

Household recycling & waste services policy (2024)

1.0 INTRODUCTION

1.1 Background and Scope

Since the introduction of recycling in 2008, Runnymede Borough Council's (RBC) recycling performance has increased from 20% (2008/09) to 49% (2021/22), placing RBC 79th out of 333 Authorities in 2022.

However, further waste minimisation and recycling performance improvements are needed to meet national recycling targets and assist Surrey County Council (SCC) in reducing the disposal cost of household waste.

This policy includes a range of measures to encourage waste reduction, improve recycling at household level and actively encourage behaviour change. This includes limiting the amount of refuse collected per household and offering recycling bins/food caddies FOC to enable and encourage increased levels of recycling.

1.2 Roles and responsibilities

Surrey currently operates a 2-tier structure. The districts and boroughs are responsible for waste *collection* and Surrey County Council (SCC) is responsible for its *treatment and disposal*, including the provision of Community Recycling Centres (CRCs) for residents to recycle and dispose of their municipal waste.

The end destinations of the recycling and waste are controlled by SCC and is out of scope for this policy.

1.3 Performance

Since the adoption of the Household Recycling and Waste policy in July 2020, over the last three years the recycling rate has increased towards 50% from 42% and contamination has been reduced from 17.7% to under 5%.

During 2021/22 RBC had the largest % increase of recycling performance across all English Local Authorities of 5.1%.

This has been achieved through several aspects including improved performance standards by the collection crews, as well as a closer working arrangement with managing agents and housing associations.

1.4 Duty to collect & method of containment.

Under Section 45 of the Environmental Protection Act 1990, the Council has a qualified legal duty to arrange the collection of household waste in its area and commercial waste from premises in its area, if requested. The only exceptions are: -

the property is situated at a place which in the opinion of the authority is so isolated or inaccessible that the cost of collecting is unreasonably high.

the authority is satisfied that adequate arrangements for its disposal have been or can reasonably be expected to be made by the person who controls the waste.

Under Section 46 of the Environmental Protection Act 1990, the Council is permitted to specify method of containment/presentation and required content to facilitate household waste collections. Below outlines the method of containment/container type by property type.

Method of containment & container type – household waste

Property type	Method of containment & container type – household waste		
	Food waste	Recycling (DMR)	Refuse (non-recyclable)
Houses & Street level properties	7L indoor caddy & 23L outdoor caddy	240L wheelie bin (blue lid/black body)	180L wheelie bin (black lid/black body)
House in multiple occupation (HMO) & Supported Living – per house	7L indoor caddy & 23L outdoor caddy	240L wheelie bin* (blue lid/black body)	180L wheelie bin* (black lid/black body)
Self-contained flat above commercial premises – per flat	7L indoor caddy & 23L outdoor caddy	240L wheelie bin or sack (blue lid/black body or clear sack)	180L wheelie bin or sack (black lid/black body or RBC branded sack)
Properties with Communal collection points	7L indoor caddy & 140L communal container	Shared container/s** (blue lid/blue body)	Shared container/s* (black lid/black body)
*Quantity and capacity defined by number of occupants (see section 2.2 for further detail) ** refer to capacity allocation tables (see section 2.4)			

2.0 Collection Arrangements

2.1 Introduction

Runnymede Borough Council operates an alternate week collection of recycling/refuse with a weekly food waste collection. Optional small electricals/textiles collections, subscription-based garden waste (detailed in Appendix 1) and clinical/sharps collections (Appendix 2) are also available to residents. Permitted contents, collection frequencies and methods of containment are listed in the tables below.

Permitted content & collection frequency – core service.

Permitted content & collection frequency – core service		
Food waste - weekly	Recycling (Dry Mixed Recycling DMR) - fortnightly	Refuse (non-recyclable) - fortnightly
<p>Cooked and uncooked food waste including</p> <ul style="list-style-type: none"> • tea bags/coffee grounds • fruit/vegetable peelings • eggshells • meat - raw and uncooked • fish bones and skin • mouldy bread • food that has passed its use by date. <p>Content can be bagged. plastic/paper/compostable liner. No black bags.</p>	<p>Clean, dry, loose items including</p> <ul style="list-style-type: none"> • paper & card • Glass bottles & jars • aluminium & steel food cans • plastic bottles & pots/tubs/trays <p>What to do with an item (surreyep.org.uk)</p> <p>Content must NOT be bagged.</p>	<p>Non-recyclable <i>household</i> waste only.</p> <p>This includes wet/dirty/non-recyclable such as</p> <ul style="list-style-type: none"> • nappies • absorbent hygiene products • tissues & wipes • crisp packets • plastic wrapping <p>Bagging content to keep it contained is recommended.</p>
<p>✗ No thank you The following must not be put in the food waste container</p> <ul style="list-style-type: none"> • liquids • packaging • black bags 	<p>✗ No thank you</p> <ul style="list-style-type: none"> • wet/soiled items • tissues and wipes • plastic wrapping • expanded polystyrene <p>Recycle food waste, household batteries, small electrical items and textiles separately.</p>	<p>✗ No thank you Hazardous, construction or commercial waste must be disposed of responsibly via other methods such as Community Recycling Centre (CRC) https://www.surreycc.gov.uk/waste-and-recycling/community-recycling-centres or via a licenced waste operator</p>
<p>Containment: 23L caddy or communal bin. No loose excess/side waste will be collected.</p>	<p>Containment: 240L bin or communal bin/s. Excess/side waste must be contained in cardboard box.</p>	<p>Containment: 180L bin (new standard size) or communal bin/s. Excess/side waste will not be collected.</p>

Method of containment: permitted content & collection frequency – other recycling services.

Method of containment, permitted content & collection frequency – other recycling services			
Small electrical items - weekly	Household batteries - weekly	Textiles - weekly	Garden waste (subscription) - fortnightly
For small electrical items that have a plug or are powered by batteries. Items should be small enough to fit in standard carrier bag.	For household batteries such as AAA or AA cells.	For clean, dry items suitable for reuse including. <ul style="list-style-type: none"> • paired shoes • clothing • bed linen 	Compostable garden waste including <ul style="list-style-type: none"> • Grass cuttings • Weeds • Leaves • Pruning/hedge trimmings • Twigs and small branches • Cut flowers. • plants • Fallen fruit
<p>✗ No thank you This service does not include the collection of</p> <ul style="list-style-type: none"> • light bulbs • printer cartridges • water softener cartridges 	<p>✗ No thank you This service does not include the collection of</p> <ul style="list-style-type: none"> • car batteries • other wet cell batteries. 	<p>✗ No thank you This does not include</p> <ul style="list-style-type: none"> • pillows/duvets • wet or dirty items 	<p>✗ No thank you</p> <ul style="list-style-type: none"> • flower pots • soil/earth • stone/aggregates • pet waste • animal bedding
Method of containment: standard carrier bag (provided by resident)	Method of containment: bag (provided by resident)	Method of containment: standard carrier bag (provided by resident)	Method of containment: 140L or 240L bin. Terms and Conditions are set out in Appendix 1.
<p>Items such as light bulbs, printer cartridges, car batteries, pillows/duvets that cannot be collected, should be taken to a Community Recycling Centre https://www.surreycc.gov.uk/waste-and-recycling/community-recycling-centres</p>			

2.2 New Developments

Developers must ensure sufficient space for the allocated capacity for the given property type. 'Household Recycling & Waste Guide for Developers sets out the bin allocation by property type and highlights the key design features required for provision of space and appropriate accessibility and layout for recycling and waste collection services. Design Standard 25: Remembering 'forgotten' elements. This states that Bins should be stored in a position that meets the Council's Highways standards. (Adopted Runnymede Design SPD July 2021) sets out material considerations for developers.

Developers must allow a minimum notice period of 4 weeks before requesting bins and delivery to ensure that access to site and capacity can be confirmed.

Payment is required for all bins, prior to delivery and must be purchased from RBC, to ensure compatibility with current fleet/collection methods.

Where communal containers are required, it is the responsibility of the developer to ensure that the designated bin store area is empty and free from any debris ahead of bins being delivered.

2.3 Houses & Street-level Properties

The following section relates to residential dwellings such as detached/semi-detached/terraced and other properties with ground level storage.

2.3.1 Collection requirements

Residents are required to present the appropriate bin and food caddy by 6am at the inside edge of the property boundary, nearest the Highway or vehicle access point. Exceptions are.

Agreed presentation point - where the standard collection point needs to be adjusted for safety or operational reasons.

Assisted Collection – where there is no able-bodied resident(s) at the property and nobody to assist (Appendix 3)

In these cases, the collection point must be approved by the DSO team and the resident will be advised of its decision. In all cases, bins must be located where they can be accessed safely by the collection crew.

The collection calendar is posted to residents every year as part of the service guide and is also published online (www.runnymede.gov.uk/collections). RBC recommends that residents add their house number and/or name to the food waste caddy, recycling bin and refuse bin so that they can be correctly identified.

Bin/caddy lids must be completely closed for collection to prevent littering/spillage and reduce the risk of bin damage. No side waste or additional waste will be collected and is the responsibility of the householder to dispose of.

Residents must store bins in their own property between collections. Any bins left out on the public highway will be removed, without notice and a charge will apply as per Appendix 4 – Fees and Charges for a replacement bin.

Bins should not be left blocking access to neighbouring properties or the public footpath between collections. This may be referred to Environmental Health for enforcement action if necessary.

For areas where there is a long driveway to a single or multiple properties, residents are required to present bins/caddies at the boundary of the Highway or vehicle access point, unless it is unsafe to do so, or the resident qualifies for an Assisted Collection.

Assessments would be made on a case-by-case basis and may result in an agreed collection point. The property owner will also need to sign for a damage liability waiver to enter the property.

2.3.2 Missed Collection Reporting

For all waste / recycling collections, should a collection be missed; it must be reported within one working day of the scheduled collection day via the online form on the website www.runnymede.gov.uk or Customer Services. For example, if your collection was due on a Thursday and your bin was missed, you must report it to us by Friday of the same week.

If you are on holiday or working away from home, arrangements should be made with a neighbour / someone else to present the waste/ recycling for collection and take the bin back after emptying.

Collection crews will return within 48hrs to empty the bin, assuming the correct bin has been presented by 6am and does not contain unacceptable content.

If the bin is not presented at the correct location point for collection, the collection crew will not return. Excess or side waste will not be collected, and the bin lid must be firmly shut. Failure to present correctly the bin will not be emptied until the next scheduled collection.

If there are delays due to severe weather or operational reasons, collections will be rescheduled. We will publish updates on our web page and social media pages.

We will not return to empty bins that are frozen solid or have frozen shut lids – you should make sure the bin lid can open and the contents are loose on the morning of collection.

If the collection crew have reported an issue with your bin or you have forgotten to present it, please accept our apologies but we will not be able to return, and your bin will not be emptied until the next scheduled collection day. All collection vehicles are fitted with route optimisation collection software and safety cameras.

2.3.4 Method of containment & capacity allowance

Every street level property should have its own individual set of containers (set out in Table 4), unless a bin-based collection is not appropriate.

7L indoor kitchen waste caddy	23L outdoor food waste collection caddy	240L recycling bin	180L refuse bin
			

2.3.5 Container for individual/street-level properties

Food waste

Indoor food caddies must not be presented for collection.

Recycling

Contents must be clean, dry and loose within the recycling bin.

Refuse

Each household may only present one refuse bin on collection day (maximum 240L), unless additional capacity has been approved.

Refuse bins may be used for the disposal of offensive waste such as animal waste/absorbent hygiene products.

However, this content must be bagged to protect collection crews from any spillages that may occur and still allow bins to be safely manoeuvred to the collection vehicle. If the bin cannot be safely moved, it is residents' responsibility to reduce the weight of the content in time for the next scheduled collection.

2.3.6 Sack-based collections

Properties unsuitable for wheeled bins will be provided with a sack-based collection. Residents will be required to present sacks at designated presentation point by 6am on collection day. Sacks must be tied to limit spillages. Sacks will be supplied and delivered by RBC. Collection crews will only collect official/RBC branded refuse sacks.

For refuse, a maximum of 3 sacks per fortnight will be collected. As with bin-based collections, if the sack contains unsuitable/unacceptable content, the sack will not be collected, and the sorting/disposal of the contents will be the responsibility of the resident.

If a household receiving a sack-based collection applies and qualifies for additional refuse capacity, payment will be required. In line with bin-based collections, there will be an annual fee and the household will receive an additional supply of refuse sacks of the same capacity.

A maximum limit of 6 sack per fortnight would then apply.

For recycling there is no limit to the number of sacks that can be left out for collection on recycling week. Additional recycling sacks are available on request; however, RBC reserves the right to deny a request if the household has a history of persistent contamination.

2.3.7 Replacement (missing/damaged)

Food waste & recycling

Kitchen caddies, food waste collection caddies and recycling bin may be replaced free of charge.

Refuse

Payment is required for any missing refuse bins. Any refuse bins damaged by the collection vehicle during the collection process may be replaced free of charge.

In both cases, the replacement would be a 180L bin. Please note 240L and 360L are no longer available as standard.

Where a household has a 120L refuse bin, this may be replaced with a 180L bin, there will be a charge for a replacement.

2.3.8 Unacceptable content

Every year, residents are provided with a service guide which sets out the acceptable and unacceptable items for collection.

Further guidance is available online www.runnymede.gov.uk/recycling or by contacting Customer Services on 01932 838383.

If a container cannot be emptied due to incorrect content, the resident is responsible for removing the unacceptable items. The bin/caddy will then be emptied on the next scheduled collection.

Contaminated bins will be emptied upon payment of the charge as set out in RBC fees and charges.

(Permitted content & collection frequency – core service)

Food waste

Liquids must not be put in the food waste caddy. Content should be bagged to help limit spillage and reduce odour.

Recycling

Residents are responsible for ensuring only acceptable items are put in the recycling bin. Recycling bins must only contain acceptable items which must be clean, dry and loose within the bin.

If the entire content of a recycling bin is soiled or contains a large proportion of unacceptable items, a resident may request that the bin be emptied as refuse.

A charge would be applied in this case.

2.3.8 Refuse bin contents

Refuse bins must not contain the following types of waste; hazardous, clinical/sharps, construction, commercial, automotive or any type of liquid.

Examples of unacceptable content include but are not limited to: paint, gas bottles, timber, plasterboard, car parts/automotive waste and household chemicals such as bleach. If a bin contains any of these waste types, it will not be emptied, and the resident will be responsible for appropriate disposal of the waste via a CRC or licenced waste operator.

Residents should be aware of the Householders' Duty of Care. (Section 34(2a) EPA 1990).

2.3.9 Additional capacity

Food waste

Additional food waste caddies may be provided free of charge, on request.

Recycling

To enable and encourage improved recycling, residents may request an additional bin/s which would be provided free of charge. The DSO team may investigate if there has been a previous contamination event and will refuse a request if a household has more than two contamination events in the previous 6 months.

Refuse

Only one refuse bin will be emptied per property (240L or 180L), any additional unapproved bins left out for collection will not be emptied and the householder will be responsible for the responsible disposal of the waste.

Residents may apply for additional refuse capacity. Households that meet either of the following criteria may be allowed one additional 180L bin for one year for which payment will be required on an annual basis.

- Household of 6 or more adults
- Household containing 2 or more children in nappies.

Residents must re-apply, confirming no change of household circumstance, and make payment each year for the collection to continue.

2.3.10 Medical need

Households that require additional capacity due to medical need can be provided with one 140L refuse bin. This is for healthcare waste that is not hazardous or infectious. This includes.

- dressings and bandages
- incontinence pads and sanitary products
- stoma bags
- catheter waste (after contents has been disposed of in a toilet)
- 'peg' or stomach feeding equipment.
- home dialysis waste (empty saline or glucose IV bags and tubing)

Residents may wish to double bag these items to help contain and spillages. Payment is not required for the bin and a yearly charge does not apply.

2.4 Houses in Multiple Occupation (HMO) and Supported Living

The following section relates to residential dwellings that are HMOs. These are properties where at least three adult and unrelated tenants cohabit and share facilities such as a toilet, bathroom, or kitchen.

HMOs which house over 5 tenants must be licensed by Runnymede Borough Council.

This section also includes properties where the residents with complex needs are given assistance to live independently (Supported Living) and are not regulated by the Care Quality Commission (CQC).

2.4.1 Collection requirements

In line with houses and other street-level properties, residents of the above property types are required to present containers (bins/caddies) by 6am at the inside edge of the property boundary, nearest the Highway or vehicle access point.

Bin/caddy lids must be completely closed for collection to prevent littering/spillage and reduce the risk of bin damage. No side waste or additional waste will be collected and is the responsibility of the householder to dispose of.

Bins must be stored within the property boundary between collections. Any bins left out on the public highway will be removed, without notice and a charge will apply as per Appendix 4 – Fees and Charges for a replacement bin.

2.4.2 Method of containment & capacity allowance

For HMOs with over 5 occupants the property should have a capacity appropriate to the number of permitted occupants on the licence. The allowable refuse capacity and recycling requirements are set out in the table below. If the property receives a sack-based collection, an equivalent quantity of sacks to the capacities set out below would be provided.

Occupants	Maximum refuse allowance (Litres)	Minimum recycling capacity (Litres)
1 to 4	1 x 180	1 x 240
5 to 8	2 x 180 (360)	2 x 240L (480)
9 to 13	3 x 180 (540)	3 x 240 (720)
14 to 18	4 x 180 (720)	4 x 240 (960)
19 to 20	5 x 180 (900)	5 x 250 (1200)

2.4.3 HMO refuse & recycling capacity allowance.

Landlords or residents of an HMO may apply for additional bins within their allowance but must provide the HMO licence number within their application. A one-off payment is required for the initial provision of a refuse bin/s which can be paid by the Landlord or an occupant of the property. There is no yearly charge but there is a requirement to recycle to maintain the recycling/refuse balance. Any recycling bins needed at the property would be provided free of charge.

If the HMO licence expires and is not renewed, refuse bins will be removed to leave one standard set of bins at the property, as per section 2.3. (Houses & street level properties).

The landlord may apply for additional refuse capacity, if needed, as per the Additional Capacity section in 2.3.9. (Houses & street level properties).

For Supported Living, additional refuse capacity may be provided on request to allow for residents' complex needs. The expected recycling capacity would be 2 x 360 (720L).

2.4.4 Sack-based collections

Properties unsuitable for wheeled bins will be provided with a sack-based collection, as per section 2.3.6.

2.4.5 Replacement of bins

As per section 2.3.7 (Replacement), payment is required for replacement refuse bins, unless lost/damaged during collection. Replacement of food caddies and recycling bins is free of charge.

2.4.6 Unacceptable content

Unacceptable content for food waste, recycling and refuse collection is as per Section 2.3.8. (Unacceptable content).

2.4.7 Additional capacity

Food waste and recycling

In line with houses and other street-level properties, additional recycling capacity for HMOs can be provided free of charge. Landlords of licenced HMOs should be aware of the minimum recycling capacity set out in the HMO refuse & recycling capacity allowance.

Refuse

For HMOs with 3-4 residents, no additional refuse capacity would be provided, unless justified by medical need. A maximum of 1 x 140L bin per property would be provided.

The property manager is responsible for the appropriate disposal of excess waste. Extra capacity or scheduled collection may be provided but a charge would apply.

2.5 Self-contained flats above commercial premises

The following section relates to residential dwellings such as flats above commercial premises. This may include properties with or without an outside area at ground level.

2.5.1 Collection requirements

In line with houses and other street-level properties, residents of the above property types are required to present containers (bins/caddies) by 6am at the inside edge of the property boundary, nearest the Highway or vehicle access point, unless either of the exceptions set out in section 2.1 (Houses and street-level properties) apply. For these types of property this may be an agreed collection point or a designated storage and collection point. In all cases, bins must be located where they can be safely accessed by the collection crew.

2.5.2 Method of containment & capacity allowance

The range of materials and collection frequencies are the same as for street level properties. However, due to variations in architecture and ownership of ground level storage, there are a number of options for the method of containment.

Containers	Individual/communal	Suitable for
23L food caddy recycling sack refuse sack	individual	Flats with very limited/no ground level storage
23L food caddy 240L recycling bin 180L refuse bin	individual	Flats with ground level storage and distinct storage points
23L food caddy Lockable* 240L recycling bin Lockable* 180L refuse bin	Individual	Flats with ground level storage and issues with fly-tipping
140L food bin (communal) Lockable* shared bins for recycling and refuse	communal	Flats with ground level storage, limited space and issues with fly-tipping

2.5.3 Method of containment options for flats above commercial premises

*Lockable bins may be provided free of charge if a genuine need can be demonstrated, and bins should remain locked between collections. Lockable bins and keys will be supplied by RBC. The replacement of lost keys is the responsibility of the resident, and the replacement of damaged locks is the responsibility of RBC.

2.5.4 Sack-based collections

Properties unsuitable for wheeled bins will be provided with a sack-based collection, as per section 2.3.6

2.5.5 Replacement

As per section 2.3.7. (Replacement), payment is required for replacement refuse bins, unless lost/damaged during collection. Replacement of food caddies and recycling bins is free of charge.

2.5.6 Unacceptable content

Unacceptable content for food waste, recycling and refuse collection is as per Section 2.3.8. (Unacceptable content).

2.5.7 Additional capacity

Food waste and recycling

In line with houses and other street-level properties, additional recycling and/or food waste capacity can be provided free of charge, as per Section 2.1. (Additional capacity). If lockable recycling bins are required, these can be provided free of charge if a genuine need can be demonstrated.

Refuse

Only one refuse bin will be emptied per property (240L or 180L), unless the household applies, qualifies and makes payment for additional capacity. This would be in line with Section 2.1 (Additional capacity) that sets out household need, additional allowable capacity and payment requirements.

2.6 Properties with communal collection points

This section relates to self-contained flats/apartments that have a designated collection point.

These are usually blocks with purpose-built bin store area, with a designated Property Manager.

This section also includes designated, communal collection points for groups of properties that are inaccessible due to their location, which may be self-managing.

Due to the communal nature of these facilities, RBC would always seek agreement from Property Managers to ensure all residents are made aware any changes.

2.6.1 Collection requirements

Collection crews will collect bins from an agreed, designated collection point which is usually a dedicated bin store area. Where specified by a planning condition, bins must be presented for collection as specified by the planning condition.

Bins must be located on an area of hard standing and there must be a suitable surface between the location where bins are collected from and the vehicle access point. Areas must be accessible and maintained to ensure a clean and safe environment for all users.

This includes, but is not limited to, surfaces, lighting and access routes.

All waste types must be contained within the appropriate bin(s) to prevent littering/spillage (level load) and allow bins to be safely manoeuvred to the collection vehicle (bin weight). The key collection requirements are.

- Access to bin store free of obstructions
- Bins not blocked by waste or loose debris on floor.
- Bin lid shut (level load)
- Correct content in bin

If the area is secured by a key lock or combination lock, it is the responsibility of the property manager to advise the DSO team and provide any keys, fobs or combinations needed (minimum 4 sets).

If any changes are not communicated, the property manager will be responsible for all collection of any excess waste or contaminated waste that accumulates.

2.6.2 Property Managers (Agents/Residents' Associations)

RBC seeks to work in partnership with property managers and residents to encourage waste minimisation and support improvements in recycling quality and quantity.

The table below sets out the key roles and responsibilities.

RBC	Residents/property managers
Collect household recycling/waste as scheduled	Property managers to arrange for the removal and appropriate disposal of any excess waste and/or bulky items
Provide information and guidance re: bin content	Property manager to communicate any changes with residents
Support recycling improvements where possible	Residents to put only acceptable content in the appropriate container and avoid leaving excess waste in bin store

2.6.3 Method of containment & capacity allowance

For RBC, standard communal containers for recycling/refuse are 660L and 1100L. The required capacity for each material is calculated based on the number of dwellings and is rounded up to the nearest standard bin size.

Where there is no Property Manager, individual bins may be provided unless it is not practical to do so due to space or operational reasons.

Methods of containment for all materials and container dimensions are set out in the table below. Please note dimensions are approximate.

Bin Size	Material stream	Height (lid closed)	Width	Depth
120L	Food waste	980mm	480mm	550mm
240L	Small electricals/textiles	1100mm	580mm	720mm
660L	Recycling/Refuse	1300mm	1400mm	800mm
1100L	Recycling/Refuse	1300mm	1400mm	1100mm

Dwellings	Food waste capacity	Recycling capacity	Refuse Capacity
5	1 x 120	1 x 1100	1 x 660
6-9	1 x 120	2 x 1100	1 x 1100
10-14	1 x 120	3 x 1100	1 x 1100 + 1 x 660
15-18	1 x 120	3 x 1100	2 x 1100
19-24	1 x 120	3 x 1100	2 x 1100 + 1 x 660
25-28	1 x 120	4 x 1100	3 x 1100
29-33	1 x 120	5 x 1100	2 x 1100 + 1 x 660
34-37	1 x 120	5 x 1100	4 x 1100
38-42	1 x 120	5 x 1100	4 x 1100 + 1 x 660
43-46	1 x 120	6 x 1100	5 x 1100
47-50	1 x 120	6 x 1100	5 x 1100 + 1 x 660

If a resident/s allocated to communal facilities is unable to access the recycling/waste facilities, other alternatives may be investigated.

These will be considered on a case-by-case basis, in partnership with the Property Manager.

Number of flats	Total Refuse Capacity*	Refuse Capacity (to nearest standard bin size)
5	900	1 x 1100
6-9	1620	1 x 1100 + 1 x 660
10-14	2520	2 x 1100 + 1 x 660
15-18	3240	3 x 1100
19-24	4320	4 x 1100
25-28	5040	5 x 1100
29-33	5940	6 x 1100
34-37	6660	6 x 1100 + 1 x 660
38-42	7560	7 x 1100 + 1 x 660
43-46	8280	8 x 1100
47-50	9000	9 x 1100

2.6.4 Capacity allocation

The capacity for each material, by number of dwellings is listed in the table below. This is based on 180L per dwelling. If there are HMOs within the block, the capacity allowances defined in the HMO capacity table will apply to the HMOs.

2.6.5 Unacceptable content

Food waste & Recycling

Residents are responsible for ensuring only acceptable items are put in the recycling bin and food waste caddy (Permitted content & collection frequency – core service). If a recycling bin cannot be emptied due to incorrect content, Property Managers are responsible for arranging for the unacceptable items to be removed.

If the contamination can be removed, the bin will be emptied on the next scheduled recycling collection.

Requests can be made to the DSO team to empty bins containing the incorrect content as refuse or if the entire content of the bin is soiled.

This would be classified as a one-off clearance and the charges as per Appendix 4 would apply.

This does not apply to bins containing any of the unacceptable waste types listed below. These items should be disposed of responsibly via a CRC or licenced waste contractor.

In the case of contamination, the facility to recycle will be removed. Should recycling be re-introduced the managing agent / property manager must submit an improvement plan of how they will deal with the following: engagement with residents, how they will deal with contamination as well as the disposal costs.

Refuse

Refuse bins must not contain the following unacceptable waste types; hazardous, clinical/sharps, construction, commercial, automotive or any type of liquid, as per section 1.2.1. Examples of unacceptable content include but are not limited to.

- paint, plasterboard and DIY waste

- timber, hardcore and building materials.
- gas bottles
- car parts/automotive waste
- household chemicals – such as bleach
- any type fluids (e.g. oil)

If a bin contains any of these waste type, it will not be emptied, and the residents/Residents Associations/Property Manager will be responsible for appropriate clearance and all associated costs for the disposal of the waste.

Refuse bins may be used for the disposal of offensive waste such as animal waste/absorbent hygiene products.

However, this content must be bagged to protect collection crews from any spillages that may occur and still allow the bin to be safely manoeuvred to the collection vehicle. If the bin cannot be safely moved, it is the property managers' responsibility to reduce the weight of the content in time for the next scheduled collection.

2.6.6 Excess waste & spillages

As per the collection requirements, bins must not be blocked by waste or loose debris on floor and bin lids must be shut (level load). All waste must be appropriately contained to avoid spillage.

While the Council have a Duty to Collect, Residents Associations/Property Managers have a responsibility to ensure collections can operate as scheduled and that any excess waste does not adversely impact surrounding residents.

In extreme cases, Environmental Health Officers may be required to take action in the interest of Public Health in accordance with the Environmental Services Enforcement Policy.

2.6.7 Additional capacity

Recycling

In line with houses and other street-level properties, residents may request additional recycling capacity which can be provided free of charge. However, this would be agreed with the Property Manager as they would be expected to bear the responsibility of any contamination costs.

Refuse

Additional capacity above the allocated capacity may be provided, however, there will be a charge. This may be provided as

- an additional bin collected on a fortnightly basis in line with refuse collection cycle
 - extra scheduled collections on recycling week
- This usually only applies to areas where there is insufficient space for the required refuse capacity.

2.6.8 Fines and Non-Compliance

Penalties, such as Fixed Penalty Notices or prosecution, will be initiated in accordance with the Environmental Services Enforcement Policy.

This may include penalties for failing to comply with the householder's duty of care, littering and fly-tipping.

Where we are entitled to charge for household waste collection this is recoverable as a civil debt.

APPENDICIES

Appendix 1: Garden Waste (Subscription Based –Terms and Conditions)

Garden waste collection service terms and conditions apply each year from 1 April to 31 March. **The fee applies irrespective of the date of subscription. Please be aware there will be no pro-rotta charge.** New subscriptions and renewals will run from January to November of each year, for garden waste services to start or continue from 1st April.

1. The agreement is made between the resident (customer) and Runnymede Borough Council (RBC) and sets out the terms and conditions under which the customer may use the Council' garden waste collection service (the service).
2. Customers can either pay
 - a. online at www.runnymede.gov.uk/gardenwaste
 - b. by telephoning 01932 838383 to make one-off payment
 - c. set up an annual Direct Debit
(This option is only available for customers with one bin/subscription)
3. Only customers who have paid their subscription are eligible to receive this service. Collections will not be made on the day payment is made, even if this is the scheduled collection day. The first collection will be on the next scheduled collection following payment.
4. Subscriptions cover the period 1 April – 31 March of the respective year and are payable in advance.
5. All bins remain the property of the Runnymede Borough Council. Subscriptions are for the service only and **are** transferable to another property for customers moving *within the borough.
6. The cost of service (2024/25) is
 - a. £59.85 per 240 litre bin or
 - b. £37.80 per 140 litre bin
7. The customer may subscribe to any number of bins per property, but the cost of the service is per bin, in accordance with the yearly charge. There are no multiple discounts.
8. There are no concessions or refunds.
9. Subscriptions made during the year will be charged at the yearly rate. There will be no pro-rata charge.
10. Garden waste bins will be provided free of charge however subscription charge fee for the service is required.
11. The service will be suspended over the Christmas and New Year period.
12. The customer may only use the designated paid for wheelie bin(s) for the collection of garden waste. The Council (RBC) will not collect garden waste presented by any other method.

13. Customers will be responsible for the bin(s) which shall remain at the property. If a customer wants to transfer the subscription, it is their responsibility to move the bin(s) and notify the Council of their change of address* via the following methods
- a) Email general.enquires@runnymede.gov.uk
 - b) by telephoning 01932 838383
 - c) updating their One Account
14. Excess (side) waste will not be collected, neither will overweight bins.
15. Bin lids must be fully closed prior to collection.
16. The collection crew will not return for bins that have not been fully emptied due to overloading or because the contents are frozen/stuck to the bin. Customers must take action to prevent this situation occurring.
17. Customers may use the service for the disposal of garden waste only.
18. Any bin found to contain material not specified on the website will not be collected. The customer will be required to remove the non-permitted material and the bin will be emptied on the following scheduled collection day.
19. If the customer continues to put unacceptable material in the garden waste bins the service will be removed. In these circumstances no refund will be given for the garden waste subscription.
20. Bins shall be left at the boundary of the property from 06.00am on the scheduled collection day. The bin handle should be facing the street or road. Bins should be retrieved by the customer within 24 hours after collection. Any missed collections should be reported within 24 hours.
21. Collections not made due to severe weather, or disruptions relating to issues outside the Council' control, will not be refunded.
22. Schools, churches, community centres can access the service. The same fees apply.
23. Bins that are damaged or lost and reported as such will be replaced free of charge.
24. On termination of the customer' right to receive the service (however such termination occurred) the Council reserve the right to remove the bin(s) from the customer' property. If a Direct Debit is set up and cancelled within the first 14 days the service will be cancelled. If Direct Debit payment is cancelled during the subscription year the service will continue but will not be renewed for the following financial year.

The customer' statutory rights are unaffected.

Appendix 2: Clinical waste and sharps collection

What is clinical waste?

Your doctor or nurse will advise if your waste is infectious or hazardous and requires a separate clinical collection.

Clinical waste includes:

- swabs and wound dressings/bandages that are contaminated with infectious or hazardous substances.
- wound vacuum drains or pumps.

Sharps, including needles and syringes, should never be put in your refuse bin, even if they haven't been used. They should always be placed in a sharps box, which we will collect and dispose of safely.

Unwanted and out of date medicines should be taken to your local pharmacy. Do not put them in your normal refuse bin. Empty non-contaminated packaging and containers for medicines can be put in your recycling bin. This could include clean plastic or glass bottles, cardboard boxes and paper instructions. Blister packets should be put in your refuse bin.

How to apply

Residents that require a regular clinical waste collection can contact Customer Services or apply online. Once registered, collections are on a fortnightly basis until cancelled. Sharps collections are on request and can also be requested via Customer services or online.

Collection requirements & method of containment

Clinical waste must be presented for collection in yellow or orange clinical waste sacks, which are usually provided by your healthcare professional. RBC does not provide clinical waste sacks. RBC currently provide yellow bins (140L or 240L) for the storage of clinical waste sacks and residents are required to present the bin at the inside edge of property nearest the highway or vehicle access point by 6am on collection day unless an Assisted Collection is in place.

If clinical waste is not appropriately contained it will not be collected. This includes clinical waste contained in black bags or sacks that are not tied or sharps not securely contained.

Appendix 3: Assisted Collections

In special cases where all residents in a household are physically unable to place containers at the collection point, due to infirmity or disability, application can be made for an Assisted Collection.

This means that the collection crews will collect and return bins and containers directly from a property, from a place jointly agreed with the resident.

The householder must meet one or more of the following criteria to receive this service:

- The permanent householder(s) suffer(s) from a medical condition or disability that prevents them from putting out their bins or container(s)
- There is no other assistance available for putting out their bins or containers.
- The permanent householder(s) suffer(s) from a temporary incapacity.

Any physically able permanent resident in the same household who is over the age of sixteen (16) will be expected to present any bin or container for collection.

Temporary incapacity is defined as curable impairment of mental or physical faculties that impede the affected person from functioning normally only so far as he or she is under treatment.

Requests for assisted collections can be made by telephoning 01932 838383.

If the application is approved, the householder will be advised of the date the service will start, usually on their next collection day.

The householder will receive the permanent Assisted Collection on every regular household collection for 12 months.

In cases of temporary incapacity, the householder must include an expected end date on their application and if approved, will receive the service until that date. Affected householders should inform the DSO Team of any changes in circumstances that impact on their ability to present their bins.

The bins or containers will be collected from, and returned to, an appropriate and agreed outdoor collection point.

The location must not compromise the collection crew's health and safety and appropriate questions will be asked during the request for an assisted collection.

If the DSO team considers a collection point or location to compromise health and safety, the householder will be contacted to discuss a suitable alternative.

Annual review: eligible householders will receive a letter shortly before their review date asking if they still meet the relevant criteria.

If the householder does not respond within twenty-eight (28) days, or the householder no longer meets the criteria, the Assisted Collection will be removed, and the service will revert to a standard collection point.