

## Black Bin Frequently Asked Questions

What can I put in my black bin?

You can place general domestic household waste in your black bin. However please do not put concrete, rubble, chemicals, tyres, corrosive substances or paint in your black bin as these should be disposed of appropriately at [household recycling centres](#). Hypodermic needles and clinical waste (except for non-infectious incontinence pads & stoma bags) must be disposed of through the NHS Waste Management Procedure and arranged by your GP or health care service provider.

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 (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.

What if my black bin is split, damaged or lost?

If your black bin is split or damaged the refuse crew will assess if it is serviceable and safe to use. If it is not fit for purpose or the bin has been lost in the refuse vehicle, you will receive a notification through your letter box and a new bin will be provided for you free of charge. If your bin has been lost or stolen then you must contact us immediately to order a new one. Please note that there is a charge for replacement bins. Alternatively, you can provide your own bin providing it meets our collection requirements. If you have moved house and there is no bin present, please contact us immediately to arrange delivery of a new bin, for which there will be a charge.

Can I have an extra bin?

Properties which contain 5 or less residents are issued with a standard size bin. If there are 6 or more permanent residents occupying a property then you may apply for additional capacity. A one-off charge will be made for the extra capacity collection of domestic waste. Please see below.\*

Circumstances	Entitlement
Properties with 6/7 permanent residents	1 x 360L Black Residual Bin
Properties with 8-10 permanent residents	2 x 360L Black Residual Bin
Properties with 10+ residents	Individual assessment

\*Please note that the above criteria does not apply to multiple occupancy premises such as

residential homes or communal properties like flats which already have different arrangements for refuse collection. These arrangements vary and may include the use of large commercial size bins. We may consider providing additional bin capacity on a temporary basis dependant on need e.g. large amounts of clinical type waste (incontinence pads etc). Extra capacity will only be authorised where there is a demonstrable need and the residents are proven to be actively recycling. Any extra capacity provision will be reviewed after a 2 year period to check that the extra capacity is still required.