

## Green Bin and Food Caddy Frequently Asked Questions

### **Do I have to use the food caddy?**

No, it is up to you whether you wish to use the caddy. The caddy has been provided so that you can contain all your food waste separately to your other household waste, rather than make regular trips to the green bin. You can put the food waste directly into the green bin should you wish.

### **What if I don't want my food caddy?**

If you do not want to have the caddy, please telephone 01246 242424 and we will arrange for the caddy to be collected back in; or you could use it for storing other household items.

### **I live in a flat with a communal bin store and don't have a green bin service. Will I now get a food waste collection?**

Your collection service will not change at the moment.

### **What sort of food can I put in my green bin?**

You will now be able to put raw and cooked food leftovers, for example:

fruit

salad

vegetable waste

egg shells

bread

pastries

rice

pasta

red meat (raw and cooked, including bones)

poultry (raw and cooked, including bones)

fish (raw and cooked, including bones)

plate scrapings

tea bags

coffee grounds

**Can I now put plastic bags in my green bin?**

NO, you must not put any kind of plastic bags in the caddy or green bin - they don't rot down, and it spoils the compost.

**Won't this lead to my bin getting dirty?**

Green bins currently become dirty from garden waste. You are now asked to mix all food waste with their garden waste. Ideally, a layer of garden waste is best placed in the bottom of green bins and food waste placed on top.

**Can I wash my food caddy and green bin with cleaning products?**

Yes, you can wash your caddy and green bin regularly and if detergents are used, please give them a final rinse out with clean water to remove residues and allow to dry before placing garden and food waste in them.

**Can I line the bottom of the caddy or green bin with card or paper?**

NO, starches, inks and coatings from card packaging and paper print reduces the quality of the compost and it will not reach strict high standards so it can be used as a compost product.

**Can I use compostable paper liners in my caddy?**

Yes, if you wish you can use a paper compostable liner in your caddy to help keep your food waste contained and make transferring to your green bin simple. These are available from leading supermarkets and must be manufactured to EN13432 standard. Please note: there are other plastic (corn starch) bags that meet the EN13432 standard but these are not acceptable.

**What happens to my food and green waste after collection?**

When your food and garden waste is collected, it is taken to a composting facility which can compost all types of food and garden waste in an enclosed facility. The material is shredded and put into special tunnels where air circulation, temperature and moisture can be controlled to break down the food and garden waste into compost product and soil conditioner. It will be available for sale at [Household Waste Recycling Centres](#).

**The crew have refused to empty my bin in the past because of food waste. What has changed?**

When your green bin is emptied, it will be taken to a new composting facility at Arkwright developed by Derbyshire County Council, where it will be turned into usable compost. The new facility is enclosed and able to process cooked and uncooked food waste, whereas the current open air process is only able to treat garden waste and uncooked vegetable peelings.

**Can I put cooking oil in my food waste collection?**

NO, cooking oil and fats cannot be put in with your green bin. You are able to dispose of this at Household Waste Recycling Centres at Buttermilk Lane, Duckmanton and Stonegravel, Chesterfield.

**What happens if I put waste in my green bin that can't be composted?**

The collection crew will look in green bins to ensure the waste is compostable. If the green bin contains other types of waste, such as nappies, plastics, paper or packaging, they will not be able to empty your bin. Unfortunately the bin crew are unable to remove contamination during the collection rounds, and will place a notice on your bin advising why they could not empty it.

**Will green bins now be collected year round?**

Currently, green bins are suspended during the dormant winter period, when less green waste is being produced. There is currently no plan to change this; during green bin suspension period residents can put their food waste into the black bins.

**Will my black bin now be refused if I put food waste in it?**

NO, you will be able to put your food waste into the green or black (residual waste) bin. It is preferred if you put all your food waste into your green bin as this will help increase composting levels and reduce the amount of waste being sent to landfill (via black bins). During hot summer spells residents are able to put raw and cooked food waste in either green or black bins, whichever is due to be emptied next. However, residents are encouraged to place as much food waste in green bins as possible.

**Can I put food waste in my burgundy bin now?**

NO, please do not put any food waste in your burgundy bin as this contaminates the recycling and the burgundy bin collection crew will refuse to empty it.

**Can I put any other waste in my green bin now?**

No, the only change is that raw and cooked food waste is now accepted in the bin. You cannot put other residual black bin waste (e.g. dog, cat faeces, fire ash, card, paper) into the green bins.

**I don't have a green bin. Will I be delivered a caddy?**

We have identified properties with communal bin stores that do not have green bins (e.g. flats) and will not receive a caddy.

**Won't I get maggots in my caddy and green bin?**

You may experience an issue with maggots in bins when the food waste is left exposed, allowing flies to lay their eggs. Putting the food into the caddy as soon as possible and closing the lid will reduce the chance of this.

If your green bin collection is not due for over a week, and your black bin is due to be emptied next, you could put your food waste into the black bin, in particular during hot summer spells. However, please put as much of your food waste in your green bin as possible.

**My green bin is split/damaged. Can I get a replacement?**

If your bin is damaged and unusable, please let us know by calling the Clean and Green line on the number below.

**Is this a reduction in service and will I get a Council Tax refund?**

NO, this is not a reduction in service as you will still receive the same level of bin collections. We are now simply asking you to place food waste in green bins rather than black bins to help improve our environment. Our waste collection resource is now being allocated to reflect the changing needs of each of your coloured bin's collection needs. This is a positive response to our residents' commitment and desire to recycle more of their household waste.

**When are my collections?**

To make things as easy as possible, your rubbish and recycling collections will take place on the same day each week - recycling and garden waste (where applicable) one week, general household rubbish the next week and so on. Please refer to our bin collection widget opposite.

**Bank Holiday Collections**

There are no changes to your normal refuse, recycling or garden waste collections on any Bank Holidays in 2014 (with the exception of Christmas and New Year, which we will inform you about). We will collect your waste as normal on Good Friday, Easter Monday and the other Bank Holidays during the spring and summer.

My question has not been answered here.

If you require any further information or advice, please telephone 01246 242424 and we will be happy to help.