



Solihull Waste and Recycling Service Guide

Household Booklet

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About this guide

This guide explains how Solihull Council's waste and recycling services operate and what residents can expect from the service. It also outlines how residents can help us deliver efficient and reliable collections.

The guide covers:

- Refuse, recycling, food and garden waste collections
- Collection days and container requirements
- Assisted collections
- Missed collections
- Replacement containers
- Additional waste services, including bulky waste and clinical waste collections.

Waste and recycling services are delivered on behalf of Solihull Council by Veolia. While the standard collection service is suitable for most households, alternative arrangements are available where property types or individual circumstances require them.

This guide is based on Solihull Council's Waste and Recycling Policy, approved by the Cabinet Member for Environment and Housing in January 2026.

Additional service guides are available on the Council's website, including:

- Flats, apartments and communal properties
- Bickenhill Household Waste Recycling Centre
- Waste and recycling requirements for new developments



Collection service overview

Solihull Council's waste and recycling service is delivered by Veolia on behalf of the Council. Together, we work to provide a safe, reliable and efficient service for residents.

Waste and recycling collections are provided on a property-specific basis. While the standard service meets the needs of most households, alternative arrangements may be available where property characteristics or individual circumstances require them. Details of these exceptions are included throughout this guide.

The standard service for the collection of refuse/rubbish, recycling, food and garden waste is as follows.

Collection	Container	Collection Frequency
Refuse/rubbish	1 x Black/grey 140 litre wheeled bin	Fortnightly (for most households)
Recycling	1 x Brown 240 litre wheeled bin	Fortnightly
Food	1 x Grey 23 litre Caddy 1 x Grey 7 litre kitchen Caddy	Weekly (for most households)
Garden waste – subscription service – available on request for a fee	1 x Green 240 litre wheeled bin (if there is no green bin at a property, a green bin will need to be purchased to use the service).	Fortnightly from January - December



WORKING IN PARTNERSHIP

Collection calendar & monitoring

Collection Calendar and Email Reminders

Residents can access their collection calendar online and sign up for email reminders through the Council's website. Collection calendars include collection dates and any changes during bank holiday periods. [Bin Collection Calendar](#)

Service Monitoring

Collection vehicles are equipped with tracking, camera and electronic reporting systems to support service delivery, health and safety, performance monitoring and the investigation of customer enquiries. Photographs may also be taken where necessary to support service monitoring and investigations.



Section 46 Notice

In letters, leaflets and literature we often include a Section 46 Notice. This is a legal notice that lets householders know the rules around managing household waste in Solihull. It is essential that householders follow these instructions, as failure to do so may ultimately result in a fixed penalty notice being issued.

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 householder 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.

In some circumstances we may issue a Section 46 Notice to individual properties – this will always be a last resort as we will support householders to use our services correctly before taking formal action.



Duty of care & Waste crime

Waste Crime is an increasing problem with organised crime groups being actively involved in the illegal management of waste. Unfortunately, this is not just limited to large illegal waste sites and fly-tipping, it also extends to smaller household collection services. Therefore, it is essential that we are all familiar with and follow the Duty of Care so that we can all play a part in tackling waste crime.

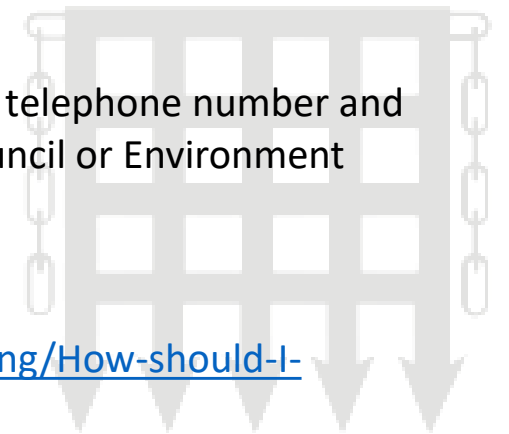
Everyone has a legal responsibility to ensure their household waste is disposed of correctly. Waste crime, including fly-tipping and illegal waste collection, can have serious environmental and financial consequences.

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. Make a note of the vehicle and registration of the vehicle that is taking the waste away.

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 any paperwork received, the date of the collection, 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>



Refuse 'rubbish' collections

Household rubbish is collected from the containers provided or approved by the Council. For most properties, this is a black or grey wheeled bin. Properties unable to accommodate a wheeled bin may be provided with purple sacks.

We will only collect waste presented in authorised containers. Waste presented in unauthorised bins or sacks will not be collected. Additional refuse may only be accepted during approved service disruptions, such as severe weather or bank holiday collection changes, where residents have been notified in advance.

Properties are allocated specific waste containers, and only those recorded on the Council's asset register will be serviced. If additional unauthorised containers are presented, they will not be emptied.

All containers remain the property of the Council. Residents are responsible for keeping them clean, secure and in good condition and are encouraged to mark them with their house number or name.

Containers must only be used for their intended purpose. The Council is not responsible for the loss or damage of items placed in waste containers.



Recycling collections

Recycling is collected fortnightly from a 240-litre brown wheeled bin. Alternative recycling facilities may be provided for flats and other multi-occupancy properties.

If you occasionally have extra recycling, you may present it in a suitable reusable container. Recycling must not be placed in black sacks or cardboard boxes. Any additional containers are used at the resident's own risk.

Residents who regularly fill their recycling bin may be eligible for an additional recycling bin, subject to available storage space at the property.



Solihull
DOES

Food waste collections

Food waste is collected weekly from a 23-litre outdoor food waste caddy. This service helps reduce the amount of food waste placed in refuse bins and supports the recycling of food waste into renewable energy and soil improvers.

Residents can place all accepted food waste in their food waste caddy. While the Council does not provide liners, residents may use compostable or plastic liners if they wish. Food waste can also be placed directly into the caddy without a liner.

Food waste should be contained within the caddy provided and the lid kept closed to help prevent spillages, odours and access by animals. Additional food waste presented outside the caddy will not be collected.



Tackling food waste together

Garden waste service – Annual subscription service

Households can subscribe to the garden waste collection service for an annual fee. Garden waste is collected fortnightly from a 240-litre green wheeled bin, with collections operating throughout the year apart from a break over Christmas and New Year.

Only garden waste contained within an approved green bin will be collected. We will not collect garden waste presented beside the bin or in unauthorised containers.

Residents can subscribe for up to five garden waste bins per property. Further information on subscriptions, charges and eligibility is available on the [Council's website](#).

A graphic of a subscription form titled "Garden Waste Subscription". On the left is an illustration of a green wheeled bin with a recycling symbol, overflowing with garden waste like flowers and leaves. The form on the right has fields for "Subscription Number", "Subscription Address", and "Garden Waste Subscription". At the bottom are logos for Solihull DCES, VEOLIA, and Solihull Metropolitan Borough Council.

Garden Waste Subscription

Subscription Number

Subscription Address

Garden Waste Subscription

Solihull DCES VEOLIA Solihull METROPOLITAN BOROUGH COUNCIL

Provision of Garden Waste bins

A green wheeled bin is required to use the garden waste collection service. Residents moving into a property where no green bin is available will need to purchase a green bin before subscribing to the service. The purchase of a green bin is separate from the annual garden waste subscription fee.

Green bins remain the property of the Council and must stay at the property when residents move home. Residents who subscribe to the garden waste service may have up to five green bins per property, subject to payment of the relevant subscription fee for each bin.

Where a green bin is lost, stolen or damaged, replacement charges may apply in accordance with the Council's published fees and charges.

Home composting

Home composting is an effective way to reduce the amount of garden waste and uncooked fruit and vegetable waste that requires collection. Composting produces a nutrient-rich material that can be used around the garden.

Details of how to order a compost bin are provided on our [website](#) (Please note other suppliers of compost bins are available).



Collections from flats and sack collections

Collections from flats

We provide waste and recycling services to flats, apartments and other multi-occupancy properties. Collection arrangements and container types will vary depending on the layout of the development and available storage and access.

A separate guide for flats, apartments and communal properties is available on the Council's website and provides more detailed information about these [services](#).

Collections using purple sacks for rubbish and clear sacks for recycling

Properties that are unsuitable for wheeled bins, such as those with limited storage space or access only via steps, may be provided with purple sacks for rubbish and clear sacks for recycling.

Households using purple sacks should present no more than two and a half sacks of rubbish per collection, which is equivalent to the capacity of a standard refuse bin. Larger households with six or more permanent residents may be eligible for additional capacity.

Where a property can accommodate wheeled bins, the Council will provide wheeled bins rather than sacks. Sacks will not be provided for convenience or aesthetic reasons.

Assisted collections

We provide assisted collections for residents who are unable to present their containers for collection due to ill health, disability or mobility difficulties, and where no other person living at the property can do so on their behalf.

Residents must apply to the Council and confirm that the information provided is accurate. The Council may carry out checks and review eligibility periodically. Providing false or misleading information may result in the service being withdrawn.

What we will do

- ✓ Collect refuse, recycling, food and garden waste from an agreed collection point
- ✓ Return containers to the agreed location after collection

What we will not do

- ✗ Enter a property to retrieve containers
- ✗ Enter back gardens or other inaccessible areas

Materials not accepted

Some items cannot be collected as part of the household waste, recycling or garden waste collection service because they require specialist disposal, can be recycled through other services, or are not classed as household waste. A full list of accepted and non-accepted materials is available on the Council's [website](#).

If a container contains incorrect materials, contamination, or excluded items, it may not be emptied. The container should be corrected and presented again on the next scheduled collection day.

We will not return to make a separate collection. Collection crews will record the issue and leave information explaining why the container was not collected.

“If in doubt – check it out!”

Materials not accepted

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

Household Rubbish

- ✗ Garden Waste
- ✗ Soil
- ✗ Bricks & rubble
- ✗ Wood
- ✗ Hazardous waste
- ✗ Liquids
- ✗ Paint
- ✗ Asbestos
- ✗ Batteries
- ✗ Vapes
- ✗ Nitrous Oxide Cannisters
- ✗ Waste from businesses
- ✗ Items accepted through the kerbside collection service
- ✗ Items accepted through the kerbside food waste collection service

Recycling

- ✗ Pyrex & Crystal glass
- ✗ Broken glass
- ✗ Crockery & ceramics
- ✗ Polystyrene
- ✗ Black plant pots
- ✗ Tissues and kitchen roll
- ✗ Toys
- ✗ Food waste
- ✗ Rubbish
- ✗ Batteries
- ✗ Vapes
- ✗ Nitrous Oxide Cannisters

Garden Waste

- ✗ Soil
- ✗ Turf
- ✗ Wood
- ✗ Tree stumps
- ✗ Large branches
- ✗ Food waste
- ✗ Plastic sacks
- ✗ Plant pots & trays
- ✗ Ashes
- ✗ Japanese Knotweed
- ✗ Himalayan Balsam

Food Waste

- ✗ Liquids
- ✗ Packaging
- ✗ Animal waste (faeces)
- ✗ Non-food organic waste
- ✗ Garden waste

“If in doubt – check it out!”

Presenting 'difficult' household rubbish

Some items can be collected as part of the normal refuse service but must be presented safely.

- ✓ **Pet waste and animal bedding** (including cat litter, hay and straw) must be securely bagged and tied before being placed in the refuse bin.
- ✓ **Nappies** should be securely bagged before being placed in the refuse bin. Households that generate large quantities of nappies may be eligible for additional refuse capacity.
- ✓ **Absorbent hygiene products** such as incontinence pads, disposable bed pads and similar hygiene waste should be securely bagged before being placed in the refuse bin. Residents producing significant quantities may be eligible for additional refuse capacity, subject to approval.
- ✓ **Broken glass** must be wrapped securely in paper or placed in a cardboard box before disposal. Broken glass should not be placed in the recycling bin.
- ✓ **Knives and other sharp objects** must be wrapped securely before being placed in the refuse bin.
- ✓ **Paint** should not be placed in household refuse bins. Small quantities may be suitable for the Small Items Collection Service or can be taken to Bickenhill Household Waste Recycling Centre.

Collections of hygiene waste

The Environment Agency classifies certain types of healthcare-related waste produced in the home as offensive waste rather than clinical waste. We will collect this type of waste through the normal household waste collection service.

We will collect:

- ✓ Incontinence pads and absorbent hygiene products
- ✓ Sanitary products
- ✓ Stoma and catheter bags
- ✓ Medical dressings generated through home care
- ✓ Home dialysis kits
- ✓ Nappies where separate collection arrangements are required due to a medical condition

We will not collect:

- ✗ Infectious or hazardous healthcare waste
- ✗ Medicines, pharmaceuticals or drug-related waste (other than recyclable packaging)
- ✗ Cytotoxic, radioactive or pathological waste
- ✗ Waste arising from hospitals, surgeries, clinics or other commercial healthcare activities

All waste must be securely double-bagged and tied before collection. Residents who produce significant quantities of offensive or hygiene waste may be eligible for additional refuse capacity, subject to approval.

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.

Overfilled, heavy & compacted bins

For health and safety reasons, we may not be able to empty bins that are too heavy or where the contents are tightly compacted. Overfilled or excessively heavy bins can damage collection vehicles and create risks for collection crews.

If a bin is too heavy, it will not be emptied. Residents will need to reduce the weight of the contents and present the bin again on their next scheduled collection day.

If waste is compacted and does not empty fully, collection crews will empty as much as possible. Residents should loosen any remaining material before the next collection, we will not return to collect the loosened material.

Collection day rules

Containers must be presented at the boundary of your property nearest the public highway, unless an alternative collection point has been agreed by the Council or you receive an assisted collection.

All containers should be presented by **6:00am** on your collection day. Collection times can vary so residents should not rely on collections taking place at the same time each week.

Containers should not be placed out before 6:00pm on the day before collection and should be returned to your property as soon as possible after they have been emptied.

Where access restrictions prevent containers being presented at the property boundary, the Council may agree an alternative collection point.

Where collection vehicles are required to travel along a private road or driveway, the property owner(s) may be required to sign a waiver confirming that the Council and its contractor will not be held liable for damage caused by normal wear and tear. If a waiver cannot be provided, an alternative collection point will be agreed.



No extra 'side' waste & lids closed

All wheeled bin lids must be fully closed when presented for collection. Bins with open or overfilled lids may not be collected, as this can cause spillages and create health and safety risks.

We will only collect waste contained within the authorised bin or sacks provided for the service. Additional waste placed next to, on top of, or outside the container ("side waste") will not be collected.

Any side waste must be removed by the resident and either placed in the bin for a future collection or taken to Bickenhill Household Waste Recycling Centre. Side waste left behind after collection may be treated as fly-tipped waste and could result in enforcement action.

Additional waste will only be accepted where the Council has specifically authorised this, such as following service disruptions caused by severe weather. Residents will be notified when these arrangements apply.

For garden waste collections, only material contained within the subscribed green bin will be collected. Garden waste placed beside or on top of the bin will not be collected. Residents may subscribe for additional garden waste bins if required or take excess garden waste to Bickenhill Household Waste Recycling Centre.

We will only collect food waste presented in the food waste caddy provided for this service. Food waste presented beside the caddy, whether loose or bagged, will not be collected. Residents should ensure the caddy lid is fully closed when presented for collection.



Access issues

We will make every reasonable effort to complete scheduled collections where access to a property is restricted. However, collections may occasionally be affected by road closures, parked vehicles, restrictions to gated developments or other access issues.

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 of alternative arrangements, this may include earlier collections. This information will be provided on the council's website.

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.

Parked Cars – Blocked Access

Collection vehicles require safe access to properties. Where access is blocked by parked vehicles or other obstructions, we will make reasonable efforts to return later if operationally practicable.

Persistent access issues may result in an alternative collection point being agreed with residents.

It is important to note that if a refuse collection vehicle cannot gain access down a road this will also be the case for most emergency service vehicles, therefore residents are requested to take this into consideration when parking their vehicles.

Gated properties/estates

Residents must ensure access is available on collection day where collections take place beyond gates or barriers.

Collection crews cannot wait for prolonged periods to gain access. If access is not available, the collection may not take place until the next scheduled collection.

Where collections require vehicles to travel along private roads or drives, the Council may require a signed waiver before access is permitted. If this is not provided, an alternative collection point will be agreed.

Adverse weather

The safety of residents, collection crews and other road users is our priority. In severe weather conditions, such as snow, ice or flooding, collections may be delayed, suspended or amended where it is not safe to operate collection vehicles.

If collections are disrupted, updates and alternative arrangements will be published on the Council's website and social media channels.

Where collections are missed due to severe weather:

- Additional bagged refuse may be accepted on the next scheduled refuse collection.
- Excess recycling will be collected on the next scheduled recycling collection.
- Residents will be advised of any temporary collection arrangements.

During freezing conditions, waste may become stuck inside bins. Collection crews will empty as much material as possible but cannot loosen or remove frozen contents. Residents should try to loosen the material before the next scheduled collection



Container returns & spillages

Collection crews empty containers from thousands of properties each day, so bins may not always be returned to the same position from which they were presented.

After collection, containers will be returned as close as practicable to the collection point and positioned so that they do not obstruct footpaths, driveways or create a hazard for pedestrians.

Residents should return containers to their property as soon as possible after collection and should not leave them on the highway or footpath for extended periods.

Collection crews will clear any spillages caused during the collection process wherever it is safe and practical to do so.

Where waste has been scattered by factors outside of the collection process, such as high winds, animals or damaged sacks, crews will make reasonable efforts to remove any material that is easily accessible. However, they will not enter private property or gardens to retrieve waste.

Residents are responsible for ensuring waste is presented securely to help prevent litter and spillages.

Missed collections

We will only return to collect a missed bin where the collection was missed due to an error by the collection crew. Collection crews record issues electronically, and vehicle camera footage may be reviewed as part of an investigation. Residents may also provide CCTV, doorbell camera or other video evidence to support enquiries about disputed collections.

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

We will not return to collect a missed container if:

- ✗ Container are not presented by **6:00am**
- ✗ Containers are presented in the wrong place
- ✗ The wrong materials were placed in the container
- ✗ The container contained contamination or excluded items
- ✗ The bin was too heavy or the contents were compacted
- ✗ Extra waste has been presented
- ✗ The collection was affected by severe weather or restricted access
- ✗ The missed collection is reported more than two working days after the scheduled collection date

Reporting missed collections

The collection crews start their collections at 6:00am and can continue working until 4:00pm. Although residents can get used of their collections being carried out at a similar time every week, collection routes can change and therefore collection times.

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 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 within two working days of the missed collection being reported.

Container provision & replacements

The Council provides containers for the collection of refuse, recycling, garden and food waste. The type and number of containers provided will depend on the property and the collection service in place. All containers supplied by the Council remain the property of the Council

New developments

Developers are responsible for providing waste and recycling containers for new properties, including flats and apartment developments. The type and number of containers must be agreed with the Council and meet the required specifications. The Council can provide containers on behalf of developers, with costs recharged accordingly.

Collection arrangements, including container presentation points and access requirements, will be agreed as part of the development process.

Container provision & replacements

Replacing waste and recycling containers represents a significant cost to the Council. To ensure resources are used responsibly, replacement containers will only be provided where they are no longer serviceable or meet the Council's replacement criteria. Replacement charges may apply in some circumstances. Refurbished wheeled bins may be supplied where appropriate:

We will replace your container if

- ✓ It was crushed by the collection vehicle
- ✓ It is no longer serviceable and poses a health and safety risk to the operatives/residents
- ✓ It has been stolen

We will not replace your container if

- ✗ It is dirty
- ✗ It is smelly
- ✗ It is still serviceable - this decision will be made by a waste officer
- ✗ It is potentially repairable and does not need replacing
- ✗ It has been damaged or lost due to misuse
- ✗ It was used by the previous residents
- ✗ There is no garden waste bin at the property – residents will need to purchase a new green bin

Container provision & replacements

Charges for replacement containers

We will replace a container free of charge, subject to meeting the acceptance criteria, once in a 24-month period. If subsequent replacements are requested within this period, then the householder will be required to pay for the replacement containers. The only exception to this is if it has been crushed during collection. Details of charges for replacement bins can be found on our [website](#).

Wheeled bin damaged/crushed by collection crew

On occasion the wheeled bin can be damaged during collection or fall into the collection vehicle. If the wheeled bin falls into the collection vehicle, the collection crew will post a card through your door informing you of this. A replacement wheeled bin will automatically be ordered for delivery.

Replacement containers

Where a replacement container is ordered, these are delivered within 10 working days. If we are replacing a damaged container, then this needs to be left empty, clearly visible and accessible – do not leave bins in any bin housing or behind gates. If when we arrive and the damaged container is not available, we will not leave a replacement container, and another request will need to be made.

Provision of purple & clear sacks

Provision of purple and clear sacks

Purple and clear sacks are only provided to households that have been approved for a sack-based collection service. Residents should contact the Council before they run out of sacks to request a further supply.

Additional sacks are not issued automatically. Requests will be reviewed to ensure the allocation remains appropriate and that the household is making full use of the recycling service. The Council may make further enquiries or arrange a visit from a Waste and Recycling Officer before issuing additional sacks.

Where evidence suggests that excessive waste is being produced or recycling opportunities are not being fully utilised, the Council may refuse or adjust the supply of purple sacks



Looking after your containers

All waste and recycling containers provided by the Council remain Council property. Residents are responsible for keeping their containers secure, clean and in good condition while they are at the property.

Residents should take reasonable steps to prevent loss, theft or misuse of their containers and are encouraged to clearly mark them with their property number or name to aid identification.

Only Council-issued stickers, garden waste permits and property identification markings should be attached to containers. Other stickers, advertisements or markings must not be added without the Council's permission.

The Council may charge for the repair or replacement of containers that have been lost, damaged or misused.



Moving house – what to do with your containers

New Occupiers – established properties

Waste and recycling containers provided by the Council must remain at the property when you move house. Containers **should be left empty** and available for the new occupier to use.

If you receive a non-standard service, such as a larger refuse bin, assisted collection or garden waste subscription, you should contact the Council before moving so that your service arrangements can be reviewed and updated.

If you subscribe to the garden waste service, the green bin should normally remain at the property. If you have more than one green bin and wish to continue using additional subscriptions at your new address, you may take any extra bins with you, provided one green bin remains at the property you are leaving.

Where there is no green bin at your new address, a new green bin must be purchased before a garden waste collection service can be provided.

The cost of the bin is separate from the garden waste subscription fee.

New Developments – ‘New Builds’

Properties on new developments may not receive the full waste and recycling service immediately if construction activities, restricted access or health and safety concerns prevent collection vehicles from operating safely.

Where this occurs, the Council may provide temporary collection arrangements until safe and reliable access can be established. As a minimum, residents will be provided with a refuse collection service and may be required to use purple sacks and present them at an agreed communal collection point.

Residents should only present waste in the containers or sacks provided and at the collection point specified by the Council. Bulky items and waste presented outside authorised containers will not be collected.

Once the development has been completed and suitable access is available, the standard waste and recycling collection service will be introduced.

Additional rubbish capacity

Most properties have a 140- litre wheeled bin for refuse. This is considered an adequate volume for most residents to accommodate their refuse.

In some circumstances, residents may be eligible for additional refuse capacity. Where this is genuinely required and specific eligibility criteria are met a larger bin or purple sacks may be provided. Provision is on a conditional basis and may be reviewed periodically.

For all requests for additional capacity, the council may make the following checks.

- ✓ A waste check to ensure that the household is recycling as much as possible.
- ✓ A check on the names listed permanently residing at the property
- ✓ Ages of children in nappies
- ✓ Details on non-recyclable medical waste
- ✓ Checks to ensure that the information is still relevant.

Additional rubbish capacity – Eligibility criteria

Household with six or more permanent occupants

Households with six or more permanent residents may be eligible for a larger refuse bin if they regularly require additional capacity after making full use of the recycling and food waste services.

Applicants may be required to provide details of household occupancy, and the Council may carry out checks, including waste audits, to verify eligibility. Residents must inform the Council if their circumstances change. Providing false information may result in the larger bin being removed and replaced with a standard bin.

Long-term medical condition which generates additional non-recyclable waste

Residents who generate significant amounts of **non-recyclable waste** due to a long-term medical condition may be eligible for a larger refuse bin.

Applications will be assessed on a case-by-case basis and may be reviewed periodically to ensure the additional capacity remains necessary.

If the resident's circumstances change, they are required to inform the council so that we can reassess their need for a larger bin.

Additional rubbish capacity – Eligibility criteria

Households with children in Nappies

Households that generate additional waste due to children in nappies may be eligible for temporary additional refuse capacity where specific criteria are met. Additional capacity is provided through a supply of Council-issued sacks rather than a larger refuse bin.

Applications are assessed on a case-by-case basis and the household must make full use of the recycling and food waste services. The Council may carry out checks, including waste audits, to verify eligibility.

Additional capacity may be provided where:

- There are four or more permanent occupants in the household and more than one child in nappies; or
- There are five or more permanent occupants in the household and one child in nappies.

Where approved, households will be provided with a supply of sacks for a period of up to **12 months**. The sacks provide additional refuse capacity and may be used for general household rubbish, including nappies. Only Council-issued sacks will be collected and households are limited to presenting the number of sacks approved as part of the scheme.

Residents must inform the Council if their circumstances change. The Council may review, amend or withdraw additional capacity where eligibility criteria are no longer met or where inaccurate information has been provided.

Delivery of replacement containers

Replacement containers will be delivered by the Council or its approved contractor. Refurbished containers may be supplied where they are suitable for use.

Deliveries – what we will do

- Aim to deliver replacement containers within 10 working days, although delivery times may be longer during periods of high demand or stock shortages
- Prioritise the delivery of replacement refuse bins where possible
- Leave a card with further instructions if we are unable to complete the delivery

What you need to do

- Ensure damaged containers being replaced are empty and left in a visible, accessible location for collection
- Provide a safe location where replacement containers can be left

We may be unable to deliver or replace a container if

- The damaged container is not available for collection
- The container still contains waste
- There is no safe place to leave the replacement container
- The existing container is present and remains serviceable



Damage to property during collections

We take care when carrying out collections, however occasional damage to property or vehicles can occur. If an incident is identified by the collection crew, a card may be left with information on how to report the matter.

Residents should report any damage as soon as possible and provide any relevant information, photographs or video footage to support the investigation.

Claims relating to damage caused during waste and recycling collections are handled by Veolia and its insurers.

Claims can be reported through the Council's Contact Centre, but any subsequent enquiries will need to be progressed directly with the insurer.

Additional collections provided

In addition to regular refuse, recycling, food and garden waste collections, the Council provides a range of collection services for items that cannot be disposed of through the standard kerbside service. Some services are chargeable, some require advance booking, and others are provided only where specific eligibility criteria are met.

These services include:

- ✓ Bulky household waste collections
- ✓ Collections of medical needles and sharps
- ✓ Disposal options for hazardous household waste
- ✓ Small items collections for selected recyclable and reusable materials

Further information on eligibility, charges and booking arrangements is provided in the following sections and on the Council's website.

Bulky waste collections

The Council provides a chargeable collection service for bulky household items that cannot be placed in your standard waste or recycling containers. Residents are encouraged to consider reuse or donation options before arranging a collection.

Some items are not accepted through the bulky waste collection service. A full list of accepted and excluded items is available on the Council's website.

What we will do

- ✓ Collect the items that were booked and paid for as part of the collection
- ✓ Leave information explaining why a collection could not be completed, where applicable

What we will not do

- ✗ Provide a collection time/knock on the door
- ✗ Enter properties to remove items
- ✗ Dismantle items before collection
- ✗ Collect items from upper floors, lifts, stairs or gated alleyways
- ✗ Collect items that were not included in the original booking
- ✗ Change or amend bookings once booked



Items must be presented at the agreed collection point and be ready for collection on the scheduled day. Residents living at properties with restricted access may be required to use an alternative collection point.

In exceptional circumstances, an assisted bulky waste collection may be available for residents who are unable to move items themselves and have no one else who can assist. Requests will be considered on a case-by-case basis.

Bulky waste collections

Difficult to access properties

In some circumstances, access restrictions may make it difficult to carry out bulky waste collections safely and efficiently. This may include properties with steps, narrow access routes, gated access, upper-floor locations or other physical constraints.

Where access is likely to present difficulties, the Council may carry out an assessment before confirming the booking. This will determine whether the collection can be completed safely and, if necessary, identify an alternative collection point.

If a suitable collection point cannot be agreed or the property cannot be accessed safely, the Council may be unable to provide the collection service

Assisted bulky collections

In exceptional circumstances, we may provide an assisted bulky waste collection for residents who are unable to move bulky items to the agreed collection point due to ill health, disability or mobility difficulties, and where no other person is available to assist.

Requests for an assisted collection will be assessed on a case-by-case basis, and residents may be asked to provide information to support their application.

Where approved, collection crews will collect the agreed items from a suitable and accessible location. For health and safety reasons, crews will not dismantle items or enter locations that cannot be accessed safely.

Collections of medical needles - sharps

The Council provides a free collection service for residents who need to dispose of medical needles and sharps prescribed by a GP, hospital or other healthcare professional.

Where required, replacement sharps containers can be supplied. The standard container provided is a 5-litre yellow sharps box with a yellow lid. Alternative containers must be prescribed by the relevant healthcare provider.

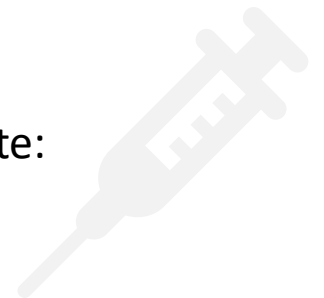
Only sharps arising from the treatment of a resident's medical condition are accepted through this service. Sharps generated from veterinary treatment of pets will not be collected.

Sharps must be presented in an approved sealed sharps container.

Loose needles or sharps will not be collected.

The service is provided on a request basis and bookings for a collection can be made via our website:

[Request sharps collection | Solihull Metropolitan Borough Council](#)



Hazardous household waste

Some household items contain hazardous substances and cannot be disposed of through your kerbside waste collection service. To help residents dispose of these materials safely, the Council operates a hazardous household waste permit scheme.

Examples of hazardous household waste include:

- Household chemicals such as battery acid and antifreeze.
- Garden chemicals such as pesticides, herbicides and weed killers.
- Other hazardous products that require specialist handling and disposal.

Residents must apply for a permit before bringing hazardous household waste to Bickenhill Household Waste Recycling Centre, they will also need to book an appointment to visit the facility. When applying, residents will need to provide details of the material, including the type of waste, container size and approximate quantity.

Permits are limited to small quantities of household hazardous waste. The service is not available to businesses, contractors or waste arising from commercial activities.

Residents are responsible for ensuring hazardous waste is transported safely and securely. The Council reserves the right to refuse materials that do not comply with the permit conditions or acceptance criteria.



Asbestos

Residents can apply for a permit to dispose of small quantities of household asbestos at an approved facility in **Coventry**. Permits are limited to **four permits per household per year**.

Asbestos is a hazardous material and residents should seek professional advice before attempting to remove or handle it.

Residents are responsible for the safe removal, packaging and transportation of asbestos to the designated facility. This service is available for household asbestos only and cannot be used by businesses or contractors.

The Health and Safety Executive have also issued [guidance](#) on how to handle and remove asbestos.



Small items collection

The Council provides a free collection service for selected small household items that cannot be placed in your refuse, recycling or food waste containers.

Items accepted through the service include:

- ✓ Household batteries
- ✓ Small quantities of paint
- ✓ Textiles, including clothing and shoes
- ✓ Small electrical and electronic items

What we will do

- ✓ Collect the items included in your booking on the agreed collection date
- ✓ Leave information explaining why a collection could not be completed, where applicable

What we will not collect

- ✗ Paint containers larger than 10 litres
- ✗ Large electrical items, such as microwaves
- ✗ Vehicle batteries

Items must be presented at the agreed collection point on the scheduled collection day. Collection crews will not enter properties to remove items. Larger items should be taken to Bickenhill Household Waste Recycling Centre or collected through the bulky waste collection service where applicable.

[Small items collections | Solihull Metropolitan Borough Council](#)



Bickenhill Household Waste Recycling Centre

Solihull residents can take larger items and items that we cannot collect via the kerbside collection service to Bickenhill Household Waste Recycling Centre.

A booking system operates to visit the site, but same day bookings can be made subject to availability.

There are restrictions for some vehicle types that will need to apply for a permit to use the site. More information is available on our website.

[Bickenhill Household Waste and Recycling Centre \(HWRC\) permit scheme](#) | [Bickenhill Household Waste and Recycling Centre](#) | [Solihull Metropolitan Borough Council](#)

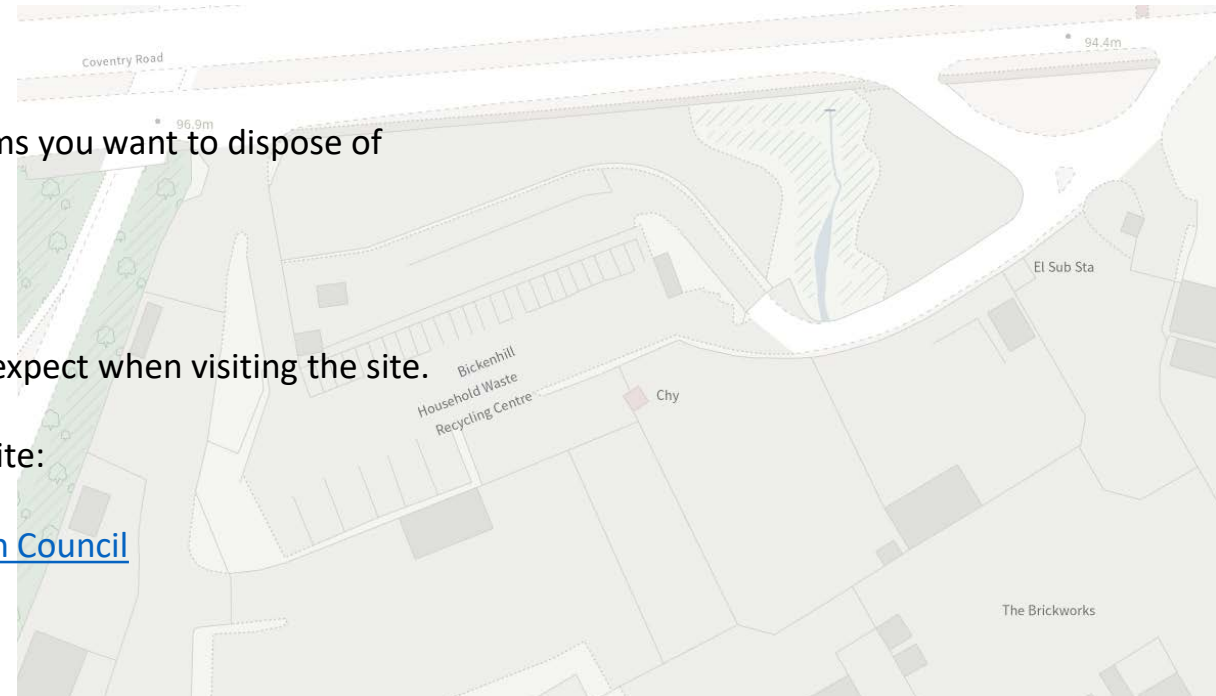
To ensure you make the most of your visit please:

- ✓ Make sure you have a booking
- ✓ Use our site plan to help plan your visit and check that we can accept the items you want to dispose of
- ✓ Separate your items into recyclable and non-recyclable items
- ✓ Ensure that you can safely carry the items you want to dispose of
- ✓ Use gloves and wear sensible footwear

Our household waste site recycling guide provides more information on what to expect when visiting the site.

Further information on site use and making a booking can be found on our website:

[Bickenhill Household Waste and Recycling Centre](#) | [Solihull Metropolitan Borough Council](#)



Contact information

To find out more about your waste and recycling services, please visit our website

[Rubbish and recycling | Solihull Metropolitan Borough Council](#)

Solihull
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