

# Melton Borough Council Waste Collection Policy

Version 0.6- 05/10/2018

Version 0.7 - 04/10/2018

Version 0.8 – 04/09/2019

Melton Borough Council collects waste from 23,000 households every fortnight. We aim to provide high quality value for money service that meets the needs of the council and is residents. The Council has developed this policy document and all decisions will be made with reference to the content of this document which covers the following topics regarding waste collections and wheeled bins in the Borough.

1. Legislation

2. Wheeled Bins Provision

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4. Concessions

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## Legislation

The Environmental Protection Act (EPA) sets out in law what the authorities responsibilities are and what the resident using the bins are required to do. The principles of that Act and subsequent amendments were used to help formulate this policy.

## Receptacle provision-Wheeled bins / Sacks

The standard size for all properties is 1 x 240 litre black wheeled bin for residual waste and 1x 240 litre brown wheeled bin for co mingled recycling.

All bins remain the property of MBC and should remain at the property to which they were issued.

Standard sized bins will be charged in accordance with the Council’s fees and charges.

Residents may request a wheeled bin capacity outside of the standard provision be it black or brown in addition to their standard provision. These will be provided at the cost as described in the most recently published fees and charges schedule for the Council.

As at 01 October 2018, each bin will be charged at £37.00 inclusive of delivery within 10 working days of the request.

All payments must be received in advance prior to the delivery of any bins.

## Green Waste

Green garden waste is collected through an optional subscription based service provided by a contractor who manages this service. Each subscriber is provided with 1x240 Green garden waste wheeled bin and receives 25 fortnightly collections throughout the year (no collection at Christmas). The current annual subscription charge for joining the Melton Green Waste Club is £57. Further information can be found by calling 0800 0858 286 or visiting the council’s website.

## Concessions

There will be a concessionary 50% reduction off of the full charge of the receptacle (wheeled bins or sacks) for residents that:

• are on low incomes and in receipt of means tested benefit(s)

• have a disability and are in receipt of a means tested benefit(s)

• receiving a ‘carer’s allowance’

• have a medical condition that generates additional waste

## Wear and tear, damaged, lost or stolen bins

Any wheeled bin that is lost, damaged through misuse or otherwise, and/or stolen, will incur a replacement charge at the level in the most recent published Council’s Annual Fees and Charges schedule.

As at 01 October 2018 the charge is £37.00 including delivery.

Where it can be demonstrated a wheeled bin is damaged by the contractor through the collection process, a replacement bin will be issued free of charge.

If a new or previously provided bin is cracked or broken within two years of the date of delivery the Council will replace it free of charge.

Wheeled bins that are damaged as a result of ‘fare wear and tare occurring in wheeled bins that have been in use 10 years or more’ will be replaced or repaired free of any direct charge to the customer

## New build properties

Contributions will be sought from developers and housebuilders to cover the costs associated with the provision of wheeled bins for all new properties. Where possible, the costs will be sought through Section 106 funding or the Community Infrastructure Levy (CIL). Where an agreement is not possible the householder will be charged in accordance with this Policy.

## Flats and communal properties

Flats and communal properties that have 1100litre 4-wheeled commercial bins (Euro bins) will be provided with sacks in accordance with paragraph 8 of this policy.

Flats and communal properties that cannot fit a 1100litre 4-wheeled commercial bin (Euro bin) will be provided with an alternative receptacle in accordance with paragraph 2 and 8.

## Sack collection

The households with limited space for the storage of wheeled bins or access issues in terms of presentation of a wheeled bin, subject to a site visit, will be placed on a sack collection at the discretion of the Council.

The standard sack provision will be the equivalent of the standard wheeled bin capacity i.e. 104 sacks for refuse and 104 sacks recycling per year. A charge of £20 will be applicable for each sack provision service.

Residents with temporary medical conditions that generate additional waste will be assisted with a sack provision where applicable. Clinical waste requirements will normally require a request from a medical professional.

##  Frequency of collection

All properties will receive an alternate weekly collection of residual waste (black bin) one week and recycling (brown bin) the following week. For more details, please visit the website [Council Website on Bins Recycling and Rubbish](http://www.melton.gov.uk/info/200084/bins_recycling_and_rubbish)

At anytime the service may be reviewed and amended. Collections may be altered from time to time to accommodate unexpected circumstances, inclement weather, public holidays, Christmas and New Year. Appropriate prior notice will be provided where possible.

## Assisted Collections

The service is available to any resident who is physically unable to place a wheeled bin out for collection and there is no other able person living at the property to assist them. Each application will be assessed on a case by case basis.

An Equality Impact Assessment (EIA) was completed.

## Missed collection

Any missed collections should be reported through the Council’s customer services channels on 01664 502502 or contactus@melton.gov.uk. This includes reports of missed bins made on behalf of residents by councillors.

A missed collection reported before 12 noon will be completed on the same day. A missed collection notified after 12 noon will be collected the next day by 12 noon.

Any missed collection due to resident error will not be collected until the next scheduled collection.

## Side waste collection

The Council will not collect side waste in addition to the black bin.

The Council will collect side waste in addition to the brown or the recycling wheeled bin. For example, a cardboard box flat packed at the side of the Brown wheeled bin or a carrier bag containing visible recyclable materials.

## What goes in each bin

Please visit the Council’s web site for the latest list of what goes in which bin. [Council Website on What Goes in my Bins](http://www.melton.gov.uk/info/200178/what_goes_in_my_bins)

## Presentation requirement of bins or sacks

EN840 is the European standard setting out the basic standard for 2 and 4 wheeled waste containers.

|  |  |  |
| --- | --- | --- |
| **Wheeled Bin (plastic x 2 wheels) Specification:** | **240 Litre** | **140 Litre** |
| Height (mm) | 1063 | 1054 |
| Width (mm) | 720 | 560 |
| Wheel Diameter | 200 | 200 |
| Weight (kg)  | 9 | 6.5 |

The lifting mechanism of a wheeled bin needs to meet with EN 1501 standard to align with the lifting mechanism of the collecting vehicles. Any residents seeking to purchase their own wheeled bin are advised to contact the council to ensure any bin purchased meets this standard.

Customers in receipt of a sack collection service wishing to purchase their own sacks are advised that they will only be accepted for use by the council if they meet the following specification:

* 25 micron / 100 gauge and sized 455mmx735mmx990mm.
* Sacks should be:
	+ Pink for refuse; and
	+ Brown for recycling
* Refuse collection will be limited to 4 sacks per fortnight

All wheeled bins must be presented by 7:30am at the edge of the curtilage (this is the point at which private land meets the public highway). All bins should be presented in a manner that is accessible and without causing an obstruction to public highways and/or footpaths.

If you do not have a driveway and your property is directly on the public highway, you should present your wheeled bin on the footpath from 7am until 7pm of the collection day. Wheeled bins should be removed as quickly as possible after the collection so not to cause an obstruction to the public highway.

For the properties that have access issues regarding the distance from the road to the kerbside, a visit by an officer can be requested to determine the point of collection.

All wheeled bins should have the lid shut to ensure the bin is safe for emptying.

Any resident who continually presents the bin with an open lid, may be subject to the fines and non-compliance procedure as identified in paragraph 16.

Any resident found to be consistently leaving wheeled bins unattended after 7pm or on non-collection days, or not presenting on time may be subject to a letter and/or site visit and may be subject to the fines and non compliance procedure in paragraph 16.

## Wheeled bin hygiene

It is important to ensure that household waste is disposed of correctly throughout the year, responsibility for doing this lies with the individual householder. There are a variety of ways in which you can ensure your wheeled bins stay clean and reduce the risk of maggots and bad smells. Always ensure the following:

* 1. You are using the wheeled bins provided correctly, ensuring the lid is shut
	2. Ensure the wheeled bin is stored in the shade if possible
	3. Bag all “smelly” waste before placing in the refuse bin
	4. Ensure food waste is not left out on bins tops for flies to lay eggs on
	5. Pet food should not be left without being bagged before placing in the bin as this can be a source of maggots in the bin
	6. Eliminate areas where flies lay eggs to reduce the risk of maggots
	7. Dispose of liquid waste down the sink because this could lead to an infestation of flies if placed in the bin
	8. Use fly sprays and bin odour products as per their instructions
	9. Rinse out packaging before placing in the recycling bin to reduce odours
	10. If you have young children in nappies, use nappy sacks;
	11. Ensure you wash out your bin regularly with disinfectant, this will kill any eggs from flies
	12. Ensure you bin is numbered so you receive the same bin back after collection.

## Fines and non-compliance

For residents that continually choose not to recycle, place items in the incorrect wheeled bins causing contamination or presenting the bin at wrong times, not removing them between emptying cycles, or in an incorrect manner (lid open) there will be a system of education/warnings and fines.

The basis of the system will be as follows:

* 1st offence – Notice / bin hanger and information issued by the refuse crew
* 2nd offence – Letter from the Council
* 3rd offence – Waste Receptacle Notice issued by the Council
* 4th offence – Fixed Penalty Notice issued by the Council

The level of fixed penalties applying in relation to section 46 EPA will be set at £100.00 and reduced to £60.00 upon early payment (within 10 calendar days of issuing the fine).

## Cancellation

Customers have the right to cancel an order within 10 days of placing it. There will be a £10 charge to cover administrative costs.