

# Reading Borough Council



## Waste Operations Service Standards Summary

APPENDIX B May 2016



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## INTRODUCTION

Under the terms of the Environmental Protection Act 1990, Reading Borough is classed as a Waste Collection & Disposal Authority and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The type and size of the receptacle required for collection.
- The materials or items which may or may not be placed within the receptacle.
- Where and when the receptacles must be placed for collection

As part of the Waste Minimisation Strategy 2015 - 2020, the council is committed to providing a full collection service to all properties as well as increasing recycling re-use and composting rates and reducing the amount of waste sent to landfill.

This Service Standard sets out the responsibilities of the Council and the service user and defines how the Council will deliver both the domestic and commercial collection service effectively and efficiently.

### Individual Households:

- The council will collect one standard grey bin (domestic) and at least one red (recycling) bin/box from households that present their bins on a fortnightly frequency.
- Households with 5 or more adults permanently residing in the property or with 2 children in nappies may be eligible for a larger 360l bin.
- Households who have limited or no storage for bins will have a weekly domestic waste, and fortnightly recycling waste collections.
- Households in properties that maintain their own garden will need to purchase a green waste bin/box and subscribe to the annual collection charge in order to benefit from the green waste collection service.
- Households can leave small Waste Electronic & Electrical Equipment (WEEE) on the recycling collection by leaving the items in a carrier bag by the side of their recycling bin.
- All standard bins are the property of the householder and they are responsible for the replacement of lost/stolen and damaged bins.
- The Council will replace those that they have either lost in the lorry or damaged on collection.
- Householders need to place their bin, bag or box at the boundary of their property by 7am on the day of collection otherwise we won't be able to empty it.
- All bin lids are required to be down (fully closed) for collection; items stopping the lid closing will be removed.
- Any waste not contained within the bin with the lid closed and left as excess at the side of the bin will not be collected and if it is not removed from the public highway will be regarded as fly tipping.

#### Flats with Communal Facilities:

- Households who have limited or no storage for bins (flats) will have a weekly domestic waste, and fortnightly recycling waste collections.
- Managing agents/developers are responsible for providing the correct number of bins for the flats that have communal facilities and for ensuring the collection crew have access
- All bin lids are required to be down (fully closed) for collection; items stopping the lid closing will be removed and placed on the floor.
- Recycling bins containing items that cannot be recycled will not be emptied and will be classed as 'contaminated', the Council will notify the Managing Agent/Housing Association who will then need to arrange for the removal of the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection
- The Council will not remove excess (side) waste from any communal bins.
- Maintenance and cleaning of the area surrounding the bins is the responsibility of the managing agent/housing association

#### For all households:

- The Council will ensure that information relating to Rubbish, Recycling and Garden Waste collections is up to date and current.
- The Council will provide a free clinical waste collection service for those residents that treat themselves in their own home.
- The Council will return to collect genuine missed bins within 7 working days of it being reported.
- Recyclable waste should be placed loose in the recycling bins not in carrier or black bags. Residents in flats can request reusable recycling bags to transport their recycling to communal bins.
- Waste Minimisation Officers will offer support and advice to residents, managing agents and housing associations to manage their waste and increase recycling participation & quality.
- Residents can log onto the website [www.reading.gov.uk/rubbish](http://www.reading.gov.uk/rubbish) to view their collection dates and lists of items that can or cannot be placed in their bins.
- Residents can contact us via the web at [www.reading.gov.uk/rubbish](http://www.reading.gov.uk/rubbish) or by calling the Contact Centre on 0118 9373 787
- All enquiries will be responded to within 5 working days.