

A GUIDE TO YOUR WASTE AND RECYCLING SERVICE FLATS, APARTMENTS AND COMMUNAL PROPERTIES

A Guide for Managing Agents, Housing Associations,
Landlords and Residents



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Introduction

Who is this guide for?

This guide is for anyone who is responsible for managing flats or other multi-occupancy properties. This may include Housing Associations, Property Management Companies, Residents Associations, Managing Agents, Landlords and individuals. The guide also provides details of the services available to residents living in multi-occupancy properties.

We have also produced the following supporting service guides that are available on our website

- Service Guide to the Recycling and Waste Collection Service
- Service Guide to Bickenhill Household Waste Recycling Centre
- Developer Guide – How to accommodate waste and recycling services in new developments

What is the purpose of the guide?

The aim of the guide is to provide information about the delivery of the waste and recycling collection service. We want to be clear about the level of service that can be expected from the council. We have also outlined what you can do to help us deliver an efficient and high quality service for your property holders.

How has the guide been developed?

The contents of this guide are based on a Waste and Recycling Policy Document that was approved by the Cabinet Member for Environment and Housing in March 2018.

Collection Service overview

The waste collection service is delivered by Amey who are the councils contract partner. Together we are responsible for ensuring that the service is delivered to high quality standards.

The waste and recycling collection service is a property based collection and the provision of containers is decided on a property specific basis.

Due to the variety of multi-occupancy properties, the type and number of containers at different properties will vary. However, our aim is to ensure that the containers proposed are suitable for the property type and will be serviceable by the collection crews.

As a minimum we will collect refuse from multi-occupancy properties on a weekly basis. Where there is space and with approval of the managing body we will also provide facilities for recycling.

We will also provide bins for the collection of garden waste but these must only be used by residents – we do not provide garden waste bins if they will be used by a gardener or other contracted parties.

Collection Calendar

We will no longer be providing a printed copy of your collection calendar. An electronic copy of your calendar will be available on the councils website which can be viewed or downloaded. The calendar provides information regarding your collection days and the start and end of the garden waste collection service.



Service monitoring

The operation of the contract is closely monitored by both the Waste and Recycling Team and the Contract Manager and team of operational Supervisors. To assist with the monitoring of the service we use two electronic systems which provide real time information regarding the status of collections.

The collection vehicles are fitted with an in-cab logging system. The system allows the collection crews to record information regarding the collection, such as if a wheeled bin has not been presented for collection or if the wrong materials have been presented. This information is then used by the councils Contact Centre and waste and recycling team to monitor collections and respond to enquiries from residents.

The collection vehicles are also fitted with trackers, which mean that we can monitor their location when they are carrying out collections.

To enhance health and safety for our operatives and the public, the collection vehicles are also fitted with 360 degree cameras which are filming continually while the vehicles are in operation.

Supporting Legislation

As set out in the Environmental Protection Act 1990, the waste collection authority – Solihull Council can specify the following:

- The type and number of containers to be used
- The collection frequency
- The collection point for containers and the access required to enable collections to take place
- The type of materials to be placed in each container
- The actions required to enable collections to take place

If a resident chooses not to follow the instructions and guidelines set out by the council – and do not wish to participate in the service, they will need to make their own arrangements for the safe and legally compliant disposal of their waste.

Householder Duty of Care

The council has a responsibility – Duty of Care, to ensure that it manages all waste collected in a responsible manner and in accordance with all relevant legislation and policy.

What is less well known is that each householder also has a Duty of Care to ensure that the waste that they produce is also managed responsibly and in accordance with the Household Waste Duty of Care Regulations 2005.

Householders must ensure that household waste is properly disposed of. Failure to do so could result in a fine of up to £5,000 in the Magistrates Court or an unlimited fine in the Crown Court.

Therefore it is essential that householders are aware of the following when disposing of their household waste.



If someone other than the council is taking the waste away the householder should:

- Ask the person taking the waste where it will be going and ask to see their Waste Carriers Licence. If they do not have a license they should not be moving your waste.
- The householder can check whether they are registered by checking on the Environment Agency's Public Register page
- <https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers>
- The householder should keep a record of the paperwork they give you, the dates you used them, their name, telephone number and registration number so that if they do fly-tip your waste you will be able to pass their details onto the Council or Environment Agency for investigation.

Further details are available on the councils website <http://www.solihull.gov.uk/Resident/Rubbish-recycling/How-should-I-dispose-of-my-waste>

Collection of refuse from communal containers

We will collect refuse from communal containers and communal bin storage areas and will collect and return the containers from their point of origin. If residents are provided with individual 140 litre or 240 litre wheeled bins they will need to present these for collection at an agreed location and then retrieve them following collection.

We will not collect any surplus rubbish that is not contained within the refuse collection containers or purple sacks (where provided).

We will clear up any spillages that occur as a result of the collection process. However, we will not remove any loose refuse/bulky items that are presented by the residents in the communal bin areas/bin stalls. It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to remove or clear such items.

There are certain items that we will not collect as part of the refuse collection service. A list of these items is provided in this guide and further details are available on our website.

If a container is found to include excluded items, we reserve the right not to empty it and request that any excluded items are removed. We will then empty the container on the next scheduled collection day.

If we are requested to make an unscheduled collection to empty the containers – we reserve the right to charge for this collection. Details of services that we reserve the right to charge for are provided in this guide.



Collection of recycling

The type of recycling facilities provided at multi-occupancy properties will vary depending on the property type. Some properties will be able to accommodate their own individual containers for recycling, whereas other properties will be provided with a communal container for recycling or a number of shared wheeled bins. When deciding what containers are the most appropriate we will consider the space available and any operational issues that will influence the ability to service the property.



We are committed to increasing recycling and will work with the relevant agencies to develop a solution that is easy for residents and operationally viable.

In developments where the Managing Agent/Housing Association/Landlord/Residents do not wish to participate in the recycling service, no additional refuse capacity will be permitted. It will be up to the Managing Agent/Housing Association/Landlord/Residents to manage any excess waste that is generated due to not participating in the recycling service.

This also applies to developments where recycling has been put in place but due to persistent contamination and collection issues the recycling service has been withdrawn.

As with the refuse collection service, there are some items that we cannot collect as part of the recycling service. A list of these items is provided in this guide and further details are available on our website.

If a recycling container is found to include excluded items, we reserve the right not to empty it and request that any excluded items are removed. We will then empty the container on the next scheduled collection day.

If we are requested to make an unscheduled collection to empty the containers – we reserve the right to charge for this collection. Details of services that we reserve the right to charge for are provided in this guide.



Collection of garden waste

We will provide wheeled bins for garden waste where residents living in communal properties maintain their own gardens or carry out gardening activities.

We will not provide wheeled bins for garden waste where the communal gardens are maintained by a private gardener or contractor, as this is considered a commercial activity. The contractor should factor the cost of the responsible treatment/disposal of the waste resulting from the maintenance activity into his fees to the Managing Agent/Housing Association/Landlord/Residents. Therefore, we will not provide bins for garden waste generated as a result of this commercial activity.



We will assess each request on a case specific basis, however we will not provide more than 960 litres of capacity or four green wheelie bins for garden waste at multi-occupancy properties.

If we provide wheeled bins to communal properties and find that they are being used by a private contractor, we reserve the right to remove the wheeled bins and suspend the collection of garden waste.

It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to present the garden waste bins for collection at an agreed collection point on the scheduled collection day. Similarly it will also be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to return the bins to their storage point after collection.

Failure to do this will result in the bins not being emptied. Repeated failure to present and replace the bins following collection will result in the service being removed.

If the garden waste containers are repeatedly contaminated with unwanted items - this will also result in the containers being removed.

We will not collect any surplus garden waste, all garden waste should be contained within the wheeled bins provided.

There are some items that we cannot collect as part of the garden waste collection service. A list of these items is provided in this guide and further details are available on our website.

If a garden waste bin is found to include excluded items, we reserve the right not to empty it and request that any excluded items are removed. We will then empty the container on the next scheduled collection day.

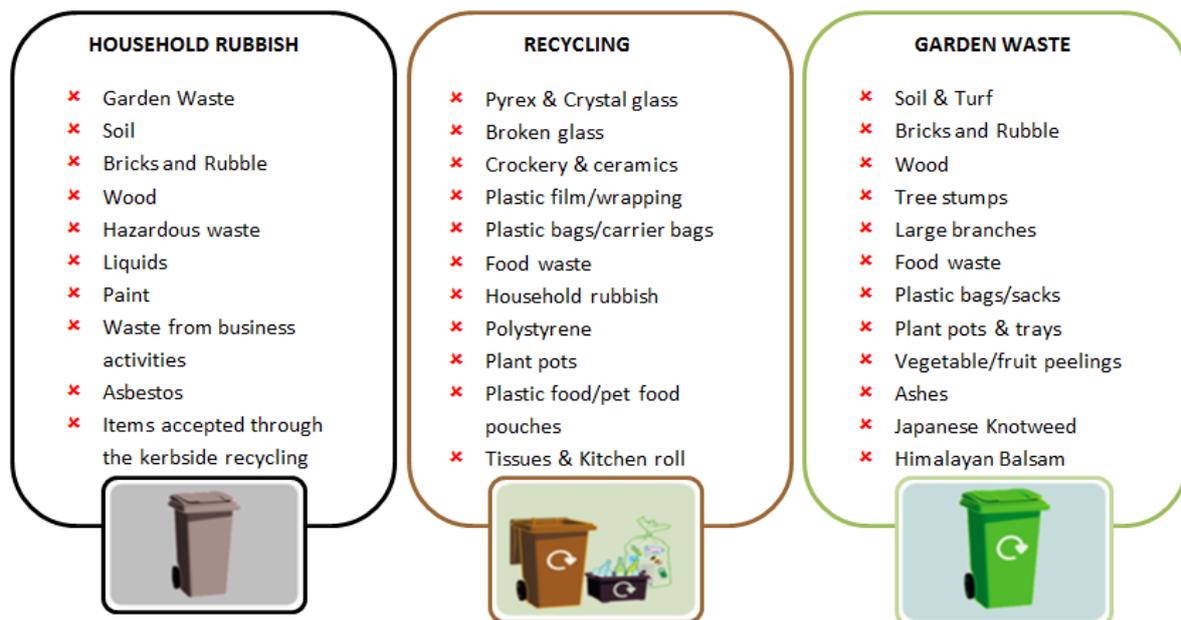
If we are requested to make an unscheduled collection to empty the containers – we reserve the right to charge for this collection. Details of services that we reserve the right to charge for are provided in this guide.



Items that we will not collect as part of your kerbside collection service

There are some items that we will not collect as part of the household collection service. This is either because we provide other means of disposing of these items; they are hazardous or difficult to collect or are not classified as household waste. For a comprehensive list of materials –please refer to our website.

Items that we do not take as part of your collection service



We provide other means of recycling or disposing of many of these types of materials or if you are planning a large DIY project we would encourage you to hire a skip.

If excluded items are included in the collection containers we reserve the right not to empty them until the excluded items are removed. We will then collect the containers on the next scheduled collection day.

It will be up to the Managing Agent/Housing Association/Landlord/Residents to remove the items. It will be the responsibility of the householder to dispose of any additional waste as a result of the wrong materials being included.

‘Difficult’ household rubbish

We collect the following items as part of the refuse collection service but due to their potential ‘difficult’ nature we request that these wastes are presented in a specific way.

Pet wastes

As part of the refuse collection service we will collect waste that is produced by domestic pets– this includes small amounts of cat litter, animal bedding (hay/straw) and faecal matter. To make



collections easier for the crews this material needs to be put into bags and tied. This type of material should not be put loose into the wheeled bin. We will not collect waste that is left at the side of the wheeled bin for collection. No additional or larger wheeled bins will be provided to accommodate pet wastes.

Paint

We cannot accept paint as part of the general refuse collection. Leftover paint can be taken to the Household Waste Recycling Centre at Bickenhill where some of it is reused in local community schemes. If it is not possible to take paint to Bickenhill – it can be placed outside the wheeled bin and will be collected separately by a different collection vehicle.

We reserve the right to reclaim any costs of clearing up paint due to a spillage where the source of the paint can be clearly identified. Should the paint be present in a communal container, the cost of paint removal will be passed onto the Management Company/Landlord or Agent.

Broken glass

We do not accept broken glass as part of the recycling collection service. We will accept broken glass in the refuse wheeled bin but it needs to be wrapped in layers of paper or placed in a cardboard box to protect the crews during collection. This is particularly relevant if you are on a purple sack collection.

Knives and sharp objects

Knives and sharp objects should be wrapped in layers of paper to assist the collection crews while carrying out collections.

Nappies

Nappies can be included in the household rubbish collection, however these should be placed in bags and tied to make the collections easier for the collection crews.



Contaminated communal containers

Where a communal rubbish/recycling or garden waste container is found to be contaminated with excluded items it will not be emptied. It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day.

The only exception to this is where the communal bin is serviced by a chute disposal system. We will then empty the bin, once the contamination has been removed to prevent any potential fire risk from refuse backing up within the chutes.

On rare occasions the collection crews may clear communal bin areas, for example if clearance is required to gain access to service the bins, which would otherwise pose a health and safety risk. Where this occurs, the council reserves the right to recoup any costs incurred as a result of the clearance process from the Managing Agent/Housing Association/Landlord/Residents.

Overweight containers

Where a communal rubbish/recycling or garden waste container is found to be overweight and it would pose a health and safety risk to the operatives to empty it or would risk damaging the container, it will not be emptied. It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to arrange for the weight of the container to be reduced before the bin will be emptied on the next scheduled collection day.

Compacted material in containers

If material is compacted in a bin, it will not always come out when placed on the lifting mechanism. The collection crews will try to empty the bin, but if a bag or materials are stuck at the bottom of a bin, they will be unable to fully empty the bin and the Managing Agent/Housing Association/Landlord/Residents will be requested to loosen the contents of the bin for their next collection.

Overflowing/messy communal bin areas

Where access to a bin is blocked by loose rubbish/bulky items/surplus sacks it will not be emptied until this has been removed. The bin will then be emptied on the next scheduled collection day. The only exception to this is where the communal bin is serviced by a chute disposal system. We will then empty the bin, once the rubbish/bulky items/surplus sacks has been removed to prevent any potential fire risk from refuse backing up within the chutes.

It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to remove any surplus waste that accumulates as a result of being unable to carry out collections. In such instances, the council may be able to carry out an additional collection but there would be a separate charge for this service.

We will inform the relevant Managing Agent of the problems that have been encountered and request that they contact their residents regarding the issues that have been experienced in carrying out the collection.



It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to remove any surplus waste that accumulates as a result of being unable to carry out collections. In such instances, the council may be able to carry out an additional collection but there would be a separate charge for this service.

Clearing and cleaning of communal bin areas

The collection crews are not responsible for clearing or cleaning any mess or spilt rubbish that has accumulated in the communal collection area as a result of residents' activities. The collection crews will only collect bagged rubbish or will clear up spillages that have resulted due to the collection process. It is the responsibility of the Managing Agent/Housing Association/Landlord/Residents to ensure that the communal bin areas are maintained and kept in a clean and tidy manner. The collection crews will log any issues relating to collections on their in-cab reporting system and this will be fed back to the responsible Agent where these details are known.

On rare occasions the collection crews may clear communal bin areas, for example if clearance is required to gain access to service the bins, which would otherwise pose a health and safety risk or where previous requests have been made to the Managing Agent/ Housing Association/Landlord/Residents and this has not been carried out.

Where this occurs, the council reserves the right to recoup any costs incurred as a result of the clearance process from the Managing Agent or Housing Association.

Maintenance of communal bins and damage due to wear and tear

Where communal bins are used for the collection of rubbish and recyclable materials, the Managing Agent/Housing Association/Landlord/Residents will be responsible for maintaining the bins to ensure that they are able to be serviced by the collection crews.

The wheeled bin manufacturers guidelines should be followed regarding the most appropriate maintenance regime for the units.

If during collections it becomes apparent that a bin is damaged or unusable due to wear and tear and would pose a risk to health and safety to empty, it will not be emptied. This will be logged by the collection crew and the information passed onto the Managing Agent/Housing Association/Landlord/Residents where these details are known.

In these instances the Managing Agent/Housing Association/Landlord/Residents will be responsible for replacing or repairing the damaged bin and for making arrangements to get the bin emptied. The council may be able to assist with the removal of additional waste but reserves the right to charge for the additional collection.

Should the damaged container not be repaired or replaced within the period agreed with the council – the council will be unable to empty the container and the Managing Agent/Housing Association/Landlord/ Residents will be responsible for making their own alternative arrangements for their collections until the damaged container is replaced or repaired.



A proactive, preventative maintenance regime can help to extend the operational life of a container and reduce the potential for containers not being emptied due to damage. Container suppliers can often supply maintenance programmes with their bins for a fee.

Managing Agents/Housing Associations/Landlords/Residents should also consider a programme of container replacement as even well maintained containers have a finite lifespan. Many container suppliers offer a bin refurbishment scheme or a trade in scheme which can assist in the cost of replacing containers.

Provision of additional capacity

The number of containers to be provided at each property by the Managing Agent/Housing Association/Landlord/Resident and the collection frequency is determined by the council.

More frequent collections or the provision of additional containers may be considered on a case-by-case basis by the council.

More frequent collections may be considered by exception at flats where there is insufficient storage space at to accommodate the required number of bins. Such developments will be expected to accommodate containers outside if insufficient internal storage space is unavailable before consideration to more frequent collections is considered.

Any decision to increase the collection frequency will be at the discretion of the council.

An additional payment will be required for the provision of the additional collection – however more frequent collections will only be provided where there is no negative impact on vehicle efficiency and where the additional collections can be accommodated.

Costs for providing more frequent collections will be made available if an agreement is made in principle to provide a more frequent service.

The provision of the collection of additional containers will be considered by exception in flats where the number of occupants is higher than the standard assumption.

Any decision to collect additional containers will be at the discretion of the Council. An additional payment will be required for emptying the additional container.

Additional containers will only be emptied where there is no negative impact on vehicle efficiency and where the additional containers can be accommodated.

Costs for emptying additional containers will be made available if an agreement is made in principle to amend the service.



Access to communal areas/bin storage areas

Where access to communal areas is restricted it is our preference to gain access by use of a trade button where possible. This reduces the need for the operatives to carry multiple keys and codes and potentially reduces disruption to residents living in the properties being serviced.

Where trade buttons are unavailable, it is the council's preference for coded locks to be used as this reduces the need for collection crews to carry multiple sets of keys and offer improved security as the code can be changed. Where keys are used – Managing Agents/Housing Association/Landlord/Residents should take steps to replace these with coded locks.

Where access to communal areas (including bin storage areas) requires the provision of code or key, the Managing Agent/Housing Association/Landlord/Residents will be required to provide the required key(s) and codes to the council in order to allow the collections to be carried out.

The collection crews will be responsible for locking and securing the communal areas/bin storage areas once the collection has been carried out.

If locks or codes are changed, the Managing Agent/Housing Association/Landlord/Residents are required to inform the council and provide the required keys/codes, before the next scheduled collection. Failure to do so may mean that it will not be possible to carry out the collection and residents will have to wait until their next scheduled collection day for a collection.

Under these circumstances, if a collection crew is required to carry out an unscheduled collection, the council reserves the right to recoup the costs of this collection from the Managing Agent/Housing Association/Landlord/Residents.

Access to gated properties/estates

Access via electronic gates

Where access to properties is controlled by electronic gates – and access to the collection crews is permitted, the gate should stay open long enough for a refuse collection vehicle to gain access to the estate. The council will not be held responsible for any damage that occurs as a result of premature closing of gates on a collection vehicle.

Where access is not permitted, residents will be required to present their wheeled bins outside the gates for collection.

Access via buzzer entry system

Where access to a gated estate/property is via buzzer entry system – residents will need to be prepared to accommodate the arrival of the collection crews and provide entry. Due to the structure of the collection rounds it is not feasible for collection crews to wait for excessive periods of time for gates to open. If access is not permitted within 5 minutes, the crews will be unable to carry out the collection and residents will need to wait for their next scheduled collection.

Where access is via the use of a trade button, residents should be aware that it will not always be feasible for collection crews to carry out collections at a prescribed time and access should be arranged to accommodate this. If access is not permitted the crews will be unable to carry out the collection and residents will need to wait for their next scheduled collection.



Access via locked gates

Where access is via a locked gate and the collection crews have not been given a key or there is no key accessible lock – the Managing Agent/Housing Association/Landlord/Residents will need to ensure that access is provided to enable to the collection crews to carry out the service.

Access over private roads

Where the collection vehicle has to travel over a private road or drive we will require indemnity from the owner(s) that we will not be held liable for any damage due to wear and tear to the road surface. This is particularly relevant if the road/drive has not been built to highway standards. If such an indemnity is not feasible, residents will be required to present their wheeled bins/containers at an agreed collection point which does not require the collection vehicle to access the drive/road.

Difficult or restricted access to buildings

Road closures

When roads are closed every effort will be made to carry out the scheduled collections, and repeated attempts at collection will be made. In some rare instances it will not be possible to gain access to properties on their scheduled collection day. If this is known in advance, residents will be informed by letter of alternative arrangements, this may include earlier collections. This information will also be provided on the council's website, facebook and twitter pages.

Where sufficient notice of a road closure has not been provided, such as emergency road closures and access cannot be granted on the day of collection, the collection crews will return the following day to carry out the collections.

In such instances, priority will be given to collecting refuse.

Parked Cars

In some instances it can be difficult for collection crews to gain access to properties due to roads being blocked by parked cars. If it has not been possible to access an area, repeat attempts will be made to carry out the collections, however, residents can assist where possible on collection days by keeping main access routes clear of parked vehicles.

Maintenance Work

If there is maintenance works being carried out that impacts on access to where the bins are stored – the Managing Agent/Housing Association/Landlord/Residents will need to contact the Council to discuss collection arrangements and the provision of access during the works.

If we are not notified of the works in advance and we are unable to carry out collections, residents will have to wait for their next scheduled collection to have their containers emptied. If an unscheduled collection is required – we reserve the right to charge for this collection.



Collections during inclement weather

Suspension of the service

The health and safety of the public and of our collection operatives are of paramount importance. Therefore, during periods of inclement weather we may take the difficult decision to suspend the service.

On these occasions the collection of refuse/rubbish will be the last element of the service to be suspended.

We will inform residents of the suspension of the service by using our website, Facebook and Twitter pages.

Where refuse collections have been suspended we will collect additional bagged rubbish on the next scheduled collection day.

Where recycling collections have been suspended we will collect all recycling presented for collection on the next scheduled collection day.

High rise flats and flats with chute based waste disposal systems

Due to the potential fire risk posed by overflowing rubbish in properties with chute based disposal systems, every effort will be made to service these properties during periods of inclement weather.

Frozen bins

In some instances during periods of extremely cold weather the material in the wheeled bins may freeze. Garden waste is more likely to freeze than refuse as it tends to be wetter. Where the contents of the bins have frozen, residents can help us by trying to loosen the content of their bins. Unfortunately the collection crews are unable to do this, they are also unable to put the bin on the lift multiple times or shake it as this may damage the wheeled bin.

If it is not possible to empty the contents of the bin, they will be collected on the next scheduled collection day.

Missed collections

We do not routinely return to collect missed refuse, recycling or garden waste – we will only return to collect if a mistake has been made by the collection crews.

The collection crews use an electronic logging system which allows them to record details or issues regarding the presentation of containers for collection. The Connect contact centre will refer to this system to identify whether there is a justifiable reason for the crew to return to collect a missed container.

When we will not return to collect missed refuse, recycling or garden waste

We will not return to collect a missed container if:



- ✗ Where residents present their own containers - container are not presented by **7:00am**
- ✗ Where residents present their own containers - containers are presented in the incorrect place
- ✗ The wrong materials are presented – i.e. garden waste on recycling week
- ✗ Containers include excluded materials
- ✗ Recycling or garden waste containers are contaminated with rubbish or excluded materials
- ✗ The bin is compacted and cannot be fully emptied
- ✗ The bin is too heavy
- ✗ The missed collection request is made more than two working days after the collection was scheduled
- ✗ Inclement weather
- ✗ Side waste has been presented
- ✗ Missed collection is reported before 16:00 on the day of collection

Reporting and return for missed collections

Missed collections will need to be reported within two working days of the scheduled day of collection. Any missed collections reported after this time will not be collected and residents will have to wait until their next scheduled collection. No additional material will be collected and it will be the responsibility of the Managing Agent/Housing Association/landlord/resident to dispose of any additional material as a result of a missed collection reported after the specified timeframe.

If the reason for the missed collection is within our approved criteria we will aim to return to collect the missed items by the end of the next working day, i.e. it is reported on a Tuesday we will aim to collect it on a Wednesday.



Provision of containers for waste and recycling

Provision of containers

The provision of containers for the collection of refuse, garden waste and recyclables for new developments, including multi-occupancy properties and house to flat conversions, will be the responsibility of the property developer.

The type and number of bins provided must be agreed by the council in advance and they must meet standards and specifications agreed by the council – further information is provided on the Council's website.

The council will be able to provide the bins on behalf of the property developer if this is a preferred option. The property developer will then need to reimburse the council for the cost of providing the bins and delivery costs.

Collection Arrangements

As part of the discussion regarding the type and number of containers to be provided at the new development, Waste and Recycling Officers will also agree the collection arrangements with the developer. This will include any special arrangements for the development i.e. provision of access codes to gates and agreement of presentation points for containers.

Provision of additional bins for collection

In some instances the Managing Agent/Housing Association/Landlords/Residents may put in place additional containers for the collection of refuse.

Before any additional containers are put in place, the Waste and Recycling Team should be contacted and the need for the container discussed and agreed. This is to ensure that the containers are necessary, fit for purpose and included on our collection schedule. Failure to do this may result in the containers not being emptied.



Damage to property during collections

Occasionally, when carrying out their collections the crews may accidentally cause damage to property or vehicles. If this occurs, the operatives will leave a 'bump card' where they are able to do so. This card will include details of how to make a claim for the damages.

As with any insurance claim, residents should provide as much information as possible to support their claim.

All damage claims that occur as a result of our contract partner Amey, carrying out a service will be dealt with directly by Amey and their appointed insurer. Any claims can initially be reported via the councils contact centre.

Like any other claim for damage the claimant will need to approach the Insurance company with details of the claim. The council cannot do this on behalf of the claimant.

Communal Collections – Potential for Additional Charges

There are some circumstances when the council reserves the right to make an additional charge for the collection or clearance of waste.

In these situations the charge will be based on the cost of removing the waste which is charged on an hourly rate and is dependent on the level of resources required to remove the waste– the cost of disposal will not be charged.

These are as follows:

- Additional non-scheduled collection due to being unable to gain access to waste due to change in access codes/locks
- Additional non-scheduled collection due to being unable to gain access to containers due to surplus waste/bulky items blocking access
- Additional non-scheduled collection due to containers initially containing restricted items (refuse collection) that have been removed
- Additional non-scheduled collection to remove contaminated recycling
- Additional non-scheduled collection to clear bin collection area at the request of the Managing Agent/Housing Association/Landlord/Residents
- Provision and collection of an additional container
- Provision of additional collection frequency

Where contaminated recycling is being removed – the waste will not be recycled but will be processed at an Energy from Waste Facility.



Flats above shops

Residents living in flats above shops are required to present their waste at an agreed collection point. The collection crews will not go up stairs to collect waste.

If there is no secure location for the storage of a communal container, residents will be provided with purple and clear sacks for their waste and recycling.

Due to the sensitive location of these flats residents are requested not to put their bags out for collection until the day of collection or at the earliest the evening before their collection. In between collections bags must be stored on the property.

It is an offense to leave waste on the public highway for collection except immediately prior to collection. Waste left on the public highway in any other circumstance or next to litter bins will be treated as fly-tipping and appropriate action will be taken where evidence can be found.



Additional Collections Provided

We provide a number of additional collection services to deal with bulky, clinical and hazardous household waste. These services are either chargeable, need to be pre-booked or are provided on a referral basis only.

Collections of bulky waste

We provide a chargeable collection for certain bulky household items. Where possible we would encourage residents to consider if the items they wish to dispose of would be suitable for re-use and to contact local reuse organisations to see if they can accept the item. Details of local reuse organisations are provided on our website.



There are certain items that we cannot collect as part of the bulky waste collection service. A comprehensive list of these items is provided on our website.

Bulky waste collection – What we will do

- ✓ We will collect the items specified on the collection date booked by the householder.
- ✓ We will leave a card if we have had problems collecting the bulky waste with advice for the householder on what to do next.

Bulky waste collection – What we will not do

- ✗ We will not enter residents properties to collect items – all items for collection need to be placed at the agreed collection point for the operatives to collect.
- ✗ We will not dismantle items for collection – all items that require dismantling must be dismantled prior to collection
- ✗ We will not go up steps, stairs or via lifts to collect items
- ✗ We will not collect additional items that were not identified on the original collection list.
- ✗ We will not collect items from a gated alleyway

Difficult to access properties

If a householder lives in a property where potential access will be difficult, a Waste Supervisor will carry out an assessment before the bulky collection is booked to determine whether it will be feasible to carry out the collection and if so, where the most appropriate collection point will be.

Assisted bulky collections

In some instances it may be possible to provide an assisted bulky collection. For a householder to be eligible for an assisted bulky collection there must be no one else living in the property or available to move the items. All requests will be assessed on a case by case basis. Operatives will only collect items from the lowest level of a property and will not go up-stairs, steps or via lifts to collect items.



Collections of offensive and hygiene waste

We do not provide a clinical waste collection service. We collect waste that is seen as unpleasant or medical but is classified as household waste by the Environment Agency.

What we will collect

- ✓ Offensive waste – this includes nappies, sanitary items, incontinence pads, stoma or catheter bags, medical dressings, 'peg'/stomach feeding items and home dialysis kits. .

What we will not collect

Infectious Waste (Health care risk waste) – this includes:

- ✗ Any Gloves, aprons, dressings etc from the treatment of patients where there is risk of infection
- ✗ Any biological waste – e.g. human tissue or blood
- ✗ Any related swabs and dressings from hospitals, clinics, surgeries or laboratories

We will also not collect the following items:

- ✗ Sharps and syringes both contained and loose
- ✗ Cytotoxic waste – alternative arrangements will need to be made with a healthcare professional.
- ✗ Radioactive waste
- ✗ Medical instruments
- ✗ Larvae
- ✗ Nappies – unless the nappies/sanitary products originate from an individual that suffers from a medical condition that requires that they are incinerated.
- ✗ Medical specimens/tissues
- ✗ Body parts
- ✗ Pharmaceuticals or drugs including vials – these should be returned to the Pharmacy
- ✗ Unused medicines and unused medicinal aerosols – these should be returned to the Pharmacy
- ✗ Highly Contagious/infectious materials
- ✗ Blood products
- ✗ Foetal tissue and placentas



The material will need to be double bagged and securely tied to make the operation of collection easier for the collection crews.

Householders will also need to be mindful of not overloading their refuse bins with this type of material. Some householders producing this type of waste may be eligible to apply for a larger wheeled bin.

Disposal of hazardous household waste

Hazardous household waste

Hazardous household waste can be disposed of safely at Bickenhill Household Waste Recycling Centre via a permit scheme.



The permit scheme is provided for the safe disposal of small quantities of hazardous household waste such as chemicals, for example:

- ✓ Household chemicals, e.g battery acid, phosphoric acid, anti-freeze
- ✓ Garden chemicals e.g pesticides, herbicides, feeds
- ✓ Powdered or solid chemicals e.g lawn feeds, weed killers etc.

We reserve the right to refuse to disposal of materials that do not comply with our conditions (please refer to our website for details). Please refer to our website for [terms and conditions](#).

The service is limited to five items per household per permit and no individual item must be more than 5kg or 5 litres in size.

Residents are required to book this service in advance and provide details of the materials for disposal and must be able to specify the name of the item, the type and size of container and the approximate amount of material contained within, which will be recorded on the permit.

Residents can take their items to the household waste recycling centre between Monday to Friday 9.30am to 4pm.

Residents who have larger quantities of hazardous waste are advised to seek a specialist contractor who will be able to assist them with the safe disposal of their items. It should be noted that there will be a charge for this service.

It is the responsibility of the householder to arrange for the safe removal and transport of the hazardous household waste to the household waste recycling centre. This service is not available to businesses or to contractors who may be carrying out work on behalf of a householder.



Asbestos

Residents who have asbestos requiring disposal can apply for a permit to take their asbestos to a permitted facility. This service is for household asbestos only. Permits are limited to a maximum of four (4) per household per year.

It is the responsibility of the householder to arrange for the safe removal and transport of the asbestos to the designated site. This service is not available to businesses or to contractors who may be carrying out work on behalf of a householder.

Asbestos is a hazardous material and residents are advised to seek professional advice before removing asbestos from their property. The Health and Safety Executive have also issued [guidance](#) on how to handle and remove asbestos.

Further Information

For more information regarding the waste and recycling service please visit our website, email us or call us on the contact details provided below.

 <http://www.solihull.gov.uk/wasteandrecycling>

 connectcc@solihull.gov.uk

 0121 704 8000

