

Solihull Waste and Recycling Charter

Our aim:

To provide you with efficient waste and recycling services
– making the most of your rubbish

We will:

- Collect your waste once a week
- Collect your recycling once a fortnight
- Collect your waste and recycling containers from the edge of your property next to the highway, or an alternative location agreed by us
- Between April and November, collect your garden waste once a fortnight
- Return your bins and box to a safe and appropriate position
- Clear up spillages caused during our collections
- Be polite and courteous whilst we carry out collections
- Provide a chargeable collection service for bulky household waste
- Provide a chargeable winter green and additional summer collections
- Provide a Household Waste Recycling Centre at Bickenhill (B92 0DY)
- Provide advice and support to residents to help them recycle more and reduce their waste
- Provide assisted collections to eligible residents who are unable to present their bins or sacks for collection
- Keep you up to date with information about our services via our Stay Connected e-mail and on our website



We won't:

- Collect additional waste placed at the side of your wheelie bin
- Collect recycling which contains non-recyclable items. Instead, we'll leave a note telling you which things to take out and we'll empty it on your next collection
- Collect garden waste which has been compacted or is too heavy. Please either remove some contents or loosen it and we will empty it on the next collection

You should:

- Recycle as much as possible to reduce your waste
- Put the right things in the right containers – find out what goes in each one [here](#)
- Put your bins outside your property by 7am on your collection day and put them away again the same day
- Clearly label your bins with your house name or number
- Let us know if you no longer need a larger bin or an assisted collection
- Park considerately so you aren't blocking or restricting access for collections
- Be polite and respectful to our waste and recycling team
- Check the household waste recycling centre [site conditions](#) and [staying safe document](#) before visiting
- Visit our website or contact Connect on 0121 704 8000 if you need advice or help

