

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
- Collect your garden waste fortnightly between January to December with a break over Christmas and New Year (please check your collection calendar for details)
- 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 chargeable additional garden waste collections
- Provide a Household Waste Recycling Centre at Bickenhill (B92 0DY) – NOTE: visits are by appointment only – please [book an appointment](#) before visiting the site
- 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 and who have no one else to help them with their bins
- Keep you up to date with information about our services via our Stay Connected e-mail, our website and social media channels



We won't:

- Collect additional waste placed at the side of your 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 contains incorrect material, has been compacted or is too heavy. Please either remove some contents or loosen it and we will empty it on your next collection

You should:

- Recycle as much as possible to reduce your waste
- Put the right items 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 our collection vehicles
- Be polite and respectful to our collection teams
- Check the household waste recycling centre [webpages](#) before visiting and book an appointment before visiting
- Visit our website or contact Connect on 0121 704 8000 if you need advice or help

