste collection; a fortnightly collection of separated cans and plastics; paper and cardboard; and glass bottles and jars; and a fortnightly collection of non-recyclable household waste.

The Council provides houses receiving this service with:

- One five litre kitchen food waste caddy
  - One 23 litre kerbside food waste bin
  - Three 55 litre kerbside boxes; one with a net or hat, for cans and plastics; one with a lid, for paper and cardboard; and another box with a lid for glass bottles and jars
  - One 180 litre black wheeled bin for non-recyclable waste (the Council will only empty authorised bins). All waste should be securely contained in the bin provided and the bin lid should be fully closed. No additional non-recyclable waste will be collected
  - The Council provides flat complexes receiving this service with communal bins appropriately labelled for cans and plastics; paper and cardboard; glass bottles and jars; and food waste. The size and provision of non-recyclable waste bins will be dependent on the size of the site. All non-recyclable waste should be securely contained in the appropriate bin and bin lids should be closed. No additional non-recyclable waste will be collected.
- 1.4 The Council also provides an opt-in, chargeable fortnightly green (garden) waste collection. This service is available to residential households within the Borough of Broxbourne where it is operationally practical to provide the service, and where the property has adequate space to store the green wheeled bin/s within the property boundary. A 240 litre green wheeled bin is provided to residents subscribed to this service.
  - 1.5 Waste services for older flat complexes, flats above shops, and properties in rural/country roads or narrow residential roads.
    - Flats built before 2013, including flats above shops may have no provision for recycling services. These properties receive weekly waste only collections
    - The Council will extend the standard waste and recycling collection service to these sites where suitable, secure and accessible bin store areas can be provided. Residents should approach their landlord, managing agent, or residents' association in the first instance
    - The kerbside recycling collection service does not currently extend to properties on rural/country roads or some narrow residential roads, as it is not operationally practical to provide this service.



## 2. Kerbside recycling collections

Cans and plastics	Yes please	No thanks
  <p>(loose items please)</p>	<p>Plastic bottles and containers should be emptied, washed and squashed.</p> <ul style="list-style-type: none"> <li>• Soft drinks and milk bottles</li> <li>• Shampoo and cosmetics bottles</li> <li>• Empty household cleaner bottles</li> <li>• Pots, tubs and trays</li> <li>• Food tins and drinks cans (rinsed)</li> <li>• Aerosol cans</li> <li>• Foil and foil trays including foil takeaway containers, empty and clean.</li> </ul> <p>Use your net or hat to help contain the contents and avoid windblown materials.</p>	<ul style="list-style-type: none"> <li>• Carrier/plastic bags</li> <li>• Polystyrene items</li> <li>• Cling film</li> <li>• Large rigid plastics, e.g. furniture, toys</li> <li>• Food waste</li> <li>• Bubble wrap; pouch packaging</li> <li>• Any other non-plastic recyclables.</li> </ul>
Paper and cardboard	Yes please	No thanks
  <p>(loose items please)</p>	<p>Large cardboard boxes should be flattened and broken down to no bigger than the box base to fit on the recycling vehicle. Then place neatly underneath/besides your box.</p> <ul style="list-style-type: none"> <li>• Paper and magazines</li> <li>• Junk mail and envelopes</li> <li>• Catalogues, brochures and directories</li> <li>• All cardboard (flattened) including cereal, pizza and shoe boxes</li> <li>• Milk and juice cartons (including Tetra Pak, Pure-Pak and Elo-Pak).</li> </ul> <p>Use the lid to help keep contents dry and secure.</p>	<ul style="list-style-type: none"> <li>• Laminated paper or card</li> <li>• Hardback books</li> <li>• Coffee cups</li> <li>• Greasy pizza boxes</li> <li>• Plastic carrier bags</li> <li>• Any other non-paper/card recyclables.</li> </ul>
Glass bottles and jars	Yes please	No thanks
  <p>(loose items please)</p>	<ul style="list-style-type: none"> <li>• Clean and empty glass bottles</li> <li>• Clean and empty glass jars.</li> </ul> <p>Use the lid to ensure the boxes are not overloaded.</p>	<ul style="list-style-type: none"> <li>• Broken glass</li> <li>• Light bulbs and tubes</li> <li>• Window glass</li> <li>• Carrier/plastic bags</li> <li>• Any other non-glass recyclables.</li> </ul>

- 2.1 Tins, cans, plastic bottles, pots, tubs, trays and foil take-away containers should be empty and clean of food and liquid. Large bottles should be flattened. Plastic tops and metal lids can be recycled in the cans and plastics kerbside box (or cans and plastics labelled communal bin).  
NB polystyrene items, for example cups, packaging and pellets; and plastic bags, films and pouches, cannot be recycled in your kerbside boxes and should be disposed of in the non-recyclable waste bin.
- 2.2 ALL cardboard packaging and boxes must be flattened. Large cardboard boxes should be flattened AND broken down to no bigger than the kerbside box base so that they can be loaded on to the Council's vehicles. If necessary, flattened and broken down cardboard boxes can then be placed neatly underneath/beside the kerbside box for collection. Very large cardboard packaging, for example TV or white goods boxes, can be taken to a Recycling Point or to a Household Waste Recycling Centre (HWRCs) at Brookfield Turnford or Pindar Road, Hoddesdon (see section 17).
- 2.3 Residents can request up to three additional kerbside boxes (or replacement boxes if original boxes are damaged) by visiting the Council's website at [www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin/1](http://www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin/1)
- 2.4 If a recycling container cannot be emptied, the collection team will record the reason (examples are provided in Table 1). Householders should take action as outlined in Table 1:

Table 1 Non collection of kerbside recycling

Reasons for non-collection	Action required by resident
Incorrect material placed in recycling container	Remove incorrect materials
Excessive food or liquid in recyclables	Empty and rinse food and liquids from recyclables
Mixed recyclables in recycling container	Sort materials into correct recycling containers
Use of carrier bags	Remove recyclables from carrier bags and place loose in the correct recycling container
Broken glass in recycling container	Carefully remove broken glass, wrap well and dispose of safely in the non-recyclable waste bin
<b>Once action is complete - place the recycling container out on your next scheduled collection</b>	

- 2.5 The Council currently uses One, or Single Pass vehicles which reduces the number of recycling vehicles on the roads. The independent operational systems on these vehicles allow the collection of three different waste streams, cans and plastics; paper and cardboard; and glass bottles and jars, in one round.
- 2.6 To collect as efficiently as possible, in some locations, Council operatives may empty the contents of several recycling boxes into wheeled bins before loading the contents of the wheeled bin directly onto the recycling lorry using the bin lifter. Each bin is used for a dedicated recycling stream (e.g. paper and cardboard) to maintain the strict segregation of recyclable materials. Separating as many recycling streams as possible at the point of collection ensures the best quality recyclates. This allows the Council to sell the segregated recyclables helping to offset the cost of the waste collection services. Please see Appendix B point 25 for information on the segregated recyclables.

### 3. Weekly food waste collections

<b>Food Waste</b> 	<b>Yes please</b>	<b>No thanks</b>
	<ul style="list-style-type: none"> <li>• Leftovers and out of date food</li> <li>• Cooked and uncooked food</li> <li>• Fruit and vegetables, including peelings, scraps, pips and cores</li> <li>• Bread, pastries and cakes</li> <li>• Meat and fish, including bones (raw and cooked)</li> <li>• Dairy products and eggs</li> <li>• Pasta, rice and beans</li> <li>• Tea bags and coffee grounds.</li> </ul> <p>You can line your kitchen caddy with newspaper or with <b>ANY</b> soft plastic bag such as bags from bread, salad, fruit or vegetables. Please do not use black sacks or compostable bags.</p>	<ul style="list-style-type: none"> <li>• No black sacks</li> <li>• No compostable bags</li> <li>• No packaging</li> <li>• No cooking oil.</li> </ul>

- 3.1 The Council supplies a green five litre caddy for residents to collect food waste in their kitchens, and a brown 23 litre food waste bin for the weekly collection of food waste. Food waste should be transferred to the brown food waste bin (or communal green bin with the food waste label), and set out for emptying weekly at the same collection point as other waste and recycling containers.
- 3.2. The food waste is treated by means of anaerobic digestion, not by composting. Residents may line their five litre kitchen food caddy with newspaper, or with any small or medium sized plastic bag (e.g. small carrier bags, fruit and vegetable bags, and bread bags including those which might ordinarily be thrown away) or with seven litre or similar sized bin liners. These bags are extracted during the anaerobic digestion process.
- 3.3 Residents can find out about the anaerobic digestion (AD) process by visiting plant operator Biogen's website at [www.biogen.co.uk/Anaerobic-Digestion](http://www.biogen.co.uk/Anaerobic-Digestion)
- 3.4 Replacement 23 litre food waste bins and five litre kitchen caddies can be obtained by visiting the Council's website [www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin/1](http://www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin/1).
- 3.5 Households of six or more permanent occupants may obtain a second 23 litre food waste bin.
- 3.6 Residents producing large quantities of food waste are advised to visit the Love Food Hate Waste website at [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com) for advice on reducing waste food.
- 3.7 If a food waste bin cannot be emptied it may be stickered and the collection team will record the reason. Householders should take the relevant action as highlighted in Table 2.

Table 2 - Non-collection of food waste

Reasons for non-collection	Action required by resident
Incorrect materials (materials other than waste food ) or wrong types of bags/wrappings placed in bin	Remove any incorrect materials or bags/wrappings
Food waste set out in bags or in the green kitchen caddy	Transfer food waste to brown food waste bin or communal bin with the food waste label
<b>Once action is complete - place the food waste bin out on your next scheduled collection</b>	



#### 4. Green wheeled bins for subscription only collection of green waste

4.1 The Council offers a subscription only green (garden) waste collection service for which it supplies households with one 240 litre green wheeled bin per subscription purchased. Green bins are emptied from property boundaries fortnightly, on the same weekday but one week after the non-recyclable waste bin and recycling containers. There is no green waste collection over the two week period including Christmas Day and New Year's Day.

Green wheeled bin (chargeable service)	Yes please	No thanks
	<ul style="list-style-type: none"> <li>• Grass cuttings</li> <li>• Hedge trimmings, twigs and leaves</li> <li>• Plants, flowers and deadheadings</li> <li>• Weeds</li> <li>• Small branches and real Christmas trees (cut up to 2cm thick)</li> <li>• Straw and hay.</li> </ul>	<ul style="list-style-type: none"> <li>• Any food waste, this should go in your food waste bin</li> <li>• Any cardboard</li> <li>• Plastics of any type (including bags, wrapping and plant pots)</li> <li>• Treated wood, fence panels or building materials</li> <li>• Grass turf or soil</li> <li>• Branches over 2cm thick</li> <li>• Tree stumps or whole Christmas trees</li> <li>• Cat litter or other animal faeces</li> <li>• Textiles.</li> </ul>

4.2 Collections for the green (garden) waste service are available to residents who have subscribed to the service in advance. The service is available to all residential households within the Borough where it is operationally practical for the Council to provide the service, and the property has adequate space to store the green wheeled bin(s) provided within the property boundary. Residents can find the full terms and conditions, information on current service charges, and apply on the Council's website at [www.broxbourne.gov.uk/greenwaste](http://www.broxbourne.gov.uk/greenwaste)

4.3 Subscribers receive an official service sticker to be applied to the lid of their green bin(s) to indicate that the subscription has been paid. Only green bin(s) set out correctly, containing only green (garden) waste and displaying a current service sticker on the lid, will be emptied. Bin lid stickers expire at the end of each financial year i.e. 31 March.

4.4 The Council provides the 240 litre green bin for the duration of the service. These bins remain the property of the Council. Customers are responsible for the bins whilst the service remains active. The Council will collect the bin(s) when the subscription is cancelled or not renewed.

4.5 Duplicate or replacement stickers will only be issued to replace lost or damaged stickers or bins.

4.6 If a bin cannot be emptied, the Council's collection team will record the address and the issue. Residents should take the action highlighted in Table 3. Residents should note that wet or frozen material or branches may adhere to the bin or become lodged in the bin despite the bin being shaken during tipping operations. Residents may need to loosen such material to ensure that it can be emptied. Unfortunately, it is not possible to return until the next scheduled collection to empty bins where the contents have not fully cleared on tipping.

Table 3 - Non-collection of green wheeled bin

Reason for non-collection	Action required by resident
No valid service sticker displayed on the lid of the green bin	If you have subscribed to the service please contact the Council on <b>01992 785555</b> to request a replacement service sticker
Incorrect materials (e.g. food, refuse, plastics) placed in bin	Remove any incorrect materials

Bin lid unable to fully close	Remove material to ensure the lid can be fully closed
Bin is too heavy, for example filled with compacted material, soil or clay	Remove items responsible for bin exceeding safe collection weight
Contents frozen or compacted	Loosen frozen or wet material immediately before collection

**Once action is complete - place bin out for collection on the next scheduled collection day**

- 4.7 Residents moving to another house in the Borough, where the green waste collection service is provided (it is not operationally practical to provide the service to some locations in the Borough), can transfer their green bin subscription to their new address subject to them contacting the Council. New residents moving to the Borough can subscribe to the service by visiting the Council’s website at [www.broxbourne.gov.uk/greenwaste](http://www.broxbourne.gov.uk/greenwaste)
- 4.8 The full terms and conditions of the Green Waste Subscription Service can be found by visiting the Council’s website at [www.broxbourne.gov.uk/greenwaste](http://www.broxbourne.gov.uk/greenwaste)
- 4.9 Residents who do not produce much green waste may wish to:
  - Compost green garden waste at home. Find out how to build a compost heap online. Alternatively, consider purchasing a home composting unit – [getcomposting.com/collections/area-offers-hwp](http://getcomposting.com/collections/area-offers-hwp)
  - Take green waste, free of charge, to one of the Household Waste Recycling Centres (HWRCs) in Turnford and Hoddesdon (see section 18)
  - Share a green bin with a neighbour; one household will need to take out the service subscription and will be responsible for the green bin.

**5. Black wheeled bin for collection of non-recyclable waste**

 <b>Black wheeled bin</b>	Yes please	No thanks
	<ul style="list-style-type: none"> <li>• Non-recyclable waste</li> <li>• Bin lid closed.</li> </ul>	 <ul style="list-style-type: none"> <li>• No paint</li> <li>• No oils or liquids</li> <li>• No hazardous waste</li> <li>• No bulky items, electrical goods etc.</li> <li>• No side waste on top of or alongside the bin</li> <li>• No food waste</li> <li>• No recyclable material</li> <li>• No crocodile (open) lids.</li> </ul>

- 5.1 The Council’s standard provision for the collection of non-recyclable waste is one 180 litre black wheeled bin per dwelling which is emptied every two weeks.
- 5.2 Bin lids must be closed. Bags of waste or other waste items placed alongside or on top of the bin will **not** be collected.
- 5.3 Residents finding it difficult to contain their waste in their black bin should:
  - Check that as much waste as possible is being recycled. Items that should be saved for recycling are listed in sections 2 and 3. Recyclable items often found in the rubbish bin are listed at Appendix B, question 4
  - Take any surplus bags of waste free of charge to the Household Waste Recycling Centres at Turnford and Hoddesdon (see section 18.2)

- Check whether they qualify for a larger black wheeled bin of 240 litres capacity. These may be allocated to households:
  - With six or more permanent occupants where all reasonable efforts have been taken to remove recyclable material from the non-recyclable waste bin
  - Producing significant quantities of non-recyclable waste for medical reasons
  - Where mobility or disability issues hamper resident participation in recycling services

Residents can apply for a larger bin by visiting the Council’s website

[www.broxbourne.gov.uk/largerbin](http://www.broxbourne.gov.uk/largerbin).

- Request a waste review visit from a member of the waste management team. A team member will examine waste and recycling and discuss waste issues with the resident. Where it becomes clear that, despite all reasonable efforts being made to recycle, significant quantities of non-recyclable waste are being routinely generated, a larger non-recyclable waste bin, or an additional non-recyclable waste bin, may be granted for as long as the circumstances continue.

5.4 The Council will only empty authorised bins (i.e. black bins provided by the Council and carrying the Council Borough logo), and presented at the property boundary or designated collection point by 6am on the scheduled collection day. Collection is limited to one authorised bin per property except where the Council’s Waste Management Team has visited and authorised a larger, or second bin to be used by a particular household as outlined in 5.3. The black wheeled bins are solely for the use of containing and collecting domestic waste. The black wheeled bin is provided for use by households but remains the property of the Council. The Council does not sell or authorise the sale of black Broxbourne wheeled bins and unauthorised additional Broxbourne bins found at properties will be removed.

5.5 Waste will be collected ONLY from a Council supplied black bin except in the following circumstances:

- Flat complexes where there are more than 12 individual properties
- Properties on country roads where it is not possible, or operationally practical to provide kerbside recycling collections
- Dwellings in which the occupant has been given permission to set out waste in sacks at or near the front doorstep because the property does not have adequate space to store the black wheeled bin within the property boundary.

5.6 Residents should make their own arrangements for the disposal of bulky waste. Bulky items can be taken free of charge to the Household Waste Recycling Centres (HWRCs) at Brookfield, Turnford and Pindar Road, Hoddesdon. Alternatively, the Council offers a chargeable bulky waste service. For more information visit the Council website at [www.broxbourne.gov.uk/bulkywaste](http://www.broxbourne.gov.uk/bulkywaste) or contact the Council on **01992 785555** for help to complete the online form.

5.7 Please refer to Table 4 before reporting a missed waste collection

Table 4 - Non-collection of black wheeled bins

Reason for non-collection	Action required by resident
Bin lid not fully closed	Remove surplus material so bin lid closes fully
Bin too heavy	Remove heavy materials so that bin can be handled safely by crew and by bin lifter.
Bags of waste left on or beside bin	Only the wheeled bin will be emptied. Residents should take surplus bagged waste themselves to the Household Waste Recycling Centres and check that they are recycling as much as possible.
Unauthorised additional bin	Cease to use the unauthorised bin. Help the Council recover the bin. Follow Council guidance on recycling and reducing waste.
Paint, oil or other liquids	Remove and safely dispose of these items.
<b>Once action is complete - place bin out for collection on the next scheduled collection day</b>	

## 6. Collection points and collection times

- 6.1 Residents should place their food waste bins, recycling boxes, black non-recyclable waste bins, and green (garden) waste bins at the boundary of their property, or other designated collection point, for collection. Bins and boxes must be left at a single location on the side of the property passed by collection vehicles. Bins and boxes must not be set out before 7.30pm on the evening prior to collection and not later than 6am on the day of collection.
- 6.2 It is important to ensure bins/boxes are set out by 6am on the morning of collection. Collection times may vary for operational reasons and residents should not assume that collections will take place at a specific time.

## 7. Missed collections

- 7.1 Residents are required to report missed collections to the Council by midnight the day after the collection was due. As there are separate vehicles collecting waste, recycling, and food waste, it is important to be sure the collection team has been to the road before reporting a missed collection. Missed collections can be reported at [www.broxbourne.gov.uk/report-missed-bin](http://www.broxbourne.gov.uk/report-missed-bin) or by calling the Council on **01992 785555** (Monday to Friday between 8.30am and 5.30pm). If a missed collection is reported, the container should be left at the designated collection point as the Council will aim to return within two working days.
- 7.2 The Council will not return to empty containers which have not been collected because:
- The contents were mixed or contaminated, too heavy to be loaded on to the vehicle or frozen, jammed in or stuck to the box or bin. This applies to green (garden) waste bins as well as to other containers.
  - They were not set out at the property boundary or other notified collection point in due time.
  - The resident has notified the Council of a missed collection too late to be included in the missed collection service (i.e. after midnight of the day following the scheduled collection).

## 8. Applications for larger black wheeled bins

- 8.1 The standard wheeled bin has a capacity of 180 litres. Applications for larger wheeled bins of 240 litres capacity will be considered from households:
- With six or more permanent occupants in a household
  - Producing significant quantities of non-recyclable waste for medical reasons
  - Where mobility or disability issues hamper resident participation in recycling services.

All requests for larger bins are subject to a waste review, please ensure that all recycling services are being used before applying for a larger bin. Households meeting one or more of the criteria can apply for a larger bin by visiting the Council's website [www.broxbourne.gov.uk/largerbin](http://www.broxbourne.gov.uk/largerbin).

## 9. Assisted collection service

- 9.1 Residents who are elderly or disabled and find it difficult to place their refuse and recycling containers on the boundary of their property can apply for help with their waste and recycling collections by visiting the Council's website [www.broxbourne.gov.uk/waste/apply-help-put-bin](http://www.broxbourne.gov.uk/waste/apply-help-put-bin) or by contacting the Council on **01992 785555**.
- 9.2 Residents may only qualify for an assisted collection where there is no able bodied person over the age of 16 residing at the property.
- 9.3 The Council's collection teams are not able to carry bins, boxes or bags of waste up or down steps. Assisted collection services **are not available to** residents living:
- On first floors and above unless bagged waste can be transported to the ground floor in a lift.
  - In dwellings with steps up or down to a proposed collection point.
  - In housing complexes provided with communal waste and recycling facilities.
  - Assisted collections cannot be made from the rear of properties where collection vehicles pass at the front and vice versa.

## 10. Bank and public holiday collections and collections over Christmas and New Year

- 10.1 Bank holidays and public holidays are served as normal except for Christmas Day, Boxing Day and New Year's Day. Collection dates over the two week period including Christmas Day and New Year's Day may be changed. Up to date collection information is available on the Council's website at [www.broxbourne.gov.uk/bin-collection-date](http://www.broxbourne.gov.uk/bin-collection-date) Residents not able to access the Council's website can contact the Council on **01992 785555** for up to date information.
- 10.2 The green (garden) waste collection is suspended for two weeks over the Christmas and New Year period (for one fortnightly cycle of collections). This period will be detailed on the back of the letter sent out with the service sticker. Scheduled collection dates can also be found on the Council's website [www.broxbourne.gov.uk/bin-collection-date](http://www.broxbourne.gov.uk/bin-collection-date)

## 11. Replacement containers

- 11.1 Where black wheeled bins, green wheeled bins with subscription stickers, kerbside recycling boxes and brown food waste bins are damaged, broken or accidentally removed by the Council, replacements will be provided free of charge. In the case of green (garden) waste bins, subscription stickers will also be reprinted.
- 11.2 Containers reported as stolen or missing will be replaced subject to authorisation by the Waste Management Team.
- 11.3 It is the responsibility of landlords or managing agents to ensure that bins kept in communal bin stores are secure against unauthorised removal. The maintenance and replacement of 1,100 litre non-recyclable waste bins is the sole responsibility of the managing agent.

## 12. Residents moving house and new residents

- 12.1 Residents moving within the Borough and subscribed to waste services, for example an assisted collection or larger bin, or green waste subscription, need to complete the [change of address form](#) Green waste subscriptions can also be transferred to the new address where covered by the green waste service. The green wheeled bin(s) should be taken to the new address and new service stickers will be provided.
- 12.2 Residents moving house are asked to leave their black wheeled bin, their recycling boxes and their food waste containers at the property they are vacating.
- 12.3 New residents can find information about the Council's waste and recycling services, including how to obtain bins and boxes if they find they do not have a full complement of containers by visiting the Council's website at [www.broxbourne.gov.uk/waste](http://www.broxbourne.gov.uk/waste) or by contacting the Council on **01992 785555**.

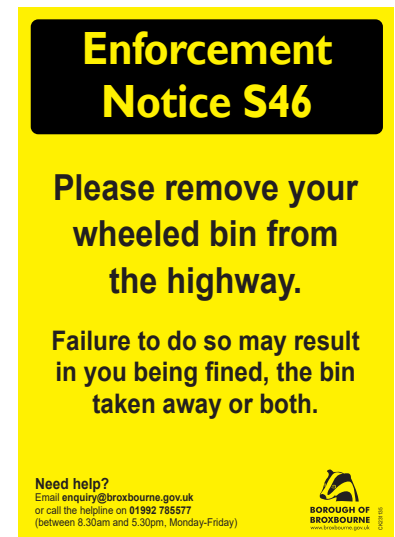
## 13. Adverse weather conditions and other emergencies

- 13.1 In the event of floods, gale force winds, prolonged icy conditions or heatwaves, or in the case of local or national emergencies, it might be necessary to change the waste and recycling service. Any changes to the service will be notified on
- (i) The Council's website [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)
  - (ii) The Council's X feed [X.com/BroxbourneBC](https://x.com/BroxbourneBC)
  - (iii) The Council's Facebook page [www.facebook.com/BroxbourneBC](https://www.facebook.com/BroxbourneBC)
  - (iii) The Council's Instagram [www.instagram.com/BroxbourneBC](https://www.instagram.com/BroxbourneBC)
- 13.2 During periods of snow and ice roads may be impassable and wheeled bins (including green garden waste bins) or other containers and their contents may become frozen solid. Where this happens bins will be emptied on their next scheduled collection day assuming weather conditions permit. The Council does not regard bins not collected because of freezing conditions as missed collections.



## 14. Enforcement

- 14.1 Waste should not be placed on the highway before 7.30pm on the evening before scheduled collection. Placing containers or bags of waste out early, and failing to remove containers from the highway as soon as possible after emptying, may be deemed a contravention of the Environmental Protection Act 1990. Offenders may be liable to a Fixed Penalty Notice (FPN) or prosecution.
- 14.2 The Council's Environmental Enforcement Team will investigate instances of waste placed on the highway contrary to collection arrangements and may place Enforcement Notice sticker(s) (see example sticker on the right) on sacks or containers.



*Example of enforcement sticker.*

## WASTE AND RECYCLING SERVICES FOR FLATS

### 15. Waste storage arrangements

- 15.1 At most flat complexes, residents are asked to securely bag their waste and to place it in the bins in the bin store area. At most sites, sacks will need to be placed in a designated area or bin store. Residents should ask Housing Managers, Managing Agents or Landlords for advice on where and when to set out waste for removal.
- 15.2 The Council is not responsible for the cleanliness of bin stores or waste areas. The Council will not remove spilled waste items, torn or surplus refuse sacks or bulky waste items from bin stores or waste areas. Where residents find that there are problems with spilled or surplus waste or bulky waste left in bin stores, they should contact their Housing Manager, Managing Agent or Landlord rather than the Council.
- 15.3 Where vehicles or other obstructions block access to bin stores or waste areas, Council teams will return later in the day. If collections are still not possible, the Council's collection teams will record the issue and the Council's waste management team will inform the Housing Manager or Managing Agent.
- 15.4 The Council does not offer assisted collections at flats that are already provided with communal waste facilities (bins, stores or cupboards). Assisted collections cannot be offered if doing so would involve the Council's collection teams carrying bags, bins or boxes up or down steps.

### 16. Recycling and food waste collections

- 16.1 Communal recycling facilities in the form of wheeled bins, clearly labelled for recyclable waste (cans and plastics, paper and cardboard, glass bottles and jars), have been provided in bin stores and bin areas at some flat complexes. Where these facilities are available, residents are advised to use durable and reusable Bags for Life to store recyclables and then to sort the recyclable material into the appropriately labelled container whenever convenient.
- 16.2 Weekly food waste collections are provided for all new flat developments and some older sites where there is suitable, secure bin store areas. Bin provision for food waste is dependent on the number of properties
- 16.3 The Council expects Housing Managers, Managing Agents or Landlords to be responsible for the proper usage of communal recycling containers and also to arrange for any communal waste food containers to be washed down frequently to prevent odours and maggots.

- 16.4 Developers of new complexes are obliged under the Council's Planning Guidance to provide bin storage with sufficient space for dedicated recycling containers as well as for non-recyclable waste.
- 16.5 The Council will consider the appropriate recycling bin provision for older flat complexes where there is suitable, secure space to do so. Residents of flat complexes keen to participate in recycling services should speak to their Housing Manager or Managing Agent who will be able to contact the Council's Waste Management team. Flat complexes not currently provided with recycling facilities can use the Council's network of Recycling Points (see section 17).

## RECYCLING POINTS AND HOUSEHOLD WASTE RECYCLING CENTRES

### 17. Recycling Points

- 17.1 The following items can be recycled at Broxbourne Council's Recycling Points:
- Cans and plastics
  - Paper and cardboard
  - Glass
  - Textiles.
- 17.2 Recycling Points can be found at the following locations:
- Council Offices' car park, Bishops' College, Cheshunt
  - Chaucer Way, Hoddesdon
  - Goffs Oak Library
  - Hammondstreet Road Playing Fields
  - Holdbrook Estate, Waltham Cross
  - Jubilee Gardens (Spinning Wheel), High Street, Hoddesdon
  - Sainsbury's, Brewery Road, Hoddesdon
  - Marks & Spencer, Brookfield Centre (glass bottles and jars, and textiles only).
  - Tesco, Brookfield Centre (glass bottles and jars only).
- 17.3 Recyclables should be placed in the clearly labelled bins at the Recycling Points. Recycling should be clean and loose, and cardboard packaging should be flattened before placing in the bin. If bins are full residents are asked to contact the Council on **01992 785555**. Recycling should not be left on the ground.
- 17.4 All clean, plastic bottles, pots, tubs and trays can be recycled in the cans and plastics bins at the Recycling Points. No other plastics should be recycled at these sites. Plastic carrier bags and films bearing the 'recycle with carrier bags at larger stores' logo can be recycled at most supermarkets.
- 17.5 The Recycling Points are strictly for recycling. The dumping of waste at Recycling Points is fly-tipping i.e. the illegal depositing of controlled waste. The sites are under CCTV surveillance and enforcement action is taken in the form of Fixed Penalty Notices (FPNs) for fly-tipping or prosecution.

## 18. Household Waste Recycling Centres (HWRCs)

18.1 Hertfordshire County Council operates HWRCs at Brookfield, Turnford and Pindar Road Hoddesdon. The following items can be disposed of or recycled at these sites:

- Surplus household refuse
- Batteries
- Bulky waste items (including broken toys, garden furniture etc.)
- Cans and tins
- Cardboard
- DIY waste (restrictions on quantities apply)
- Electrical goods
- Electronic items
- Fridges and other appliances
- Furniture
- Glass bottles and jars
- Green garden waste
- Light bulbs and tubes
- Metals
- Paper
- Plastics of all types
- TVs and computers
- Tyres
- Wood
- Textiles, clothes and shoes.

18.2 Addresses and opening hours

**The Brookfield Centre, Fairways, Turnford, Cheshunt, Herts EN8 0NP**

Monday – Wednesday	10am-6pm
Thursday and Friday	Closed
Saturday and Sunday	10am-6pm

**Pindar Road Industrial Estate, Hoddesdon, Herts EN11 0BZ**

Monday	10am-6pm
Tuesday and Wednesday	Closed
Thursday - Sunday	10am-6pm

18.3 Further information can be found by visiting the Recycling and Waste section of the Hertfordshire County Council website [www.hertfordshire.gov.uk/recyclingandwaste](http://www.hertfordshire.gov.uk/recyclingandwaste)

## OTHER WASTE AND RECYCLING SERVICES IN BROXBOURNE

### 19. Bulky waste

- 19.1 The Council offers a chargeable bulky waste collection service for items such as furniture, mattresses, white goods (excluding fridges and freezers) and electrical goods. For more information, or to book the service, please visit [www.broxbourne.gov.uk/bulkywaste](http://www.broxbourne.gov.uk/bulkywaste) or contact the Council on **01992 785555**.
- 19.2 Bulky items can be taken free of charge to the Household Waste Recycling Centres (HWRCs) at Brookfield Turnford or Pindar Road, Hoddesdon (see section 18).
- 19.3 Larger household items may be collected through charities and websites such as Freecycle, Freegle, and Freely Wheely. Please note that these sites are not connected with Broxbourne Council and the Council cannot accept responsibility for any issues arising from their use.

### 20. Commercial waste and recycling

- 20.1 Businesses have a legal responsibility to ensure that their commercial waste is contained securely and disposed of correctly, preventing any negative impact on the environment.
- 20.2 The Council's contractor BEST offers a reliable and competitively priced commercial waste and recycling collection service. Please email [commercialwaste@bestbob.co.uk](mailto:commercialwaste@bestbob.co.uk) or call **01992 785640** for further information.

### 21. Waste produced as a result of a medical condition

- 21.1 Where a property receives a black wheeled bin collection, the household may qualify for a larger bin where significant quantities of non-recyclable (non-hazardous) waste is produced at home due to a medical condition.
- 21.2 Where a doctor or medical professional advises that waste from a medical condition will be infectious, special collection arrangements will be required. This service is free of charge and collected from home addresses with a property boundary collection.
- 21.3 More information on the Council's clinical waste service can be found on the Council's website at [www.broxbourne.gov.uk/waste/clinical-waste](http://www.broxbourne.gov.uk/waste/clinical-waste) or by contacting the Council on **01992 785555**.

### 22. HERTS Sustainable Families

- 22.1 The Council, as part of the Hertfordshire Waste Aware partnership, has teamed up with selected suppliers to offer Hertfordshire residents an exclusive 15% discount on a range of reusable nappies, period and incontinence products and other eco living products.

## 23. Service standards

Service	Target
Collect non-recyclable waste, food waste and green waste and kerbside recyclables	Collect on scheduled collection day
Missed collection of any waste type	Return to collect within two working days of receiving a missed collection report
Produce a green waste subscription bin sticker after the new service year has commenced	Within 10 working days of receiving a new application
Deliver replacement or additional green bins and black wheeled bins	Within seven days (replacement bins will be issued subject to authorisation by the Waste Management Team)
Deliver appropriate bins to new developments	Within twenty working days of notice of occupancy (subject to refuse and recycling storage and collection points complying with Planning Regulations)
Empty overflowing banks at Recycling Points	Within 24 hours of receiving a report
Respond to commercial waste and recycling enquiries	Within 24 hours
Medical (infectious) waste	Arrange collection for next weekly service (subject to resident having completed medically endorsed application satisfactorily)

## 24. Useful contacts

### Broxbourne Borough Council:

- Website – [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk) – click on **Bins and recycling** to report missed collections and for information on waste and recycling services
- Service enquiries can also be emailed to [enquiry@broxbourne.gov.uk](mailto:enquiry@broxbourne.gov.uk) or by contacting the Council on **01992 785555** (opening times: Monday – Friday, 8.30am-5.30pm)
- Chargeable, household bulky waste service [www.broxbourne.gov.uk/bulkywaste](http://www.broxbourne.gov.uk/bulkywaste)
- Clinical waste service [www.broxbourne.gov.uk/waste/clinical-waste](http://www.broxbourne.gov.uk/waste/clinical-waste)
- The Council has a formal complaints process and information can be found on the Council's website at [www.broxbourne.gov.uk/compliments-and-complaints](http://www.broxbourne.gov.uk/compliments-and-complaints)
- Commercial and business waste and recycling enquiries – [commercialwaste@bestbob.co.uk](mailto:commercialwaste@bestbob.co.uk) or **01992 785640**.

### Hertfordshire County Council:

- WasteAware website [www.wasteaware.org.uk](http://www.wasteaware.org.uk) and click on links to the County Council's waste and recycling services including the Household Waste Recycling Centres at Brookfield Turnford and Pindar Road, Hoddesdon
- Phone enquiries about County Council services, including permits to take a van to a Household Waste Recycling Centre **0300 123 4051**.
- Home composting advice [www.getcomposting.com](http://www.getcomposting.com) or call **0844 571 4444**.

### Websites for offering reusable items to others in the community:

- Freecycle (<https://www.freecycle.org/find-towns>)
- ILoveFreegle ([www.ilovefreegle.org/explore/region/East](http://www.ilovefreegle.org/explore/region/East))
- Freely Wheely ([www.freelywheely.com/freecycle/hertfordshire](http://www.freelywheely.com/freecycle/hertfordshire))



# Appendix A – Your A-Z Recycling Guide

What is it?	Where should it go?							
	 Paper and cardboard	 Cans and plastics	 Glass bottles and jars	 Food waste	 Green waste	 Household waste	 Recycling Point	 Household waste recycling centre
	 (loose items please)	 (loose items please)	 (all colours) (loose items please)	 In any soft plastic bag (except black sacks)	 (Chargeable service)*			
Aerosol cans		✓					✓	
Aluminium/tin foil		✓					✓	
Ash (once cooled)						✓		
Batteries (domestic)								✓
Biscuit tin		✓					✓	
Biscuit wrappers						✓		
Black sacks						✓		
Bones				✓				
Books (hardback)								✓
Books (paperback)	✓						✓	
Branches (under 2cm)					✓			✓
Bread, pastries and cakes				✓				
Brochures	✓						✓	
Broken glass (wrapped)						✓		
Bubble wrap						✓		
Builders' waste								✓
Butter tubs		✓					✓	
Cardboard (flatten boxes)	✓						✓	
Carpet								✓
Carrier bags						✓		
Cartons (beverage and milk)	✓						✓	
Catalogues	✓						✓	
CDs/DVDs								✓
Cereal boxes	✓						✓	
Cling film						✓		
Clothing (including shoes)							✓	
Coat hangers (plastic)						✓		
Coffee cups (takeaway)						✓		
Cooked and uncooked food				✓				
Cooking oil (used)								✓
Cream pots		✓					✓	
Crisp packets						✓		
Dairy products and eggs				✓				
Directories	✓						✓	
Drinks cans		✓					✓	
Drinks glasses (wrapped)						✓		
Duvets								✓
Egg cartons - cardboard	✓						✓	
Egg cartons - plastic		✓					✓	
Egg shells				✓				
Electrical appliances								✓
Engine oil								✓
Envelopes (without plastic windows)	✓						✓	

\*[www.broxbourne.gov.uk/greenwaste](http://www.broxbourne.gov.uk/greenwaste)

What is it?	Where should it go?							
	Paper and cardboard	Cans and plastics	Glass bottles and jars	Food waste	Green waste	Household waste	Recycling Point	Household waste recycling centre
	 (loose items please)	 (loose items please)	 (all colours)	 In any soft plastic bag (except black sacks)	 (Chargeable service)*			
Face masks and gloves (single use)						✓		
Flowers					✓			✓
Foil (metal)		✓					✓	
Food scrapings				✓				
Food tins		✓					✓	
Fridges and freezers								✓
Frozen food bags						✓		
Fruit and vegetables, (plus peelings, scraps, pips and cores)				✓				
Fruit punnets (cardboard)	✓						✓	
Fruit punnets (plastic)		✓					✓	
Gas Cylinders								✓
Glass bottles and jars			✓				✓	
Grass cuttings					✓			✓
Greetings cards (no glitter)	✓						✓	
Hedge cuttings					✓			✓
Ice cream containers		✓					✓	
Jars (glass)			✓				✓	
Jiffy bags						✓		
Junk mail	✓						✓	
Kettle								✓
Kitchen roll tubes	✓						✓	
Leaves					✓			
Leftovers, out of date and mouldy food				✓				
Light bulbs								✓
Magazines	✓						✓	
Margarine tubs		✓					✓	
Mattress (bed)								✓
Meat trays (no plastic film)		✓					✓	
Meat and fish, including bones (raw or cooked)				✓				
Medicines	Please return to your pharmacy (chemist) for disposal							
Microwave meal trays (rinsed)		✓					✓	
Milk bottles (plastic)		✓					✓	
Mirrors								✓
Motor oil containers								✓
Nappies						✓		
Newspapers	✓						✓	
Ovens and hobs								✓
Paint								✓
Paint pots or containers								✓
Paper bags	✓						✓	
Pasta, rice and beans				✓				
Pet food pouches						✓		

\*www.broxbourne.gov.uk/greenwaste

What is it?	Where should it go?							
	Paper and cardboard	Cans and plastics	Glass bottles and jars	Food waste	Green waste	Household waste	Recycling Point	Household waste recycling centre
	 (loose items please)	 (loose items please)	 (all colours) (loose items please)	 In any soft plastic bag (except black sacks)	 (Chargeable service)*			
Pillows								✓
Pizza Boxes - supermarket	✓						✓	
Pizza Boxes - takeaway (if greasy)						✓		✓
Plants					✓			
Plasterboard								✓
Plastic bottles (including lids)		✓					✓	
Plastic carrier bags						✓		
Plastic coat hangers						✓		
Plastic film (sweet papers or cling film)						✓		
Plastic furniture								✓
Plastic plant or flower pots		✓					✓	
Plastic sweet containers and tubs		✓					✓	
Plastic toys								✓
Plastic trays, pots and tubs		✓					✓	
Polystyrene cups, trays and pellets						✓		
Pyrex						✓		
Reading glasses	Donate to charity							
Ready meal leftovers				✓				
Sawdust						✓		
Shoes							✓	
Shoe boxes	✓						✓	
Shredded paper	✓							✓
Small branches and real Christmas trees (cut up to 2cm thick)					✓			
Soil								✓
Takeaway leftovers				✓				
Tape (sellotape)						✓		
Tea bags and coffee grounds				✓				
Tetra Paks	✓						✓	
Tins		✓					✓	
Toilet roll tubes	✓						✓	
Toner cartridges								✓
Treated wood (fence panels)								✓
Tyres								✓
TVs and monitors								✓
Vapes								✓
Washing powder boxes	✓						✓	
Weeds					✓			
White goods								✓
Window panes (wrapped)								✓
Wood								✓
Yoghurt pots		✓					✓	

\*[www.broxbourne.gov.uk/greenwaste](http://www.broxbourne.gov.uk/greenwaste)

## Appendix B: Frequently Asked Questions: Waste and Recycling

If you can't find the answer to your question, please email [enquiry@broxbourne.gov.uk](mailto:enquiry@broxbourne.gov.uk) or contact the Council on **01992 785555** (between 8.30am and 5.30pm, Monday to Friday).

### Council waste and recycling services

#### 1. When will my waste and recycling be collected?

For most properties waste and recycling collections are fortnightly. Service information for your property can be found at [www.broxbourne.gov.uk/bin-collection-date](http://www.broxbourne.gov.uk/bin-collection-date).

#### 2. Where should I put my non-recyclable waste bin, green waste bin, food waste bin, and kerbside boxes for collection?

If you live in a house or maisonette, please put your wheeled bins, recycling boxes, and brown food waste bin on the front boundary of your property for collection (unless the Council has specified a designated collection point for your property). Containers must be set-out by 6am on the morning of the scheduled collection, and not before 7.30pm the evening prior to collection. All containers should be returned to the property as soon as possible following collection.

If you live at a flat complex but have your own bin stored in a bin area for the site, check the site's arrangements with your landlord or managing agent.

#### 3. I live in a flat. What do I do with my refuse and recycling?

All new flat complexes and some older ones, have bins labelled for non-recyclable waste, recycling, and food waste in the bin store area. You can check the collections for your site online at [www.broxbourne.gov.uk/bin-collection-date](http://www.broxbourne.gov.uk/bin-collection-date). Your landlord or managing agent should also be able to provide this information.

If your flat complex does not have recycling bins and there is no sufficient bin storage to enable the Council to upgrade the collection service, the Borough's Recycling Points provide recycling containers for cans and plastics; paper and cardboard, and glass bottles and jars. All items should be recycled loose i.e. no plastic carrier bags or sacks, in the appropriately labelled bin.

#### 4. I am struggling to fit my rubbish in my black wheeled bin. What should I do?

Check that you and other members of your household are recycling as much as possible. When the Council's waste management team analyse samples of rubbish from the black non-recyclable waste bins, the following, recyclable items will often be found in the non-recyclable waste:

- Food waste
- Drinks cans
- Plastic soft drinks bottles
- Plastic yoghurt pots and food trays
- Plastic bathroom and cleaning product containers
- Milk and juice cartons
- Junk mail, scrap paper, letters, cards and envelopes
- Toilet and kitchen roll tubes
- Cardboard sleeves and sheets
- Foil takeaway containers.

These items take up space in the non-recyclable waste bin but they can all be recycled in kerbside boxes or communal labelled recycling bins, or dedicated food waste bins, which leaves more room in your bin for non-recyclable waste.

Remember to recycle ALL of your food waste in your brown food waste bin, or in the communal green bin with the food waste label, as these are collected weekly.

The Council's A to Z Recycling Guide provides up to date information of what can, and cannot go into your recycling containers. This guide can be found on the Council's website at [www.https://www.broxbourne.gov.uk/recycling](http://www.broxbourne.gov.uk/recycling)

Residents can take surplus bags of waste and bulky waste items, free of charge, to one of the Household Waste Recycling Centres located in Brookfield, Turnford and Pindar Road Hoddesdon. These sites are operated by Hertfordshire County Council, for additional information please visit [www.hertfordshire.gov.uk/services/recycling-waste-and-environment/recycling-and-waste/where-can-i-recycle/household-waste-recycling-centres/household-waste-recycling-centres-local-tips.aspx](http://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/recycling-and-waste/where-can-i-recycle/household-waste-recycling-centres/household-waste-recycling-centres-local-tips.aspx)

## **5. Can I get a bigger waste bin or an extra waste bin?**

Most households will be able to contain their non-recyclable waste in the 180 litre black wheeled bin supplied by the Council provided they recycle as much as they can using their kerbside recycling boxes and brown food waste bin.

Households can apply for a larger 240 litre black wheeled bin where:

- There are six or more permanent occupants
- A household member has a medical condition resulting in extra non-recyclable waste
- A mobility or disability issue hampers resident participation in recycling services.

In exceptional circumstances and on a case by case basis, where households can demonstrate they are regularly producing greater quantities of non-recyclable waste than can be contained in a 180 litre black wheeled bin, additional waste capacity may be provided.

Before applying for a larger bin, please ensure you are using all the recycling facilities available for your household. If you meet one of the three criteria above, you can apply for a larger bin at [www.broxbourne.gov.uk/largerbin](http://www.broxbourne.gov.uk/largerbin).

Larger or additional non-recyclable waste bins cannot be purchased. Residents can however take surplus bags of waste and bulky waste items, free of charge, to one of the Household Waste Recycling Centres (HWRCs) located in Turnford and Hoddesdon. For more information on HWRCs, please visit [https://www.broxbourne.gov.uk/recycling](http://www.broxbourne.gov.uk/recycling).

## **6. I have lots of recycling. Can I have extra kerbside recycling boxes?**

Residents can request up to three additional kerbside boxes by visiting the Council's website at [www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin](http://www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin) or by contacting the Council on **01992 785555**.

Additional brown food waste bins are only available to households with six or more permanent occupants. Residents producing more waste food than can be accommodated in their brown food waste bin should visit the Love Food Hate Waste website at [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com) for advice on reducing waste food.

## **7. Can I use my own box or carrier bags for my recycling?**

You can use your own boxes provided they are no larger than the 55 litre capacity provided. Boxes should be rigid and able to be easily lifted by the Council's collection teams, and any recycling should be separated.



Please DO NOT use cardboard boxes, which fall apart too easily and take up too much space on the vehicle.

Recycling will not be collected where it is presented in carrier bags or sacks.

#### **8. Nappies take up lots of room in my black wheeled bin. What can I do?**

The Council, as part of the Hertfordshire Waste Aware partnership, has teamed up with nappy suppliers to offer Hertfordshire residents an exclusive 15% discount off a range of reusable nappies, accessories and other eco living products. For further information, please visit the Council's website at [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk) or contact the Council on **01992 785555**.

#### **9. I am elderly or disabled and cannot physically move my wheeled bin(s), kerbside boxes or brown food bin to my property boundary. What should I do?**

If there is no other able-bodied adult living in or regularly visiting your home who could set your bins, boxes and food bin out for you, you might qualify for the Council's assisted collection service.

Please visit the Council's website at [www.broxbourne.gov.uk/waste/apply-help-put-bin](http://www.broxbourne.gov.uk/waste/apply-help-put-bin) or contact the Council on **01992 785555** if you need help to complete the online form.

#### **10. What should I do if my wheeled bin(s), kerbside boxes or brown food bin is not emptied?**

Make sure the container is not too heavy and that it was set out at your property boundary, or designated collection point by 6am on the collection day.

Please check that the correct items have been put into the bin or box. To do this check the kerbside waste and recycling collection services section of this policy. Remove any incorrect items and set the container out for your next scheduled collection.

If you find a sticker on an unemptied container, please follow the instructions on the sticker and present the container for emptying on the next collection date.

Frozen, wet or sticky garden waste may not fully empty from green bins when they are tipped to unload, while branches and shrubs may jam in the bin. In these circumstances, the Council will not return to attempt to empty the bin until the next scheduled collection.

If the container has simply been missed, you can report it once the collection team has completed your road by visiting the Council's website at [www.broxbourne.gov.uk/waste/report-missed-bin/1](http://www.broxbourne.gov.uk/waste/report-missed-bin/1). Please contact the Council on **01992 785555** if you need help to complete the on-line form. Missed collections must be reported by midnight on the day following the scheduled collection, the Council will not be able to return for missed bins reported outside of this timeframe. Once reported, containers should be left at the property boundary or designated collection point.

#### **11. My black or green wheeled bin has gone missing or has been damaged. What should I do?**

Please visit the Council's website at [www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin](http://www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin) or contact the Council on **01992 785555** if you need help to complete the online form.

NB: Missing bins often reappear and it is important to let the Council know when this happens to avoid unnecessary journeys.

#### **12. My kerbside boxes or brown food bin has gone missing or has been damaged. What should I do?**

Please visit the Council's website at [www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin](http://www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin) or contact the Council on **01992 785555** if you need help to complete the online form.

### **13. How do I sign up for the green waste collection service?**

The Council operates a subscription only green waste collection service to residential households within the Borough. Please visit the Council's website at [www.broxbourne.gov.uk/greenwaste](http://www.broxbourne.gov.uk/greenwaste) for information, current service fees, and full terms and conditions of the service.

### **14. Why does the Council charge for green waste collections?**

In accordance with Section 4 of the Controlled Waste Regulations 2012, garden waste is classified as household waste for which a charge can be made for collection.

### **15. I do not produce much green waste. What other options are available to me?**

Residents who do not produce much green waste may wish to:

- Share a green bin with a neighbour, provided one person takes responsibility for the green bin and for paying the annual green waste collection service subscription
- Take green waste, free of charge, to one of the Household Waste Recycling Centres (HWRCs) located in Turnford and Hoddesdon
- Compost green waste at home. Advice is available online on creating a compost heap. Alternatively, consider buying a home composting unit. For more information and special offers, visit [www.getcomposting.com](http://www.getcomposting.com) or call **0844 571 4444**.

### **16. Leaves blow into my garden from trees not on my property. Why do I have to pay to have these leaves removed?**

Leaves are green waste which can be bagged and taken, free of charge, to one of the Household Waste Recycling Centres (HWRCs) located in Turnford and Hoddesdon.

Alternatively, leaves can be swept up and made into compost or leaf mould at home, free of charge. Advice is available online on creating a compost heap or turning leaves into leaf mould. You can also consider the one-off purchase of a home composting unit. For more information and special offers, please visit [www.getcomposting.com](http://www.getcomposting.com) or call **0844 571 4444**.

The Council has no obligation to offer green garden waste collections free of charge, even if a resident wishes to dispose of leaves which have blown into their garden from neighbouring properties or from trees maintained by the Council.

### **17. I am moving out of the Borough. Can I have a refund on my green waste collection service subscription?**

The Council does not offer partial refunds on green waste subscriptions once the service year has commenced. Residents moving to another house within the Borough can transfer their service subscription to their new property. Full information can be found on the Council's website at [www.broxbourne.gov.uk/greenwaste](http://www.broxbourne.gov.uk/greenwaste) or by contacting the Council on **01992 785555**.

## **Using recycling services**

### **18. Which plastics can be recycled in my kerbside box?**

All plastic containers, including soft drinks and milk bottles, shampoo and cosmetic bottles, empty household cleaner bottles, yoghurt and cream pots, margarine tubs and meat trays can be recycled in your kerbside box. Please make sure they are empty of any liquid and food waste and give them a quick rinse. Some other plastic items can be recycled at the Household Waste

Recycling Centres (HWRCs) located in Turnford and Hoddesdon. It is not currently possible to recycle plastic bags, films and wrappings.

Please see Appendix A: A-Z Recycling Guide for further information on what you can recycle and where.

**19. Can I put broken glass bottle and jars in my recycling?**

For safety reasons please do not put broken glass bottles and jars out for recycling as this may be a risk to the public and to the collection teams. Please wrap any broken glass in paper and place it in your non-recyclable waste bin.

**20. Do I need to wash out my glass, plastics and cans before recycling them in my kerbside box?**

Please make sure all containers are empty of any liquid or food waste and give them a rinse before putting them in your recycling boxes. This will avoid unpleasant smells during storage. It is not necessary to remove the labels from glass bottles, but please remove corks and lids.

**21. What should I do with large cardboard packaging items (e.g. large screen TVs, white goods etc.)?**

Please break down large cardboard packaging into sheets no bigger than your recycling box, otherwise the cardboard will not fit on to the recycling vehicle. Alternatively, you can take these items to a Recycling Point or to a Household Waste Recycling Centre (HWRCs) located in Turnford and Hoddesdon where large capacity bins are available. Please remove any plastic packaging or polystyrene; all cardboard packaging should be flattened and folded.

**22. Can Pyrex, window glass, drinks glasses and light bulbs be recycled in my kerbside box?**

Please do not put Pyrex, window glass, drinks glasses and light bulbs in your glass kerbside box or communal recycling bin with the glass bottles and jars label. These items are made from glass with a different melting point and have a different chemical composition to glass bottles and jars. They will contaminate the glass bottles and jars recycling if included. If reprocessed with glass bottles and jars, they will produce weak points in the new glass products produced which would make them unsafe to use. These items may go into your non-recyclable waste or be taken to the Household Waste Recycling Centres (HWRCs) located in Turnford and Hoddesdon, to dispose of safely.

**23. Can shredded paper be recycled in my kerbside box?**

Shredded paper can be recycled in your kerbside box with your paper and cardboard, if it is wrapped in newspaper, placed in a paper carrier bag or large envelope to minimise littering.

**24. Do I need to use Biodegradable/Compostable bags for my food waste?**

Food waste is treated by Anaerobic Digestion (AD) which is different from composting, so biodegradable bags are not required. You can use any soft plastic bag (except black sacks) or you can buy seven litre capacity bin liner bags from any supermarket. The AD plant, which processes the food waste, removes the plastic bags at the start of the process and uses the plastic bags to make Refuse Derived Fuel for electricity generation.

## **25. What happens to materials collected for recycling?**

All material collected for recycling is transported to various sites to be processed and made into new products. For instance:

- Cans and plastics are taken to a sorting plant where the different types of cans (aluminium, steel, and tin) and plastics are separated, baled and sent on to different plants for processing into new products.
- Paper and magazines are taken in bulk to a paper mill where they are made into fresh newsprint.
- Card and cardboard are used to make more card products.
- Glass is made into new bottles and jars.
- Green (garden) waste is taken to a nearby composting facility where the material is shredded, treated and turned into compost for use on local agricultural land.
- Food waste is taken to a nearby Anaerobic Digestion plant. The digestion process gives off methane gas which is captured and used on site to generate electricity for the National Grid. The process also produces a digestate (a nutrient rich fertiliser) which is used to fertilise local fields for food production.

## **26. Can the Council turn the collected green waste into compost and sell it?**

The Council does not have the infrastructure to process the quantity of green waste collected in the Borough. The green garden waste collected in the Borough is treated nearby at Cattlegate Farm composting plant near Cuffley. It is used as compost on local farmland.

## **27. Why do I have to separate recycling into different containers when other councils collect mixed recycling?**

The Government seeks to ensure a consistent set of dry recyclable material is collected from all households and businesses. The best quality recyclates, with the best benefits for the environment, can be achieved by separating as many recycling streams as possible at the point of collection. This allows Broxbourne to sell and receive revenue for these segregated recyclables which helps to offset the cost of waste collection services.

## **28. How do I avoid maggots and smells when recycling food waste?**

Maggots and smells can be avoided by following the guidance below:

- Food waste is collected weekly in the brown food bin, remember to put it out for collection every week.
- Contain food waste as soon as possible, either in your kitchen caddy or a sealed container.
- Put food waste in any soft plastic bag (except black sacks) including carrier bags, fruit bags or bread bags or wrap it tightly in newspaper.
- Empty kitchen caddies and containers regularly into the brown food waste bin or communal green bin with food waste label.
- Keep the brown food waste bin lid, or communal green bin (with food waste label) lid closed.
- Keep the brown food bin out of direct sunlight in hot weather to avoid heating up the food waste and increasing the chance of bad smells.

Flies can only lay eggs, which later hatch into maggots, if they have a chance to land on unwrapped/uncontained food. By following the guidance above, the opportunity for flies to lay eggs on the food waste is significantly reduced.

In the unlikely event of maggots getting into your brown food bin, most of them will be removed when the food bin is emptied. If some are left behind, maggots and flies can be killed by using boiling water. You should use a cleaning product with a fragrance to deter flies from laying eggs in your food bin.

## **29. Where can I get more information?**

For further information please visit [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk) and click on **Bins and recycling**; email [enquiry@broxbourne.gov.uk](mailto:enquiry@broxbourne.gov.uk); or contact the Council on **01992 785555** (between 8.30am and 5.30pm, Monday to Friday).