



HOUSEHOLD WASTE COLLECTION GUIDANCE PRINCIPLE

Introduction

1. This document has been developed to regulate the amount of household waste entering the waste streams and to provide clarity on the waste collection service provided by Nottingham City Council ("the council"). The council is the Waste Collection Authority and the Waste Disposal Authority and as such has a statutory duty to arrange for the collection of household waste from all domestic properties within the boundary of Nottingham city and is responsible for disposing of this waste.
2. The document includes information on what occupiers can expect and what they need to do to facilitate the service and has been developed based on contractual specifications, legislative requirements and health & safety requirements, including those contained within:
 - The Environmental Protection Act 1990
 - The Controlled Waste (England and Wales) Regulations 2012
 - The Health and Safety at Work Act 1974
 - The Waste Industry Safety and Health (WISH) Forum
 - The Housing Act 2004
3. Household waste is defined as waste from a domestic property, that is to say, a building or self-contained part of a building which is used wholly for the purposes of living accommodation e.g., a house (including multi-occupancy), a bungalow or a flat.
4. Within this document we are referring to household waste as the waste from a domestic property: residual, recycling, garden and bulky waste. The council has a statutory duty to collect some household waste free of charge, such as waste produced from the day-to-day usage within the property, for example residual and recycling waste. The council has the power to charge for certain collections by regulations for:
 - Household waste that is generated from certain non-domestic properties, such as from a residential home, premises forming part of a university, premises forming part of a hospital or nursing home, school or education establishment and prisons
 - Waste that weighs more than 25kg or that cannot fit into the bin provided (referred to within this document as bulky waste)
 - Asbestos
 - Garden waste
5. The council may serve a notice on the occupier specifying:
 - the size, construction and maintenance of the receptacle(s)
 - the placing of the receptacles for the purpose of facilitating the emptying of them, and access to the receptacles for that purpose
 - the substances or articles which may or may not be put into the receptacles or compartments of receptacles of any description and the precautions to be taken where particular substances or articles are put into them
 - the steps to be taken by occupiers of premises to facilitate the collection of waste from the receptacles
 - the removal of the receptacles placed for the purpose of facilitating the emptying of them
 - the time when the receptacles must be placed for that purpose and removed
6. The council will not be obliged to collect household waste that is placed for collection in contravention of a requirement of a notice specified in paragraph 5 above.

6.1 The council may issue a written warning or penalty for failure to comply with the requirements relating to household waste receptacles.

Receptacles - Wheelie bins

7. Occupiers or developers can purchase their own wheelie bins but must ensure that they meet the BS EN840 Standard in order for them to be safely collected by the council. Any damage or wear and tear of privately purchased bins is at the purchaser's risk and the council will not take responsibility for any associated costs.
8. Requests for wheelie bins provided by the council can be made on our website, subject to charges. All wheelie bins provided by the council remain the property of the council.

Collections

9. The council works on an Alternate Weekly Collection (AWC) schedule. This means residual waste wheelie bins will be collected one week and recycling and garden waste wheelie bins the next week.
10. Occupiers can find what materials are accepted in each wheelie bin and further information relating to their collection days on the council's website www.nottinghamcity.gov.uk/bins.
11. Unless notified otherwise by the council, wheelie bins must be placed at the collection point by 7am on the day of collection and not before 7pm the day before. Collections times may vary from week to week and any wheelie bins that are not presented for collection when the crew arrive at the property will not be emptied, with the exception of occupiers that are registered with the Assisted Pull-Out Service (APO). The crew will not return on the same day if an occupier has forgotten to put their bin out for collection.
12. All wheelie bins should be presented at the edge of an occupier's property at the point where the premises meets the adopted highway for collection (referred to as the 'collection point' within this document), unless otherwise agreed by the council (for instance, for larger wheelie bins used in shared waste management).
13. If properties are located down a private driveway or private access road, the council reserves the right to stipulate that wheelie bins must be presented where the private driveway or access road meets the adopted highway. Where a household is on a private or un-adopted road, the council's collection vehicles will usually only collect from properties accessed from the road where it is safe to access, stop and park the collection vehicle in order to collect waste, without causing risk, hazard or obstruction to other road users or pedestrians. The council may change any collection point, either temporarily or permanently by prior notice.
14. For shared collections, the council must be provided with any keys, codes or access information so that they are accessible. Further information can be found on our website. All wheelie bins will be returned by the collection crew to the collection point where possible, or another safe place within a reasonable distance to the collection point. Wheelie bins will be returned to the storage areas for shared collections unless otherwise agreed. Wheelie bins should be removed from the collection point by the occupier as soon as reasonably possible after collection has been made and before 7pm on the day of collection. **Repeated failure to do so may result in enforcement action.**
15. An Assisted Pull Out (APO) service is available to occupiers who the council are satisfied are unable to put their bin out for collection due to limited mobility. The collection crews will collect the wheelie bin from a storage point specified by the council, empty the wheelie bin and return the bin back to that storage point. Applications for the APO service can be found on the council's website and may be subject to verification. The council reserves the right to verify ongoing need for the service at any point during the agreed service provision time.

16. Where wheelie bins are found to contain materials which are not allowed in that type of bin they will be classed as being contaminated and the bin will not be emptied on that day. Occupiers will be notified by way of a sticker or hanger placed on the relevant wheelie bin and are responsible for removing their bin from the collection point, removing the material(s) which are not allowed in that wheelie bin from that wheelie bin and presenting their wheelie bin on the next scheduled collection date for that bin. Contaminated bins will be recorded and crews' decision to not empty a bin is final.

Side waste (additional or excess residual, mixed recycling or garden waste)

17. All household waste must be contained within the council's supplied or approved wheelie bins, ensuring the top lid can close. Occupiers must facilitate the collection of waste from wheelie bins by ensuring that they are fully closed when placed for collection. The council has the right to refuse the collection of any wheelie bins which are damaged, overweight or over full (often referred to as "grinning" or "a top hatter") on the basis of health and safety.
18. "Side waste", for example waste in bin bags or items next to or near the bins, will not be collected during scheduled collections; it is the responsibility of the occupiers to manage their waste properly. Side waste by the collection point may be classed as fly-tipping which is a criminal offence and may be subject to prosecution. Shared 660-litre, 770-litre, 1100-litre or 1280-litre wheelie bins must be kept clear of waste on the floor to enable safe collections to take place. Nottingham City Council will not collect any waste that is not contained within the provided or approved wheelie bins.
19. If occupiers are regularly producing excess household waste, they can:
- complete an online application to request additional wheelie bins (subject to criteria and charges found on our website) or
 - dispose of the excess recycling or garden waste at the Household Waste and Recycling Centre (HWRC)
 - use a licenced waste collector (details can be found on our website)
20. Where possible, an additional recycling wheelie bin will be provided rather than a residual waste bin to help improve recycling from the household. An additional residual household waste wheelie bin will only be approved on the basis that occupiers are making full use of the recycling service and that they do not present side waste at any time.

Further Information

21. This Guidance Principle should be reviewed in conjunction with our Operational Procedure.
22. Further information can be found on our website including:
- What materials are accepted in each wheelie bin
 - How to report a missed collection
 - Details of all charges for additional or replacement wheelie bins, garden waste subscriptions and bulky waste collections
 - Alternative disposal options