



City of Bradford Metropolitan District Council

Domestic Waste and Recycling Policy

2024/25

1. INTRODUCTION

- 1.1. This Domestic Waste and Recycling Policy supports our commitment to reducing the impact of waste on the environment and importantly, the amount of waste that we send to expensive treatment and landfill.
- 1.2. As of January 2015, the Council is legally required to collect recyclable materials separately, unless it is not Technically, Environmentally or Economically Practicable (TEEP) to do so. The Council therefore has a duty to engage residents and trade waste customers by clearly laying out the challenges ahead for waste collection and treatment and providing a solution which addresses the needs of all our customers.
- 1.3. By focusing on minimising the amount of waste each household produces and encouraging householders to separate items that can be recycled, we can reduce the cost of treating and disposing of the waste we all produce. If we fail to do this, we will face increasing costs that will ultimately come out of the Council taxpayers' pocket.
- 1.4. To mitigate against increasing costs, the Council has designed its waste collection service in a way that enables general waste and recycling services to operate effectively and efficiently. This will allow us to maximise recycling and reduce the amount of waste going to treatment and landfill.
- 1.5. This document sets out the Council's policies and procedures for the collection of waste from domestic properties. It explains the actions and responsibilities of the Council and householders to participate fully in the service and to recycle and dispose of their waste, so as to avoid any uncertainty for our residents, Elected Members and Officers of the Council.

2. GENERAL

- 2.1. Each household will be allocated one 240 litre wheeled bin/receptacle for general (non- recycling) waste, and one separate 240 litre wheeled bin for recycling.
- 2.2. Households which cannot accommodate a wheeled bin will be provided with black sacks for their domestic waste but may receive a separate dry recyclable waste collection where practicable.
 - 2.2.1 Households who do not produce much general (non- recycling) waste each week can request a smaller 140 litre wheeled bin.

2.2.2 Larger households may request extra capacity. See section 10.

- 2.3 The Council will only empty one general (non- recycling) waste bin per property every alternate week.
- 2.4 Householders are responsible for the storage and safe keeping of the wheeled bins provided by the Council. This includes keeping their wheeled bins in a hygienic and serviceable condition.
- 2.5 For all matters concerning this policy, residents should call Council Contact on 01274 431000.

3. RECYCLING

- 3.1 Each household will be allocated one grey 240 litre capacity wheeled bin for recycling which will be collected on an alternate weekly basis throughout the year. You may request to purchase an additional recycling bin by calling Council Contact on 01274 431000.
- 3.2 Dry recyclable waste includes drinks cans, aerosols, aluminium foil, glass bottles and jars, plastic bottles, food cans, plastic food trays, yoghurt pots, margarine/butter tubs, food and drinks cartons, paper, cardboard, newspapers, magazines. There will be no need to separate recycling as all recyclable items can go in the same grey recycling bin.
- 3.3 Dry recyclable waste does not include mirrors, sheets of glass, wallpaper, empty paint or oil cans, Pyrex, plastic bags or polystyrene. These items can be disposed of in the green general (non- recycling) waste bin or can be taken for disposal at a Household Waste Recycling Centre.
- 3.4 Householders are required to ensure recyclables are clean, empty and are placed loose into the grey recycling bin.
- 3.5 The recycling bin will be emptied at the kerbside. Householders will be informed of collection dates the bin should be presented for emptying. Details of collection dates are available on our website.
- 3.6 The recycling bin must stay at the address and should not be transferred to or used for waste from other locations.
- 3.7 Recycling bins containing items that are not 'dry recyclables', as described above, will not be emptied.

4. GENERAL WASTE

- 4.1 Each household will be allocated one green 240 litre capacity wheeled bin for general non-recyclable household waste which will be collected on an alternate weekly basis throughout the year.
- 4.2 General non-recyclable waste includes; food, non-recyclable packaging, nappies and general litter.
- 4.3 Garden waste such as grass cuttings, hedge clippings, leaves, twigs and branches, weeds, dead or discarded garden plants should not be disposed of in the green general waste bin. These items should be disposed of in the brown garden waste wheeled bin. If the household has not subscribed to the chargeable garden waste collection service, or has excessive amounts, these items should be either composted at home, or disposed of at a Household Waste Recycling Centre (see section 6).

- 4.4 Items such as building rubble, oil, paint, gas bottles, low energy light bulbs, electrical items, batteries, clinical waste such as needles and their boxes, any toxic substance or large bulky items should not be placed in the green general waste bins. Most of these items can be disposed of at a Household Waste Recycling Centre.
- 4.5 Commercial, business or industrial waste must not be placed in green bins. The address will be noted by the crew and follow up action may be taken by the Council. The Council reserves the right to take appropriate enforcement action if this persists.
- 4.6 Waste collection crews will only empty one 240 litre green general waste bin per property per alternate week unless extra capacity has been authorised (see section 10).

5. ALTERNATE WEEKLY COLLECTIONS

- 5.1 To make our bin collection service more efficient and reduce the amount of waste going to incineration and/or landfill, we operate alternate week bin collections. Alternate week bin collections encourage families to think more about recycling, leading to a reduction in the amount of waste going to expensive incineration and/or landfill and damaging the environment.
- 5.2 Alternate weekly collections means the Council will still come to empty a bin every week but will alternate between bins. Resident's general waste (green) bin will be emptied one week and recycling waste (grey) bin the following week.
- 5.3 To boost recycling rates, householders can now put all their recyclables into one grey bin. This includes drinks cans, aerosols, aluminium foil, glass bottles and jars, plastic bottles, food cans, plastic food trays, yoghurt pots, margarine/butter tubs, food and drinks cartons, paper, cardboard, newspapers, magazines. There will be no need to separate recycling as all recyclable items can go in the same grey bin.
- 5.4 We will only empty one general waste (green) bin per household every alternate week. Residents can have more than one recycling waste (grey) bin.

6. GARDEN WASTE

- 6.1 The Council encourages households, wherever possible, to consider composting their garden waste, kitchen waste and pet bedding. Composting is an inexpensive natural process that creates a valuable and nutrient rich food for your garden. Residents should call Council Contact on 01274 431000 or apply via the Council website for a reduced price compost bin.
- 6.2 The Council provides a chargeable garden waste collection service, for residents who sign up and pay for the service. The following conditions will apply:
- 6.3 The household will be provided with one brown 240 litre wheeled bin for each subscription they purchase. Residents may subscribe as many times as they require, second and subsequent subscriptions are charged as advertised.
- 6.4 Garden waste includes grass cuttings, hedge clippings, leaves, twigs and small branches (cut into small pieces), weeds, dead or discarded garden plants.
- 6.5 Garden waste collections will be made on a four weekly basis from 1 June to 31 May (with no collection in December).

- 6.6 The brown garden waste bin will be emptied at the kerbside. Householders will be informed on which day of the week their brown garden waste bin should be presented for collection.
- 6.7 The brown garden waste bin must stay at the address and should not be transferred to or used for waste from other locations such as allotments or smallholdings.
- 6.8 Brown garden waste bins containing items that are not 'garden waste', as described above, will not be emptied.
- 6.9 This service must only be used for residential garden waste. Business customers are not permitted to use this service.

7. PRESENTING WASTE AND RECYCLING FOR COLLECTION

- 7.1 It is the householders responsibility to present their wheeled bin/receptacle at the collection point (kerbside or other place as advised by the Council) in a position that will cause the least obstruction to other users of the footpath/highway.
- 7.2 Householders should present waste/recycling, in the correct wheeled bin/receptacle, at the collection point by 06:30hrs on the day of collection.
 - 7.2.1 Waste/recycling presented in the incorrect wheeled bin/receptacle, or cross-contaminated recycling, will not be collected/emptied.
 - 7.2.2 Householders may place their bin at the collection point on the evening before the day of collection.
- 7.3 Wheeled bins/receptacles should be presented for collection with the lids closed. This is to prevent spillage, access by animals and pests, nuisance or accidents to staff or members of the public.
 - 7.3.1 A wheeled bin can be emptied safely only when the lid is closed. Overloaded bins may not be emptied.
- 7.4 Householders must not place excess waste/recycling at the side of the wheeled bin.
 - 7.4.1 Uncontained waste (side waste) is unsightly, may create a hazard to pedestrians, attract animals and pests, and result in littering.
 - 7.4.2 Excess uncontained waste will only be permitted in the event of prolonged service failure (see Missed Collections section 8), or where the normal collection frequency has been extended by 2 or more days.
- 7.5 Householders should retrieve their wheeled bin to its storage area after it has been emptied on the same day as collection, or as soon as reasonably practicable.
 - 7.5.1 Householders must not leave their wheeled bin at the collection point, on the footpath or highway for an extended period without the permission of the Council.

8. MISSED COLLECTIONS

- 8.1 Waste not emptied on the collection day as a direct result of service failure will usually be removed by the end of the following working day.¹
 - 8.1.1 In such circumstances householders may leave the bin at the kerbside for collection on the following day.
- 8.2 Information regarding widespread disrupted collections will be publicised via the Council website, on the Bradford Council app, advertised in the local press and on

social media.

8.2.1 In the event of prolonged disruption householders should retrieve their wheeled bin to its storage area and re-present it as advised by the Council.

8.3 Wheeled bins/receptacles not presented by 06.30hrs on the collection day may not be emptied until the next scheduled collection day for that type of waste/recycling.

8.3.1 Householders should retrieve their wheeled bin to its storage area and re-present it at the next scheduled collection day.

8.3.2 Householders must not leave their wheeled bin at the collection point, on the footpath or highway for an extended period without the permission of the Council.

9. CONTAMINATED BINS

9.1 Separate wheeled bins/receptacles are to be used for general non-recyclable waste, recycling, and garden waste. Details of what may be placed in each of these wheeled bins/receptacles, is set out above in sections 3, 4 and 6.

9.2 Waste/recycling presented in the incorrect wheeled bin/receptacle, or cross-contaminated recycling will not be collected. The address will be noted by the crew and follow up action taken by the Council.

9.3 Householders should remove any cross-contamination and re-present the wheeled bin/receptacle on the next scheduled collection day or arrange a bulky waste collection².

9.4 Householders must not leave a contaminated bin at the collection point, on the footpath or highway.

10 LARGE HOUSEHOLDS

10.1 The Council recognises that larger households may require additional capacity for their general non-recyclable waste.

10.2 For the purposes of household waste collection, the Council has determined that a 'larger household' is one that has 7 or more permanent residents living at the address.

10.3 The Council will offer advice and information on recycling and will conduct a waste audit to determine if extra capacity is required for general non-recyclable waste.

10.4 Where the household is fully utilising available recycling collection services but still has more general non-recyclable waste than can be accommodated in a standard 240 litre wheeled bin, then extra capacity will be provided.

¹ The working week for the domestic collection service is Tuesday to Friday

² Bulky Waste Collections are a charged for service. Contaminated bins will be emptied via the Bulky Waste Collection service as long as they only contain materials permitted by the rules of that scheme.

11 ASSISTED COLLECTIONS AND EXEMPTIONS

- 11.1 The Council provides an exemption from the requirement for householders to present a wheeled bin/receptacle at a collection point where the householder can demonstrate that they are unable to do so. In such circumstances the Council will provide an Assisted Collection. See assisted collection service application/policy.

12 CHURCHES, RELIGIOUS & FAITH BASED GROUPS

- 12.1 Please refer to Appendix 1

13 COLLECTION FREQUENCIES, DATES AND TIMES

- 13.1 The waste and recycling collection service operates from Tuesday to Friday (inclusive) starting at 06:30hrs.
- 13.2 General waste (non-recycling) is collected every alternate week.
- 13.3 Recycling waste is collected every alternate week.
- 13.4 Garden waste is collected as advertised at point of subscription.
- 13.5 Details of collection dates can be found via the online date checker on the Council's website, by phoning Council Contact on 01274 431000 or by downloading the Bradford Council app. Specific collection calendars are also available, outlining garden waste collection dates.

14 REPLACEMENT AND DAMAGED WHEELED BINS

- 14.1 All wheeled bins provided by City of Bradford Metropolitan District Council must stay at the address they are supplied to. Wheeled bins supplied by the Council remain the property of City of Bradford Metropolitan District Council at all times.
- 14.2 When householders or tenants move home, they must leave all wheeled bins provided by the Council at the property ready for use by the next occupant.
- 14.3 Householders are responsible for the storage and safe keeping of the wheeled bins provided by the Council. This includes keeping their wheeled bins in a hygienic and serviceable condition.
- 14.4 Replacement green, grey or brown wheeled bins will only be issued free of charge if damage or loss occurs during handling by Council staff. Where a householder damages their green or brown wheeled bin or the bin is stolen or damaged by third parties, it will only be replaced at the householder's expense.
- 14.5 Where the householder has purchased their own wheeled bin, the Council will ensure the bin is emptied, provided it is fit for purpose and the householder complies with the terms of this Policy.
- 14.6 The Council offers a wheeled bin repair service.

15 ADVICE & ENFORCEMENT

- 15.1 Upon request the Council will provide advice to householders on reducing/recycling their waste, or if repeated excess waste, uncontained waste (side waste), overloaded or contaminated bin issues have been reported by the collection crews.
- 15.2 The Council may undertake a waste audit and provide an advice notice to a household in circumstances where the householder persistently presents excess, uncontained waste (side waste), or where repeated contamination issues arise.
- 15.3 We will contact you if for any reason, such as severe weather, waste collections are delayed.
- 15.4 We may also contact you occasionally with other information that could be of use to you with regard to your waste.



Appendix 1

City of Bradford Metropolitan District Council

Churches, Religious and Faith based groups Waste and Recycling Policy

1 INTRODUCTION

- 1.1 This Churches, Religious and Faith based groups Waste and Recycling Policy supports our commitment to reducing the impact of waste on the environment and importantly, the amount of waste that we send to expensive treatment and landfill.
- 1.2 The Council recognises "Paragraph 1 of Schedule 1 of the Controlled Waste Regulations classifies as household waste from a hereditament or premises exempt from local non-domestic rating by virtue of, in England and Wales, paragraph 11 of Schedule 5 to the Local Government Finance Act 1988. That is waste from places of religious worship. Therefore, the Council under its responsibilities for waste collection will collect this waste and is not able to charge for its collection or disposal.
- 1.3 Under paragraph 11 (1)(b) of Schedule 5 of the Local Government Finance Act 1988, the provision in paragraph 25 above also applies to buildings used in connection with the conduct of public religious worship such as an office or church hall. However, if the church, mosque, synagogue, etc hires out such buildings to other groups not connected with the conduct of religious worship this would be a commercial activity and any waste arising from such use would be classified as commercial waste for which a charge for both collection and disposal can be made by the Council.
- 1.4 By focusing on minimising the amount of waste each organisation produces and encouraging all religious organisations and faith-based groups to separate items that can be recycled, we can reduce the cost of treating and disposing of the waste we produce. If we fail to do this, we will face increasing costs that will ultimately come out of the Council taxpayers' pocket.
- 1.5 To mitigate against increasing costs, the Council has designed its waste collection service in a way that enables waste and recycling services to operate effectively and efficiently. This will allow us to maximise recycling and reduce the amount of waste going to treatment and landfill.
- 1.6 This document sets out the Council's policies and procedures for the collection of waste from Churches, Religious and Faith based groups. It explains the actions and responsibilities of the Council and religious organisations to participate fully in the service and to recycle and dispose of their waste, to avoid any uncertainty for your members, Elected Members and Officers of the Council.

2 GENERAL

- 2.1 Each establishment will be allocated one 240 litre wheeled bin for general (non-recycling) waste, and separate 240 litre wheeled bin for recycling.
- 2.2 Each establishment is responsible for the storage and safe keeping of the wheeled bins provided by the Council. This includes keeping their wheeled bins in a hygienic and serviceable condition.
- 2.3 For all matters concerning this policy you should call Council Contact on 01274 431000.

3 RECYCLING

- 3.1 Each establishment will be allocated a grey coloured 240 litre capacity wheeled bins for recycling as they require.
- 3.2 Dry recyclable waste includes drinks cans, aerosols, aluminium foil, glass bottles and jars, plastic bottles, food cans, plastic food trays, yoghurt pots, margarine/butter tubs, food and drinks cartons, paper, cardboard, newspapers, magazines. There will be no need to separate recycling as all recyclable items can go in the same grey bin.
- 3.3 Dry recyclable waste does not include mirrors, sheets of glass, wallpaper, empty paint or oil cans, Pyrex. These items can be disposed of in the green non-recyclable waste bin or can be taken for disposal at a Household Waste Recycling Centre.
- 3.4 Members of the establishments are required to ensure recyclables are clean, empty and are placed loose into the grey recycling bin.
- 3.5 Additional grey recycling bins can be requested free of charge for the purpose of recycling by calling Council Contact on 01274 431000.
- 3.6 Recycling collections will be made on an alternate week basis throughout the year.
- 3.7 The recycling bin will be emptied at the kerbside. Householders will be informed of collection dates the bin should be presented for emptying. Details of collection dates are available on our website.
- 3.8 The recycling bin must stay at the address and should not be transferred to or used for waste from other locations.
- 3.9 Recycling bins containing items that are not 'dry recyclables', as described above, will not be emptied.

4 GENERAL NON-RECYCLABLE WASTE

- 4.1 Each establishment will be allocated one green coloured 240 litre capacity wheeled bin for non-recyclable household waste.
- 4.2 Non-recyclable household waste includes food, non-recyclable packaging, nappies and general litter.
- 4.3 Garden waste such as grass cuttings, hedge clippings, leaves, twigs and branches, weeds, dead or discarded garden plants should not be disposed of in the green general waste bin. These items should be disposed of in the brown garden waste wheeled bin. If the establishment is not on a brown garden waste collection round, or has not subscribed to the chargeable garden waste collection service items should

be either composted at the establishment or disposed of at a Household Waste Recycling Centre (see section 6).

- 4.4 Items such as building rubble, oil, paint, gas bottles, low energy light bulbs, electrical items, batteries, clinical waste such as needles and their boxes, any toxic substance or large bulky items should not be placed in the green general waste bins. Most of these items can be disposed of at a Household Waste Recycling Centre. Commercial or industrial waste must not be placed in green general waste bins. The address will be noted by the crew and follow up action may be taken by the Council. The Council reserves the right to take appropriate enforcement action if this persists.
- 4.5 Waste collection crews will only empty one 240 litre green general waste bin per establishment on an alternate week basis throughout the year.

5 ALTERNATE WEEK COLLECTIONS

- 5.1 To make our bin collection service more efficient and reduce the amount of waste going to landfill, we have introduced alternate week bin collections. Alternate week bin collections encourage families to think more about recycling, leading to a reduction in the amount of waste going to expensive landfill and damaging the environment.
- 5.2 Alternate week collections means that the Council will still come to empty a bin every week but will alternate between bins. Establishment's general waste (green) bin will be emptied one week and recycling waste (grey) bin the following week.
- 5.3 To boost recycling rates, householders can now put all their recyclables into one grey bin. This includes drinks cans, aerosols, aluminium foil, glass bottles and jars, plastic bottles, food cans, plastic food trays, yoghurt pots, margarine/butter tubs, food and drinks cartons, paper, cardboard, newspapers, magazines. There will be no need to separate recycling as all recyclable items can go in the same grey bin.
- 5.4 We will only empty one general waste (green) bin per household every alternate week. Residents can have more than one recycling waste (grey) bin.

6 GARDEN WASTE

- 6.1 The Council encourages everyone, wherever possible, to consider composting their garden waste, kitchen waste and pet bedding. Composting is an inexpensive natural process that creates a valuable and nutrient rich food for your garden. Establishments should call Council Contact on 01274 431000 or apply via the Council website for a reduced price compost bin.
- 6.2 The Council provides a chargeable garden waste collection service, if the establishment signs up and pays for the service. Where the service is available, the following conditions will apply:
- 6.3 The establishment will be provided with one brown coloured 240 litre wheeled bin for garden waste. Second and subsequent bins can be obtained at half price.
- 6.4 Garden waste includes grass cuttings, hedge clippings, leaves, twigs and small branches (cut into small pieces), weeds, dead or discarded garden plants.
- 6.5 Garden waste collections will be made as advertised at point of subscription.

- 6.6 The brown garden waste bin will be emptied at the kerbside. Establishments will be informed on which day of the week their brown garden waste bin should be presented for collection.
- 6.7 The brown garden waste bin must stay at the address and should not be transferred to or used for waste from other locations such as allotments or smallholdings.
- 6.8 Brown garden waste bins containing items that are not 'garden waste', as described above, will not be emptied.

7 PRESENTING WASTE AND RECYCLING FOR COLLECTION

- 7.1 Members of the establishment are responsible for the presentation of their wheeled bin/receptacle at the collection point (kerbside or other place as advised by the Council) in a position that will cause the least obstruction to other users of the footpath/highway.
- 7.2 Members of the establishment should present waste/recycling, in the correct wheeled bin/receptacle, at the collection point by 06:30hrs on the day of collection.
 - 7.2.1 Waste/recycling presented in the incorrect wheeled bin/receptacle, or cross-contaminated recycling, will not be collected/emptied.
 - 7.2.2 Bins can be placed at the collection point on the evening before the day of collection.
- 7.3 Wheeled bins/receptacles should be presented for collection with the lids closed. This is to prevent spillage, access by animals and pests, nuisance or accidents to staff or members of the public.
 - 7.3.1 A wheeled bin can be emptied safely only when the lid is closed. Overloaded bins may not be emptied.
- 7.4 Members of the establishment should not place excess waste/recycling at the side of the wheeled bin.
 - 7.4.1 Uncontained waste (side waste) is unsightly, may create a hazard to pedestrians, attract animals and pests, and result in littering.
 - 7.4.2 Excess uncontained waste will only be permitted in the event of prolonged service failure (see Missed Collections section 8), or where the normal collection frequency has been extended by 2 or more days.
- 7.5 Members of the establishment should retrieve their wheeled bin to its storage area after it has been emptied on the same day as collection, or as soon as reasonably practicable.
 - 7.5.1 Wheeled bins should not be left at the collection point, on the footpath or highway for an extended period without the permission of the Council.

8 MISSED COLLECTIONS

- 8.1 Waste not emptied on the collection day as a direct result of service failure will usually be removed by the end of the following working day.³
- 8.1.1 In such circumstances members of the establishment may leave the bin at the kerbside for collection on the following day.
- 8.2 Information regarding widespread disrupted collections will be publicised via the Council website, on the Bradford Council app, advertised in the local press and on social media.
- 8.2.1 In the event of prolonged disruption wheeled bins should be retrieved to the storage area and re-presented as advised by the Council.
- 8.2.2 Wheeled bins/receptacles not presented by 06.30hrs on the collection day may not be emptied until the next scheduled collection day for that type of waste/recycling. Wheeled bins should be retrieved to their storage area and be re-presented at the next scheduled collection day.

9 CONTAMINATED BINS

- 9.1 Separate wheeled bins/receptacles are to be used for general (non-recycling) waste, recycling, and garden waste. Details of what may be placed in each of these wheeled bins/receptacles, is set out above in sections 3, 4 and 6.
- 9.2 Waste/recycling presented in the incorrect wheeled bin/receptacle, or cross-contaminated recycling will not be collected. The address will be noted by the crew and follow up action taken by the Council.
- 9.3 Members of the establishment should remove any cross-contamination and re-present the wheeled bin/receptacle on the next scheduled collection day or arrange a bulky waste collection⁴.

10 COLLECTION FREQUENCIES, DATES AND TIMES

- 10.1 The waste and recycling collection service operates from Tuesday to Friday (inclusive) starting at 06:30hrs.
- 10.2 General (non- recycling) waste is collected every alternate week.
- 10.3 Recycling waste is collected every alternate week.
- 10.4 Garden waste is collected as advertised at point of subscription.
- 10.5 Details of collection dates can be found via the online date checker on the Council's website, by phoning Council Contact on 01274 431000 or by downloading the Bradford Council app. Specific collection calendars are also available, outlining garden waste collection dates, if requested.

11 REPLACEMENT AND DAMAGED WHEELED BINS

³ The working week for the collection service is Tuesday to Friday

⁴ Bulky Waste Collections are a charged for service. Contaminated bins will be emptied via the Bulky Waste Collection service as long as they only contain materials permitted by the rules of that scheme.

- 11.1 All wheeled bins provided by City of Bradford Metropolitan District Council must stay at the address they are supplied to. Wheeled bins supplied by the Council remain the property of City of Bradford Metropolitan District Council at all times.
- 11.2 Members of the establishment are responsible for the storage and safe keeping of the wheeled bins provided by the Council. This includes keeping their wheeled bins in a hygienic and serviceable condition.
- 11.3 Replacement green, grey or brown wheeled bins will only be issued free of charge if damage or loss occurs during handling by Council staff. Where a member of an establishment damages their green or brown wheeled bin or the bin is stolen or damaged by third parties, it will only be replaced at the establishment's expense.
- 11.4 The Council offers a wheeled bin repair service.

12 ADVICE & ENFORCEMENT

- 12.1 Upon request the Council will provide advice to members of an establishment on reducing/recycling their waste, or if repeated excess waste, uncontained waste (side waste), overloaded or contaminated bin issues have been reported by the collection crews.
- 12.2 The Council may undertake a waste audit and provide an advice notice to an establishment in circumstances where the establishment persistently presents excess, uncontained waste (side waste), or where repeated contamination issues arise.
- 12.3 We will contact you if for any reason, such as severe weather, waste collections are delayed.
- 12.4 We may also contact you occasionally with other information that could be of use to you with regard to your waste.