

## FREQUENTLY ASKED QUESTIONS



**Horsham  
District  
Council**

### **Q. What are the proposed changes to our waste collection service? How will it work?**

**A.** From 5 February 2018 we will be rolling out across the district changes to our household waste collection service. You will continue to receive a collection from your home on a weekly basis: Your recycling will be collected one week, and your household waste collected the same day the following week.

| <b>One week</b> | <b>The same day the following week</b>                          |
|-----------------|-----------------------------------------------------------------|
| Household waste | Recycling<br>Garden waste (for those subscribed to the service) |

Garden waste will continue to be collected fortnightly for those subscribed to the service. For most households this will be on the same day as the recycling collection.

We will be sending every household an information pack in January 2018 with further details about these changes including the specific date when your collection service changes and what day of the week your waste and recycling will be collected.

From 15 January 2018 you will also be able to check your new collection date online with your **personalised collection calendar**: [www.horsham.gov.uk/bincalendar](http://www.horsham.gov.uk/bincalendar). You will receive full details in an information pack sent in the post to all households in mid January.

### **Q. Why are you making these changes to my waste collection service?**

**A.** We currently recycle 44% of our waste, however we need to reach the national, mandatory recycling target of 50% by 2020. We know that 57% of the waste we currently throw away can be recycled, reduced, and reused. Household trials also show that on average 20% of what we currently throw away in our household waste bins can be put into our recycling bin. With your help, just by moving this 20% into the recycling bin, we know that we will be able to meet the recycling target and avoid penalty charges. The changes being made to the service will also save almost £1m. All of these savings will be used to help balance our budget and ensure that the council can continue to provide valued services to residents.

### **Q. Do I need to do anything to prepare for the change to my waste collections?**

**A.** The changes to waste collections will be rolled out across the district from 5 February 2018. Please make sure you know your new collection day and which bin to put out from that day. An information pack will be delivered to your home before we introduce the scheme. This property specific pack will tell you exactly when the scheme will start for you and which bin you will need to put out each week.

From 15 January 2018 you will also be able to check your new collection date online with your **personalised collection calendar**: [www.horsham.gov.uk/bincalendar](http://www.horsham.gov.uk/bincalendar). You will receive full details in an information pack sent in the post to all households in mid January.

Please make sure you are recycling everything that you possibly can to help create more room in your household waste bin. For advice and tips on what you can reduce, reuse and recycle, including a handy A-Z list, please visit our recycling webpages: [www.horsham.gov.uk/think-before-you-throw](http://www.horsham.gov.uk/think-before-you-throw).

### **Q. How will I know which bin to put out on which week? Will my collection days change?**

**A.** Your collection days with the new service may change. However, you will now only need to remember one

day of the week as both household waste and recycling will be collected on the same day of the week, but on alternate weeks.

An information pack will be delivered to your home before we introduce the scheme. This property specific pack will tell you exactly when the scheme will start and which bin you will need to put out each week. The information will also be made available online via your **Personalised Waste and Recycling Calendar**.

**Q. Where will my waste and recycling be collected?**

Where possible, please continue to place your bins out at your normal collection point. However, if space is limited put your bin out safely and as close to the normal collection point as possible. We recognise that there may be some difficulties in a few areas and we will be working to resolve any collection point issues as soon as possible. Bins should be out by 6am on your collection day, with the handles facing the road.

**Q. What if I have excess waste that won't fit into my household waste bin?**

**A.** Depending on your needs, additional bin capacity for household waste can be provided for those households who meet one of the criteria below: This exceptions policy is similar to that used by other councils with alternate weekly waste collections:

- Medical needs
- Households with five or more permanent residents
- Households with three or more children in nappies

**Please apply online at [www.horsham.gov.uk/newbincollections](http://www.horsham.gov.uk/newbincollections) or telephone 01403 733144.**

There is no cost for the bin but *there will be a delivery charge of £5.*

It is important to think more about what you are throwing away and please try to recycle as much as you can. We will not take excess waste placed on top of, next to, or overflowing from your bin. As we can all now recycle more, as long as you separate your waste into the appropriate bins there should be sufficient space.

For advice and tips on how to reduce, reuse and recycle more visit our online pages here **[www.horsham.gov.uk/thinkbeforeyouthrow](http://www.horsham.gov.uk/thinkbeforeyouthrow)**

If you have extra waste left over after all recyclables have been separated out then you can dispose of any additional waste at the local Household Waste and Recycling Site (HWRS). Find out where your nearest site is here: **<https://www.horsham.gov.uk/bins/recycling/household-waste-recycling-sites>**. If you are still finding it difficult to cope with a fortnightly household waste collection please contact us for advice on 01403 733144.

**Q. What if I have excess recycling that won't fit into my recycling waste bin?**

**A.** Please try to compact your recycling (eg plastic bottles, cartons and cardboard boxes etc) so that you can fit as much into your recycling bin as possible. If you still cannot fit your recycling into your bin you can apply for a larger recycling bin at the standard charge. Apply online at **[www.horsham.gov.uk/bins/recycling](http://www.horsham.gov.uk/bins/recycling)** or telephone: 01403 733144.

**Q. If I already have a larger household waste bin can I get an additional one?**

If you already have a larger household waste bin you cannot apply for another larger or additional bin. The larger bin (240 litres) is the largest household waste bin we are able to supply.

We have trialled this revised collection schedule with a family of five people with one child in nappies who also had the larger waste bin. The trial went very well and the waste bin did not overfill. However with increased awareness of recycling the family found that their recycling bin was overfilling. Anyone can buy a larger recycling bin. For more information on how to order recycling bins please visit **[www.horsham.gov.uk/bins/recycling](http://www.horsham.gov.uk/bins/recycling)**

**Q. Where can I find out more about recycling or reducing my household waste?**

**A.** Take a look at Horsham District Council's dedicated webpages for tips on how to reduce, reuse or recycle the waste in your household waste bin. This includes a useful A-Z list of what can and can't currently be recycled here in the District.

[www.horsham.gov.uk/thinkbeforeyouthrow](http://www.horsham.gov.uk/thinkbeforeyouthrow)

**Q. If I do not qualify for a free larger capacity household waste bin, can I purchase one?**

**A.** It is not possible to buy a larger capacity bin. You are not able to buy bins from a third party as they may not be compatible with the bin lifting equipment on the waste collection vehicles. Only bins with a Horsham District Council logo will be collected.

**Q. I am a childminder or a grandparent and have a lot of nappies to dispose of**

**A.** If you are a carer or have visiting children in nappies, you are not entitled to a larger household waste bin unless you meet the required criteria. If you are a childminder you are in effect running a business from home and would either have to pay for a separate trade waste bin collection or return used nappies for parents to take back and place in their own general waste bins. You would not be entitled to a free larger general waste bin to accommodate this waste. Find out how to apply for trade waste collection here:

[www.horsham.gov.uk/bins/business-waste](http://www.horsham.gov.uk/bins/business-waste)

**Q. Do you collect extra rubbish left beside the wheelie bins?**

**A.** We do not collect any side waste. We will only collect waste that is put inside your bin. Please close the lid. Excess waste may be taken to a Household Waste Recycling Site (HWRS). You can find a **list of Household Waste Recycling sites** online.

If you have bulky items that need collecting, for example following a DIY project, or you need a special service for the collection of bulky household waste items, such as furniture and white goods, we can provide this service at low cost. **More details are available online** or call 01403 739391. Alternatively, you could donate the items to charity if they are good enough for re-use.

**Q. Will this mean a change to my garden waste collection?**

**A.** For those who subscribe to our garden waste collection, you will continue to receive this service once every fortnight as you do now. For most households your garden waste will be collected on the same day as your recycling. Please visit our website if you would like to subscribe to our garden waste collection service:

[www.horsham.gov.uk/bins/garden-waste](http://www.horsham.gov.uk/bins/garden-waste)

**Q. Is this scheme unique to the Horsham district?**

**A.** No. It was first introduced in the UK in 1996. Across the UK, 76% of local authorities currently operate this system, including Chichester District Council and Mid Sussex District Council, and this figure continues to grow.

**Q. I live in a property that does not use individual wheelie bins. How will these changes affect me?**

**A.** If you live in a communal property, such as a block of flats, where there are communal wheelie bins please continue to put your waste and recycling in the communal bins.

Please try to compact your waste and recycling (eg plastic bottles, cartons and cardboard boxes etc) so that you can fit as much into the bin as possible. As with individual household bins these will be collected on an alternate weekly basis, ie household waste one week and recycling the same day the following week.

**Q. Why is the recycling mixed together? Is it all just going to landfill?**

**A.** No - recycling is a valuable commodity and is expensive to throw away. All of the mixed recycling is taken to a Materials Recycling Facility (MRF) in Ford, West Sussex where it is mechanically sorted using magnets,

gravity, air and other processes. Sorted recycling will then be reprocessed and used to make new materials. Please remember to keep your recycling clean dry and loose; not put in plastic carrier bags or boxes.

**Q. What if I am physically unable to move my bin?**

**A.** If you are unable to move your bin to your collection point due to disability or infirmity, we can offer you an assisted collection service. Please contact the Customer Care Team on 01403 733144 for an assisted collection application form.

**Q. Will my collection of domestic clinical waste be affected by these changes?**

**A.** Special collections of domestic clinical waste will not be affected by these changes.

**Q. Will the Large Items and Special Collection service be affected by these changes?**

**A.** No. Our Special Collection services will not be affected by these changes. The council operates a special service for the collection of large household waste items, such as furniture and white goods. If you have larger amounts of waste, such as from a DIY project, garden waste or a house clearance, you may want to consider the council's Bulky Bag service. Please visit the webpage for more information.

**Q. What if my bin is broken or goes missing?**

**A.** Wheeled bins remain the property of the owner/occupier. Each householder is responsible for keeping their bin safe. However, bins do get damaged or stolen from time to time. If a bin is stolen it can be reported to the council along with a police crime number and a second-hand suitable replacement may be offered. If the bin is damaged or lost and the cause is due to a refuse collection vehicle at the time of collection, we will replace your bin free of charge. If the damage or loss is not the fault of the council, you will be required to buy replacement bins. To report a missing or damaged bin or to purchase a new one please visit our website or call us on 01403 733144.

**Q. I run a business from home, will this affect my waste collection?**

**A.** If you run a business from home you should keep your business waste separate from your household waste. As a business you are responsible for arranging and paying for the collection and disposal of the waste you produce. Waste collections are not included in business rates. The council can provide a business waste collection for you through a range of options, using either sacks or modern, hygienic and secure waste containers, included as part of the cost. To find out more please visit [www.horsham.gov.uk/bins/business-waste](http://www.horsham.gov.uk/bins/business-waste)

**Q. Is there a health hazard to only collecting household rubbish on alternate weeks?**

**A.** Wheelie bins are a hygienic way of collecting waste. By following this simple hygiene checklist all potential problems will be avoided.

- Ensure the bin lid is always closed.
- Waste such as cooked food and nappies should be double wrapped before placing in the bin. This will avoid any problem with flies.
- You may like to occasionally rinse out the bin with disinfectant.
- Try to avoid storing your bin in direct sunlight.

**Q. Will this scheme lead to an increase in fly tipping in the district?**

**A.** Experience from other authorities already using alternate weekly collections suggests that fly tipping does not increase as a result of the scheme being introduced.

**Q. Are you providing a separate food waste collection service?**

**A.** No. However food waste collections are currently being reviewed to see if it is viable to provide this service

in the future. We will continue to promote the national Love Food Hate Waste campaign, which gives lots of useful information about minimising food waste, portion planning, and recipes for leftovers.

Home composting (<http://www.wastepreventionwestsussex.co.uk/composting>) is another way of reducing and re-using some food waste. You can find out more details on our website [www.horsham.gov.uk/bins/garden-waste/about-garden-waste-and-composting](http://www.horsham.gov.uk/bins/garden-waste/about-garden-waste-and-composting)

**Q. I pay my Council Tax, am I not entitled to a weekly collection service?**

**A.** You will still receive a weekly collection, but it will be divided into household waste one week and recycling the next. There is no statutory requirement to collect household waste on a weekly basis. This system of alternate weekly waste collection has now been taken up by 76% of local authorities in England and Wales.

**Q. What will happen if I refuse to pay the Council Tax?**

**A.** You are legally obliged to pay the Council Tax which is collected by Horsham District Council on behalf of West Sussex County Council, the Police, and the parish councils. In fact, we only retain about 9% of the total Council Tax collected. If payments are not made the council will issue a single reminder. If this does not prompt a payment, then the council will issue a court summons, which will add additional costs and could lead to further action to collect the debt. Residents will not receive a reduction in council tax. Any savings made are used to help balance our budget and ensure that the council can continue to provide vital services to residents. There is no statutory requirement to collect household waste weekly.

Below are just some examples of what can and can't be recycled in your blue top recycling bin. Please make sure you are recycling everything that you possibly can to help maximise the space in your household waste bin.

|                                | Yes ✓                                                                                                                                                                                                                                                                                                                                                                      | No ✗                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Plastics</b>                | <p>all plastic bottles eg drinks bottles, bathroom and detergent bottles</p> <p>all plastic pots eg yoghurt, cream and cottage cheese pots</p> <p>all plastic tubs eg ice cream, margarine, cosmetics, and laundry tubs</p> <p>all plastic food trays eg food, meat, fruit, microwave trays and Easter egg packaging</p> <p>all plastic lids eg container and jar lids</p> | <p>plastic films eg cling film, the covers of food trays and peel-back lids</p> <p>plastic bags eg carrier bags, bin liners, cereal bags, sandwich and bread bags</p> <p>plastic bottle tops<br/>Crisp packets and wrappers<br/>polystyrene<br/>plastic toys</p> <p>garden plastics eg plant pots, seed trays, tools and furniture</p> |
| <b>Paper and Cardboard</b>     | <p>newspapers / magazines</p> <p>food packaging sleeves</p> <p>envelopes / junk mail</p> <p>stationery paper</p> <p>greeting cards / wrapping paper</p> <p>telephone directories / Yellow Pages</p> <p>catalogues</p> <p>egg boxes and cereal boxes</p>                                                                                                                    | <p>shredded paper</p> <p>metallic wrapping paper</p> <p>paper towels</p>                                                                                                                                                                                                                                                               |
| <b>Metal cans and aerosols</b> | <p>food and drink cans</p> <p>pet food cans</p> <p>empty aerosol cans - deodorant sprays, hairspray cans etc</p>                                                                                                                                                                                                                                                           | <p>paint tins</p> <p>saucepans and kitchen utensils</p> <p>electrical items</p> <p>garden tools</p> <p>gas canisters</p> <p>batteries</p> <p>(Please take these items to your local Household Waste Recycling Site)</p>                                                                                                                |
| <b>Aluminium foil</b>          | <p>aluminium foil</p> <p>aluminium foil containers</p>                                                                                                                                                                                                                                                                                                                     | <p>crisp packets</p> <p>cat food and soup pouches</p> <p>soup pouches</p> <p>dirty foil</p> <p>foil wrapping paper</p>                                                                                                                                                                                                                 |
| <b>Cartons</b>                 | <p>fruit juice cartons</p> <p>long life milk cartons</p> <p>soup and smoothie cartons</p> <p>other cardboard cartons</p>                                                                                                                                                                                                                                                   | <p>crisp packets</p> <p>cat food pouches</p> <p>soup pouches</p>                                                                                                                                                                                                                                                                       |
| <b>Glass</b>                   | <p>coffee jars</p> <p>wine bottles</p> <p>beer bottles</p> <p>jam jars</p> <p>sauce bottles &amp; jars</p> <p>Please recycle the metal lids on wine bottles and jam jars by taking these off and placing them loose in your recycling bin.</p>                                                                                                                             | <p>mirror / window glass</p> <p>Pyrex</p> <p>drinking glasses</p> <p>milk bottles</p> <p>ceramics</p> <p>crockery</p> <p>glass vases</p> <p>paperweights</p> <p>spectacles</p>                                                                                                                                                         |

For more examples of what can be recycled, including advice and tip on what you can reduce, reuse and recycle and a comprehensive A-Z list, please visit our recycling webpages

[www.horsham.gov.uk/thinkbeforeyouthrow](http://www.horsham.gov.uk/thinkbeforeyouthrow)