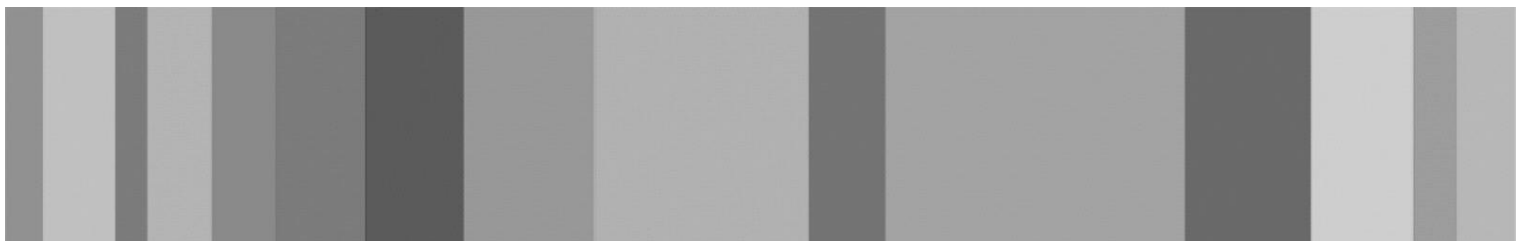


## **Waste and Recycling Collection Policies**

January 2021



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## **Introduction**

Bolton Council is committed to delivering high quality, value for money waste collection services.

The Council has developed a series of waste and recycling policies based on current working practices to ensure that, in fulfilling its statutory obligations as a Waste Collection Authority, it provides waste and recycling services that operate in a timely, reliable, safe and cost-effective manner that encourage waste minimisation and recycling amongst householders in Bolton.

However, at a time when public sector funding is reducing, investment opportunities are limited and positive action in response to the climate emergency is required, the effective provision of these services can only be made if Bolton's householders also take on day to day responsibility for managing their household waste in a considerate, responsible and environmentally sustainable manner.

The policies set out in this document therefore reflect the approach to be taken by the Council, in terms of provision of appropriate waste collection containers, information, collection services and education/enforcement, and the responsibilities of householders for managing their waste in a sustainable manner.

## **Purpose**

This document sets out the Council's waste and recycling policies as they relate to the Council's waste collection functions to ensure that they are clearly defined, so as to avoid any uncertainty for householders, elected members or officers of the Council. The document also sets out actions required of householders and the standards and levels of service that Householders can expect to receive from the Council.

This policy document is a new document which has been informed by existing service methodology, standards and customer expectations. This policy is not a strategic policy but is aligned with the [Resources and Waste Strategy for England](#), [the aims of the Greater Manchester Combined Authority with regard to sustainable waste management](#), [Bolton's 2030 Vision](#) and our [Climate Change Strategy](#).

This policy document is not designed to introduce a new collection regime but to reflect the service as it stands which include areas of service delivery that have already been introduced by the Council. It will therefore reflect current practice and be a more helpful reference document. In addition, the opportunity has been taken to clarify points of ambiguity in the existing policies as well as recording minor changes in practice.

Whilst this document sets out the Council's policies with respect to waste and recycling it must be recognised that there may be exceptional circumstances where these policies may need to be applied at the discretion of senior council officers in consultation with relevant elected members.

This policy document is underpinned by the following provisions of the Environmental Protection Act 1990 (EPA 1990) that relate to the Council's role as a Waste Collection Authority.

#### **Environmental Protection Act (EPA) 1990 Section 45**

- Places a duty on the Council to arrange for the collection of household waste in Bolton: and

#### **Environmental Protection Act (EPA) 1990 Section 46**

- Permits the Council to specify the type of receptacle to be used by the householder for the disposal of their waste;
- The Council can require separate receptacles to be used for waste which is to be recycled.
- The Council may also specify the size, construction and maintenance of the receptacles.
- The Council may determine the position that Householders place their waste collection receptacles for emptying by the Council and steps to be taken by Householders to facilitate the collection of waste from the receptacles.
- A Householder who fails without reasonable excuse to comply with the Council's requirements under this legislation shall be liable on summary conviction to a fine; and the Council can make a charge to Householders for the provision of waste receptacles.
- The Waste and Recycling Collection Policies also reflect the following provisions set out in Schedule 1 of The Controlled Waste (England and Wales) Regulations 2012:
  - Definition of waste to be treated as household, industrial and commercial waste; and
  - Household waste for which collection and disposal charges may be made.
- The specific requirements of are detailed in the [Environmental Protection Act 1990](#). In implementing the Waste and Recycling Collection policies, the Council will comply with the requirements of the Data Protection Act 2018 which encompasses the General Data Protection Regulations

## **Recycling and Waste Collection Policies**

### **Policy 1: Recycling and Waste Collections – Standard Service**

#### **1.1 Summary**

This policy establishes the type of receptacle that the Council will collect household waste from, the type of waste it will collect in these receptacles and when it will deliver these services.

For the majority of Bolton households, the Council will only collect waste and recycling materials that householders place in either the Council provided wheeled bin(s) or bins, provided by the Householder, which comply with BS EN 840 quality standard and are of a colour specified by the Council.

The Council will only empty wheeled bins that contain the items stipulated for each type of bin. This information can be found in the [Rubbish and Recycling pages](#) on Bolton Council's website.

Prohibited items that appear in the wheeled bins will be classed as contamination and the bin will not be emptied by the Council; the Householder will need to remove the contaminated material and present the bin, uncontaminated, for emptying on the next scheduled day of collection. Failure to do so may result in the Council taking enforcement action in accordance with Section 46 of the Environmental Protection Act (1990).

#### **1.2 Purpose**

The Council must reduce the amount of household waste being sent to expensive landfill and in so doing, contribute towards Greater Manchester's recycling target of 50% by 2020. It is important therefore that householders in Bolton understand how they can recycle their waste using the Council's recycling and waste collection services and undertake this activity in a routine and consistent manner.

Householders who place prohibited items of waste items in their bin(s) compromise the Council's ability to secure the required levels of recycling performance as contaminated bins cause delays to waste collections (if the bin can't be collected), contaminate the recycling load in the collection vehicle (if the bin is collected), which increases the risk of the load being 'rejected' at the recycling facility and also leads to higher costs to the Council and subsequently householders.

#### **1.3 Service Specification**

The type, number and specification of household waste bins provided by the Council are detailed in Table 1 below but can be summarised as follows:

- 1x140 litre grey bin to store residual waste which cannot be recycled or composted through the Council's kerbside recycling services or at the Household Waste Recycling Centers. This waste is sent to an 'Energy from Waste' facility, provided by Greater Manchester Recycling and Waste Authority, and used as a fuel to generate heat and electricity.
- 1x240 litre burgundy wheeled bin to store/collect a range of dry recyclable materials as set out in Table 2 below. This waste is sent to a 'Materials Recovery Facility' provided by Greater Manchester Waste Disposal Authority where it is separated for reprocessing; and
- 1x240 litre green wheeled bin to store a range of green garden and food waste as set out in Table 2 below. This waste is sent for composting.
- 1x240 litre beige wheeled bin to store cardboard and paper as set out in Table 2 below.

Green food waste containers are available for properties that do not have a green waste collection. Similarly, a 240 litre grey bin and 140 litre green, burgundy and beige bin are available if residents meet specific requirements.

All wheeled bins from which the Council collects household waste must be compliant with BS EN 840 quality standard. Those supplied by the Council are marked with the Bolton Council logo and are manufactured in line with the agreed colour. Householders are encouraged to neatly mark their wheeled bins with their house number or name so that they can be readily identified.

#### 1.4 Frequency of Waste Collections

It is the Policy of the Council to provide householders with an alternate weekly household waste collection service. The service will regularly be delivered Monday to Friday, on the following basis:

<b>Service Type</b>	<b>Receptacle Type</b>	<b>Standard Provision</b>	<b>Frequency of collection</b>
Residual waste	Grey wheeled bin	1 x 140 litre bin per household	Every two weeks
Co-mingled Recycling	Burgundy wheeled bin	1 x 240 litre bin per household	Every two weeks at same date as pulpable collection
Pulpable (cardboard and paper)	Beige wheeled bin	1 x 240 litre bin per household	Every two weeks at same date as co-mingled collection
Green (garden and food) waste	Green wheeled bin	1 x 240 litre bin per household	Every two weeks on same day as recycling. Terraced properties with small gardens/yards are entitled to a green food waste container

			which is collected every week
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The pattern of collection for rural rounds is as follows:

Week 1	Residual Waste
Week 2	Co-mingled Waste
Week 3	Residual Waste
Week 4	Pulpable Waste

There are no green waste collections for rural rounds (Refer to Policy 2).

### 1.5 Permitted materials

<b>Table 2: Permitted Material for each of the Council's Bins</b>			
<b>Grey residual waste Bin</b>	<b>Burgundy Recycling Bin</b>	<b>Green Recycling Bin</b>	<b>Beige Pulpable Bin</b>
<ul style="list-style-type: none"> <li>Plastic tubs and pots</li> <li>Dog faeces and cat litter</li> <li>Nappies and sanitary products</li> <li>Polystyrene</li> <li>Small Broken toys</li> <li>Plastic bags and wrapping</li> <li>Any items which cannot be placed in the recycling bins unless prohibited in Table 3 below</li> </ul>	<ul style="list-style-type: none"> <li>Plastic bottles e.g. fizzy drinks, squash bottles, milk bottles, detergent bottles, etc.</li> <li>Steel and aluminium cans and tins</li> <li>Glass bottles and jars</li> <li>Foil trays</li> <li>Aerosols.</li> </ul>	<ul style="list-style-type: none"> <li>Grass cuttings</li> <li>Leaves</li> <li>Flowers and weeds</li> <li>Plants</li> <li>Hedge and tree clippings</li> <li>Twigs and branches (up to 2.5cm thick)</li> <li>Untreated bark and wood chippings used for garden borders</li> <li>Pet bedding e.g., wood chippings, sawdust and straw / hay (this can be soiled)</li> <li>Raw and cooked food waste</li> </ul>	<ul style="list-style-type: none"> <li>Newspapers and magazines</li> <li>Junk mail and flyers</li> <li>Envelopes</li> <li>Holiday brochures and catalogues</li> <li>Directories, phone books and yellow pages</li> <li>Cardboard food and cereal boxes</li> <li>Packaging Card</li> <li>Egg boxes and toilet roll holders (cardboard only)</li> <li>Juice cartons (Tetra Packs)</li> </ul>

<b>Table 3: Prohibited Material for each of the Council's Bins</b>			
<b>Grey Residual Waste Bin</b>	<b>Burgundy Recycling Bin</b>	<b>Green Recycling bin</b>	<b>Beige Pulpable Bin</b>
<ul style="list-style-type: none"> <li>Dry recyclables (that can be accepted in the burgundy recycling bin)</li> <li>Green garden</li> </ul>	<ul style="list-style-type: none"> <li>Black sacks (with or without recyclable waste in them)</li> <li>Carrier bags</li> <li>Textiles (clothes,</li> </ul>	<ul style="list-style-type: none"> <li>Black sacks (with or without green waste in them)</li> <li>Carrier bags</li> <li>Garden items such as plastic</li> </ul>	<ul style="list-style-type: none"> <li>Wallpaper</li> <li>Tissues</li> <li>Kitchen roll</li> <li>Foil backed wrapping paper</li> </ul>



<p>waste (that is accepted in the green recycling bin)</p> <ul style="list-style-type: none"> <li>• Hot ashes</li> <li>• Gas canisters</li> <li>• Car parts</li> <li>• Builder's rubble/soil</li> <li>• Corrosive materials and liquids such as oil and paint</li> <li>• Fluorescent tubes/low energy light bulbs</li> <li>• Electrical and electronic equipment</li> <li>• Pesticides</li> <li>• Large amounts of cooking oil</li> <li>• Waste from a commercial business or waste from someone carrying out work on your home e.g., kitchen fitter, plumber, etc.</li> <li>• Batteries (of any sort)</li> </ul>	<p>bedding, duvets etc)</p> <ul style="list-style-type: none"> <li>• Egg boxes (plastic)</li> <li>• Flowerpots, yoghurt pots or cling film</li> <li>• Food waste</li> <li>• Polystyrene</li> <li>• Broken toys</li> <li>• Any other plastics except plastic bottles</li> <li>• Dog faeces and cat litter</li> <li>• Nappies and sanitary products</li> <li>• Crisp packets</li> <li>• Pet food pouches</li> </ul>	<p>flowerpots / trays</p> <ul style="list-style-type: none"> <li>• Any items that should be in the recycling or residual domestic bin</li> <li>• Soil</li> <li>• Stones / hardcore / rubble</li> <li>• Food waste</li> <li>• Nappies and sanitary products</li> <li>• Dog faeces and cat litter</li> </ul>	
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All approved recycling items should be placed loose in the wheeled bin with plastics, bottles, jars and cans rinsed to remove any residue before being deposited in the bin. To maximise the capacity in our collection vehicles, we request that all lids/bottle tops are removed so that they can be compressed and that all cardboard boxes are folded down. This will help improve the efficiency of our collection vehicles and mitigate environmental impacts by avoiding unnecessary travel.

For a more detailed list of what can and cannot be deposited in the beige and burgundy bins please visit [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester.](#)

## 1.6 Residual Waste

Residual waste is waste that cannot be recycled or composted as part of the standard service. The collection frequency for residual waste is fortnightly, using a grey wheeled bin (140 litre). Residents can currently deposit the following items of waste in the grey bin (refer to Table 2 above):

- Plastic pots, tubs, trays, packaging and bags

- Polystyrene
- Food and drink pouches
- Plant pots
- Pet waste
- Cotton wool and make-up pads
- Nappies and sanitary products
- Tissues and used paper towels
- Wet wipes
- Wallpaper

For a more detailed list of what can and cannot be deposited in the grey residual bin please visit [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester.](#)

Some materials cannot be disposed of in the grey residual waste bin. Residents should not place the following items into their residual waste bin:

- Asbestos
- Garden waste
- Gas canisters
- Hazardous waste
- Hot ashes
- Inert waste e.g., rubble, stone, soil and gravel
- Liquid paint and oil
- Plasterboard (gypsum)
- Recyclable materials (listed above and in table 1)
- Waste from a commercial or business premise or waste produced by someone carrying out work on your home (kitchen fitter, builder, plumber, gas engineer etc.)

Most of these materials may be taken to a local Household Waste Recycling Centre, however, a permit may be required from the Waste Disposal Authority in advance for some materials. For a more detailed list of what can and cannot be placed into your residual waste bin please visit [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester.](#)

## **1.7 Food and Garden Waste**

Bolton Council provides a free food/garden waste collection service throughout the borough. Residents with gardens are entitled to a green wheeled bin (240L) consisting of co-mingled food and garden waste which will be collected every two weeks (collected on the same day as the scheduled recycling collections). Residents can currently recycle the following in the green bin (see table 1):

- Garden waste: Grass cuttings, shrub/hedge pruning's, twigs, bark, leaves, flowers, plants, weeds. No soil, compost, turf, tree trunks, fencing, garden structures or glass

- Raw and cooked food waste
- Hay, straw, and sawdust from domestic pets. No cat litter or dog waste.

Residents who have small yards/no outside space (predominantly terraced properties and apartments) are entitled to a small Food Waste Container (23L). This is for food waste only (no garden waste) and is collected weekly on the scheduled residual and recycling dates. Residents can only recycle the following in the Food Waste Container (see table 1):

If any other materials apart from those listed are found in the green bin/Food Waste Container, the bin will be tagged/stickered, recorded on our in-cab software and will not be collected.

For a more detailed list of what can and cannot be deposited in the green bin/Food Waste Container please visit [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester](#)

## **1.8 Dry Recyclables**

Bolton Council provides a dry recyclable collection service throughout the borough.

Residents are entitled to a burgundy wheeled bin (240 litre) which can be used to store co-mingled recyclable waste. The burgundy recycling bin will be emptied every two weeks (collected on the same day as the scheduled recycling collections).

Residents can currently recycle the following items of waste in the burgundy bin:

- Plastic bottles e.g., fizzy drinks, squash bottles, milk bottles, detergent bottles, etc.
- Steel and aluminium cans and tins
- Glass bottles and jars
- Foil trays
- Aerosols.

## **1.9 Prohibited Waste**

It is important to note that some materials cannot be disposed of or collected through the household waste and recycling service. Examples include:

- Asbestos
- Batteries
- Clinical waste, including syringes
- Commercial waste, including waste produced by a trades persons working in or around your home e.g., builder, plasterer, plumber etc.
- Gas canisters
- Hazardous waste
- Hot ashes
- Inert waste (gravel, rubble, soil and stone)

- Oil
- Paint
- Plasterboard (gypsum)

Most of these materials may be accepted at your local Household Waste and Recycling Centre - further information is available at [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester](#).

If the above prohibited items are found within a wheeled bin/container, it will not be emptied and it will be the resident's responsibility to remove the waste and present the bin again on the next scheduled day of collection. The Council will not return to complete a remedial collection in this instance. If wheeled bins/containers continue to contain prohibited waste than the Council may take enforcement action against the individual household.

## **Policy 2: Waste and Recycling Collections – Non-Standard Services**

### **2.1 Summary**

This policy sets out the Council's waste collection arrangements for non-standard households where there are particular arrangements in place for the collection of waste and recycling receptacles due to the type of property. This may be the result of the design of properties, their location or the number of dwellings within the property that may affect the methods of both storage and ability to service the receptacles. Examples include insufficient storage space within the confines of the property, the property is accessed via steep inclines or steps, the wheeled bins would have to be wheeled through the property to the collection point or that there may be multiple homes within a larger property.

### **2.2 Purpose**

The Council is committed to ensuring that as many households as possible have access to, and use of, the full range of waste and recycling services and that alternative arrangements for collection may therefore be required.

### **2.3 Service for Rural Properties and those Served by Private Access Roads**

There are geographical locations within Bolton where the use of a standard refuse/recycling collection vehicle offers an increased health and safety risk for both the waste collection teams, pedestrians and other road users. Such areas include un-adopted roads, tracks or private driveways where the condition, surface and alignment of the highway are unsuitable for the vehicles used for the collection of the waste and recycling. Furthermore, due to their location, it may not be cost-effective to carry out collections at some rural properties using large refuse collection vehicles.

To ensure that properties of this nature continue to receive a service, the Council will utilise a smaller waste collection vehicle to collect residual waste and recycling materials or designate a collection point for waste receptacles; which will normally be where the end of the private road serving the affected properties meets the public highway. For such properties, waste must be stored in the receptacles determined by the Council, which may vary from property to property, and be placed out for collection at the designated collection point by 07.00am on the scheduled day. The frequency of collections will be dependent upon the size and type of receptacles at each property.

### **2.4 Service for Flats, Houses of Multiple Occupation and Mixed Hereditament**

Flats, apartments (low rise and high rise), houses of multiple occupation and mixed hereditament (flats above shops) properties present a number of challenges for effective delivery of residual waste and recycling services and a 'one-size fits all' approach is not always practical. Containers that are suitable to the particular property design will therefore be required and the Council will assess the individual needs of these properties taking into consideration the following issues:

- The number and type of property.
- Capacity across the site for waste and recycling bin/container storage.
- The presence of waste chutes.
- Access for rear loading waste and recycling vehicles.

In all cases, properties will have access to containers for residual waste and containers for the storage/collection of a range of dry recyclable materials and it will be the responsibility of residents and or management companies to take responsibility for the correct use and safe storage of these containers.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

## **2.5 Low Rise Flats (a Property up to Three Stories in Height with Multiple Occupants in Individual Flats/Apartments)**

Where the Council has identified that there is sufficient space for wheeled bins, it is expected that each property will receive their waste and recycling collection service through the use of individual wheeled bins in line with the service standard set out above.

The bins will be stored at a designated point, determined by the building design and layout of the site. However, the collection point for the Council's waste collection crew will be at the front boundary kerbside unless otherwise agreed by the Council. Each householder will be responsible for identifying their bins, presenting them for collection at the kerbside and bringing them back onto the property following collection.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner.

## **2.6 High Rise Flats**

The Council is committed to ensuring that all householders have access to both the waste and recycling collection service. However, there are significant barriers to recycling in high rise flats. These include lack of space for recycling storage; difficulty of transporting materials to a designated collection point; opportunities for householders to contaminate the recycling efforts of neighbouring households; and lack of visible householder accountability.

The Council will work with the property owner/managing agent to ensure that the location of residual waste and recycling facilities provides an easy to use and accessible service that will include one or more of the following:

- Wherever practicably possible, waste and recyclable material from high rise flats must be stored in, and collected from, communal bins at ground floor level.
- It is the responsibility of the property owner/managing agent to identify appropriate space for the location of these bins.;
- Waste container storage areas should be designed to be secure, convenient to householders to encourage their responsible use and accessible to the waste and recycling collection teams.
- Where the householders use a chute system for the disposal of their waste, the property owner/managing agent will be responsible for managing the bin store area to prevent waste overspill.

The council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner. It will be the responsibility of residents and or management companies to take responsibility for the correct use and safe storage of these containers.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

The Council will not remove bulky household waste items deposited in communal bin storage areas - this will be the responsibility of the property owner/managing agent or can be managed through the Council's Bulky Household Waste Collection Policy.

## **2.7 Flats in Converted Houses**

Flats in converted houses are defined by the council as self-contained flats as they usually have separate entrance points but are contained in a single building that is usually a converted single house.

Flats in converted houses are normally issued by the Council with their own set of 140 or 240litre wheeled bins for the storage of residual waste and recyclable materials. However, where the converted house is part of a terraced property, storage space for several bins can often lead to problems with bins being left at the front of the property or on the public footpath. In such circumstances, householders are encouraged to share bins and to contact the Council if they would like 'surplus' bins removed. Where this is a preferred option, we recommend tenants/landlords create a written agreement. The Council will not be party to any discussions regarding this policy.

Householders living in these types of homes are responsible for presenting the wheeled bins for collection in accordance with Policy.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner – refer to Policy.

## **2.8 Houses in Multiple Occupation (HMO)**

A House in Multiple Occupation (HMO) is a single building or part of a building (such as a flat) which is occupied by more than one household e.g., a single house where there is a separate householder in each bedroom. HMOs usually have a single common entrance and Householders place their waste in a single set of waste collection bins designated for that HMO.

Responsible storage and disposal of waste can be a particular problem in HMO's and the Council therefore requires that the license holder, landlord or property owner/managing agent ensures that waste is not allowed to accumulate within the house except where properly stored, pending its collection by the Council. The license holder, landlord or property owner/managing agent must also ensure that sufficient residual waste and recycling bins are provided for the property and that these are clearly identifiable to the property so that the Council can empty them.

The tenants should be informed of the day their waste and recycling collections take place by the license holder, landlord or property owner/managing agent. This information should also be permanently displayed in a prominent position within the property.

Any waste arising from the maintenance of the property, including construction and demolition waste, garden waste where this is produced by a contractor, furniture from furnished properties and bulky items for disposal on change of tenancy will NOT be collected free of charge by the Council as household waste - this waste is classified as commercial waste, because it has been generated as a result of a business. Therefore, a registered waste collection contractor must remove this waste and it should be disposed of at a suitably permitted facility.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

## **2.9 Mixed Hereditament Properties**

Mixed hereditament properties are generally business properties with living accommodation above or attached e.g., a flat above a shop. Waste collections from mixed hereditament properties are treated by the Council in the same manner as normal domestic households.

The bins provided by the Council for household waste collection must not be used to dispose of business waste. Should the Council identify evidence of business waste in the bins which have been provided for use by the Householder of the property, they may be



removed and may be subject to prosecution under the Environmental Protection Act 1990 by the Council.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

## **Policy 3: Supply, Safe Storage and Replacement of Waste and Recycling Receptacles**

### **3.1 Summary**

Householders are responsible for the safe and secure storage of the wheeled bins provided to them by the Council. It is acknowledged that bins are occasionally damaged, vandalised, lost or stolen and a replacement may be needed. The charge for this service can be found on the Council website [Rubbish and Recycling pages](#) relating to the cost for the specific receptacle. Replacement bins can be ordered by contacting Customer Services on Tel. 01204 336632. A charge will also be applied for the provision of grey, beige, burgundy and green bins to new build properties and to existing properties where no bin is present when a new occupier takes residence or where additional capacity has been approved by the Council. There are no specified discounts for replacement grey bins for householders who are in receipt of benefits, or are elderly or disabled, or receive an assisted collection.

### **3.2 Purpose**

This policy has been established to encourage householders to take responsibility for the security of their waste receptacles and in doing so, to minimise the risk of bin theft and the associated anti-social behaviour whilst also encouraging use of the Council's recycling services.

### **3.3 Responsibility and ownership of wheeled bins/containers**

All wheeled bins supplied by the Council remain the property of the Council and should not be removed from the household address to which they have been assigned other than for collection purposes. Householders are entrusted to keep and maintain their waste receptacles in a safe and clean condition and are encouraged to neatly label their bin with the house number / name so that it can be identified to their address.

The Council will replace any bins that are damaged whilst undertaking waste collection operations (excluding those that are damaged as a result of prohibited waste being placed in the receptacle) as follows:

- Where a grey, beige, green or burgundy bin has or is suspected to have fallen into the back of the waste collection vehicle, the Householder must report their missing bin by 5pm on the next working day to be eligible for a free replacement bin.
- Householders should telephone the Council on 01204 336632 and the missing bin report will be cross referenced against a schedule of bins that have fallen into the back of the waste collection vehicle (supplied by the waste collection teams) to validate any claim for a free replacement bin.
- Any bins that become faulty through fair wear and tear will be subject to the full appropriate administration and delivery fee.

- Where the Council introduces a new collection system to an existing property that requires a change in receptacle use, the Council will provide the new bin(s) free of charge.

Householders are responsible for replacing any bins that are vandalised / damaged as a consequence of their misuse or failure to securely store the receptacle. In such circumstances the Council will replace the bin(s) on behalf of the householder, but a charge will be made as referenced above.

Where a householder reports that the bin has been damaged during collection and this cannot be verified via the council then it is the customers responsibility to provide explicit evidence demonstrating this. If explicit evidence is not available or does not clearly demonstrate damage during collection then the full administration and delivery charge will be applicable.

Landlords or Management Development Companies shall be charged for the provision of new or replacements bins for multi-occupancy dwellings and shall also be responsible for the maintenance of bins at such properties.

The Council reviews its fees and charges on an annual basis. Information regarding the charges will be updated on the Council's web site.

All new residents are entitled to the standard collection service and should contact the Customer Services team on 01204 336632 should they have 'non-standard' sized containers or if the previous occupant has left contamination in any of the bins. In this instance a 'fresh start' will be arranged at the earliest opportunity.

## **Policy 4: Presentation of Waste Receptacles for Emptying**

### **4.1 Summary**

The correct presentation of wheeled bins by householders for emptying is essential for the timely and efficient delivery of waste collection services. The Council will collect and empty one residual (grey) waste bin per household unless the householder has satisfied the Council's eligibility criteria for an additional residual capacity.

The Council will also collect and empty one recycling (burgundy) and one pulvable waste (beige) bin per household unless the householder has previously been issued with an additional bin to support their recycling activities. In such cases the additional recycling bins will also be emptied by the Council.

Wheeled bins must be presented by householders at the kerbside outside of their property on their scheduled day of collection in a tidy and considerate manner. The Council will also collect one green bin for garden and food waste to those properties entitled to one. Following emptying, the householder should return the wheeled bin(s) to their property by midnight on the day of collection and ensure it is stored securely within the curtilage of the property. Householders that fail to comply with this policy may be subject to enforcement action by the Council. Those householders who receive an Assisted Collection Service, as detailed in Policy 8, are exempt from this policy.

### **4.2 Purpose**

The Council is committed to providing an efficient and effective waste collection service and this necessitates householders taking responsibility for presenting their household waste for collection in a timely manner that facilitates efficient collection, does not present a risk to collection staff, pedestrians and road users e.g. obstruction to public footpaths or highways and minimises the risks of bin theft and the associated anti-social behaviour

### **4.3 Service Specification**

#### Presentation of Wheeled Bins

All bins must be presented by the householder at the kerbside by 7.00am on the scheduled day of collection - this is irrespective of what time the collection crews normally arrive in the area as collection times can vary.

Householders should not put their bins out for collection any earlier than 7.00pm on the day before their scheduled collection and should ensure that their bins are retrieved by midnight on the day of collection and stored securely on their property.

Once emptied, the Council's collection teams will endeavour to return the bin(s) to the kerbside in a manner that does not obstruct the footpath, or where practicably possible, driveways or gates.

In a small number of cases, due to the access arrangements or location of a property, it may not be practicably possible for householders to place bins at the kerbside in the front of their property. In these circumstances the Council will agree an alternative collection point with the householder(s) e.g. in the case of traditional terraced properties, the collection point for wheeled bins will normally be at the end of the entry serving the rear of these properties, whilst more modern terraced properties or low rise multi-occupied properties may be required to present their bins in a courtyard, communal space or adjacent parking area.

Where the Council undertakes waste collection by travelling on a private road or drive, indemnity will be required from relevant parties so that the Council is not held liable for any damage to the road as a result of the collections (as per Section 2.3 above - Service for Rural Properties and those Served by Private Access Roads). If such an indemnity is not provided, householders will be required to present their wheeled bins at an agreed collection point that can be accessed from the public highway.

#### Failure to Remove Bins from the Kerbside Following Emptying

In all cases, it is the householders responsibility to place and return bins to and from their designated collection point (the Council offers an 'assisted collection' service to householders who are considered unable to manoeuvre a wheeled bin by reason of age or infirmity – details of this service are set out in Policy 8).

Householders should ensure that they remove their bins from the highway as soon as practically possible following emptying and no later than midnight on their day of collection. Under no circumstances should wheeled bins be left on the footpath or highway between collections as they cause a risk to the local neighbourhood in terms of obstruction and use in antisocial behaviour. Bins left out on the footpath also have a detrimental impact on the visual appearance of the local neighbourhood and there is a risk they could be stolen.

A householder's failure to remove their bin from the kerbside (or where appropriate, designated collection point) will be treated as a serious matter by the Council. In such circumstances, the Council will endeavour to contact the keeper of the bin left out on the highway for long periods, in order to ensure that the householder takes steps to comply with Council's requirement that bins must be stored on their property between collection times. This may be followed by appropriate enforcement action if the request to remove the bin from the highway is not complied with or the householder persistently fails to remove the bin from kerbside following collection.

Action may also include the removal of the bin, and a subsequent charge may be made for replacing the bin at the appropriate property. Where the keeper of a bin cannot be identified, the Council may remove any bin(s) which appear to be abandoned and if a responsible householder or keeper of the bin is later identified, a charge may be made for replacing the bin at their property.

### Access for Collection Vehicles

Householders are requested to leave reasonable vehicular access for refuse and recycling collection vehicles in order to reduce the risk of collections being 'missed'. Where the Council is experiencing continued difficulty making collections, the waste collection team may place a notice on the offending vehicle(s) advising residents of the difficulties and asking for their assistance. A notice may also be placed on the offending vehicle(s) requesting the owner's assistance on scheduled collection days.

Where the waste collection team have attempted to gain access to a road/area on a number of occasions but were unable to do so for reasons such as parked cars, roadworks, building works, road closures etc it may be necessary to make alternative arrangements for the collection of the waste. This may include finding suitable communal collection points or suspending collections until the next scheduled collection day.

Housing developers are encouraged to contact the Council with regards to access for refuse collection vehicles and the design of refuse/recycling receptacle storage areas.

### Missed Collections

The Council will make all reasonable efforts to empty bins presented for collection by householders in accordance with this policy. If however the Council is unable to empty bins on the scheduled day of collection then the Council will seek to return within 48 hours. Such missed collections may be attributable to road closures, obstructed access (e.g. inconsiderate, illegal parking which prevents safe passage of the refuse collection vehicle), severe weather or operational issues (e.g. vehicle/mechanical breakdowns, high volume of staff absence, unexpected emergencies, prioritising the waste hierarchy and recovering work missed from an earlier date). Failing this, or if a remedial visit has been unsuccessful, the householders bin will be emptied at the earliest opportunity which may be the next scheduled day of collection.

In the first instance householders should check the Council's website to assess if we have recorded a missed collection (<https://www.bolton.gov.uk/rubbish-recycling/bin-may-not-be-empty/>). If a householders street is not listed, the resident will need to contact the Customer Services team on 01204 336632. Should the 'missed bin' report be validated, the Council will endeavour to return within 48 hours. Failing this, or if a remedial visit has been unsuccessful, the householders bin will be emptied at the earliest opportunity which may be the next scheduled day of collection.

In the event that the missed bin report cannot be validated the householders bin may not be emptied until the next scheduled day of collection. It should be noted that the Council has installed 360° Closed Circuit Television Camera's on its waste collection fleet and video footage from the system may be used to validate enquiries/reports of missed bins.

The Council will not return to empty bins in the following circumstances:

- Wheeled bins are not presented by 7.00am on the day of collection.
- Wheeled bins are presented in the incorrect location.
- Wheeled bins contain prohibited materials (Refer to Policy 1).
- Waste material in the wheeled bin has been excessively compacted and cannot be fully emptied.
- The wheeled bin is too heavy to safely manoeuvre.
- The missed collection request is made more than two working days after the collection was scheduled.
- Safe access to the wheeled bin / waste receptacle was obstructed e.g., by a parked vehicle.

In the above circumstances the bin(s) will be emptied on the next scheduled day of collection if it is presented in accordance with the Council's Waste and Recycling Collection Policies. Alternatively, householders can recycle or dispose of their waste at their local Household Waste and Recycling Centre.

#### Bank Holiday Working Arrangements

Waste collection services operate on all bank holidays, with the exception of Christmas day, Boxing day and New Years day. All relevant updates will be posted on the Councils website [Rubbish and recycling – Bolton Council](#)

#### Waste Collections During Severe Weather

During occasions of severe weather the Council will endeavour to maintain scheduled waste collections. However, should the Council determine that collections need to be temporarily suspended, then Householders should refer to the Council's website for information on the revised arrangements.

#### Properties With Restricted Access

In situations where safe and economic waste collections cannot be made (e.g. households which can only be accessed via steps or steep slopes), it may be necessary for the Council to specify an alternative storage and collection point for the property. In determining the designated collection point consultation will take place with the householder(s) concerned.

#### Communal Bin Stores

Unobstructed access should be provided at all times to communal bins stores at multi-occupied sites. Failure to provide adequate access for the waste collection vehicle and

adequate space for the waste collection team to safely manoeuvre the bins to and from the bin store will result in the collection team being unable to complete the collection and Householders bins not being emptied until the next scheduled day of collection.

### Gated Properties

Where entry to a property is controlled by electronic gates and access by the waste collection team has been granted, the gate should stay open long enough for the waste collection team to safely access the site. The Council will not be held responsible for any damage that occurs as a result of premature closure of the gates on a waste collection vehicle; indeed, in such circumstances, the Council will take action against the owner/operator of the site should damage be caused to the waste collection vehicle.

Where access to a gated community/property is via intercom system householders will need to be prepared to accommodate the arrival of the waste collection team(s) and to provide timely entry. Due to the structure of the waste collection rounds it is not feasible for collection teams to wait for excessive periods of time for gates to open. If access is not permitted within five minutes, the waste collection team will be unable to carry out the collection and the householders bin will be emptied on the next scheduled day of collection.

Where access to a gated community is via a key operated lock it is the responsibility of the owner/managing agent or householder to provide the waste collection teams with a suitable number of keys to access the site. Where access is not permitted, householders will be required to present their wheeled bin(s) outside the gates for collection. In doing so, householders should take all reasonable steps not to obstruct the entrance to the site or public footpath.



## **Policy 5: Contamination of Burgundy, Green or Beige Recycling Bins with Prohibited and/or 'Non-Target' Recycling Materials.**

### **5.1 Summary**

The Council will only collect household waste and recycling that is contained within the receptacles provided and is not contaminated with prohibited waste materials, as detailed in Policy 1.

The Council requires householders to remove any prohibited waste/'non-target' recycling materials from the wheeled bin/receptacle and to present the now 'uncontaminated' bin for emptying on their next scheduled day of collection.

Householders that fail to follow these steps may be subject to enforcement action by the Council.

### **5.2 Purpose**

The purpose of this policy is to maximise recycling effort by ensuring that householders take responsibility for placing the correct materials in their grey, burgundy, beige and green bins thereby following Bolton's Household Waste Recycling and Waste Collection guidelines.

Any prohibited and/or 'non-target' recycling materials in the beige, burgundy or green bins will be classed as contamination and may result in the waste collection vehicle having its whole load rejected by the recycling re-processor or composting provider. This brings significant additional cost to the Council (as the waste has to be redirected to be processed as residual waste) and loss of recycling performance.

### **5.3 Service Specification**

#### Householders Presenting Non-Recyclable Waste and/or Non-Target Recycling in their Burgundy, Beige or Green Bins

The Council considers a recycling bin to be contaminated when it contains materials which are not capable of being recycled by the Council as described in Policy 1. If the waste collection team identifies a recycling bin (either burgundy, beige or green) as being contaminated, the bin will not be emptied and the householder will be notified by way of a tag placed on the bin by the collection team. The tag will advise of the reasons why the bin has not been emptied and the resident will be responsible for removing the contamination.

In such circumstances it is the householder's responsibility to remove non-recyclable items from the bin that have caused contamination and to deal with those items appropriately. It is important to note that a bin not emptied as a result of contamination is not classified as a 'missed collection'. Once the items have been removed, the householder should present the bin for emptying on the next scheduled collection day.

Where there are repeated instances of contamination, a Council officer may, in the first instance, visit the property and speak with the householder(s) – clear communication of what is expected of householders, education and engagement will always come before any formal enforcement action.

Continued instances of contamination may however lead to enforcement action, including the issuing of a Fixed Penalty Notice, being taken against the householder as set out below:

- **Stage One:** Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of tags placed on bins, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer.

Dependent upon the nature of the policy breach, the frequency and the severity of the problems that are created as a result, a householder could be subject to 'Stage 1' actions after one single occurrence of non-compliance.

- **Stage Two:** Having received advice on policy/procedural matters in accordance with Stage 1, the matter will be escalated to the Council's Environmental, Education and Enforcement Service who will issue a formal notice to the householder under Section 46 of the Environmental Protection Act 1990. The notice will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.
- **Stage Three:** A further breach of policy/procedural requirements following issue of a Section 46 Notice may result in the householder being issued with a Warning Letter.
- **Stage Four:** A further breach of the Section 46 notice will lead to a notice of intention to serve a Fixed Penalty Notice on the next occasion of non-compliance.
- **Stage Five:** A Fixed Penalty Notice will be issued.

### Animal Waste in Household Waste Collection Bins

Pet bedding such as wood chippings, sawdust and straw/hay from rabbits and guinea pigs (which can be soiled) can be placed in the green bin for composting. Cat litter or other inorganic granular products must be placed in the grey bin.

Dog faeces and cat litter is collected as part of the residual (grey bin) waste collection and must not be placed in the recycling (green, burgundy or beige) bins. The following conditions apply to the collection of waste from domestic pets in the grey bin:

- It is securely contained in a bin sack or pet faeces bag and then placed in the residual (grey) bin;
- No additional capacity will be provided for waste from domestic pets; and
- The quantity of waste will be limited by the weight of the bin, i.e. if it is overfilled with heavy waste (cat litter especially), then no collection will be made (See 'Overfilled Bins' below).

In the event that householders do not comply with the conditions set out above, the following process will apply:

- The bin will not be emptied and the householder will be advised of the details of the non compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of a tag placed on the bin, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer; and
- The Householder will be required to remove the offending material from the bin and present it back on the kerbside (or other agreed collection point) on the next scheduled collection day. Householders may also dispose of their waste at their local Household Waste and Recycling Centre.

## **Policy 6: Closed Bin-lid and No Side Waste and Overfilled Bins**

### **6.1 Summary**

The Council will only collect household waste that is fully contained within the wheeled bins provided by the Council and which has been presented for collection by householders with the bin lid closed. Furthermore, waste presented alongside the wheeled bins, either on the lid or next to the bin (side waste) will not be collected,

### **6.2 Purpose**

The Council needs to reduce the amount of waste being sent to landfill (or processed as residual waste) and to increase the amount of waste that can be recycled, thereby reducing expensive waste disposal costs. Collection of side waste or overfilled bins provides no incentive to householders to utilise the recycling service provided by the Council. Furthermore, household waste which has not been contained in the wheeled bins provided by the Council has a negative impact on the quality and appearance of the local environment. It also poses a potential health and safety risk to householders and members of the waste collection staff.

The Council considers household waste not presented for collection inside the wheeled bins as fly tipping.

### **6.3 Service Specification**

The Council operates a 'Closed Bin-lid, No Side Waste' Policy.

- All residual, recyclable and green garden waste must be placed inside the appropriate bin as per Bolton's Household Waste Recycling and Waste Collection guidelines, with the bin lid closed prior to it being presented at the kerbside on the scheduled day of collection.
- Side waste presented next to any bin will not be collected. This waste will be left in-situ and the householder will be notified of this action via a tag placed on the lid of the bin. The householder will be required to dispose of this 'excess' waste via the Household Waste Recycling Centres or to contain this waste within their bin in preparation for their next scheduled collection.
- Excess waste placed on the top of any recycling bin or waste presented inside the bin that does not allow the lid to be closed will not be collected. This waste will be placed back into the bin, once it has been emptied by the waste collection team, in preparation for the next scheduled collection.
- Excess non-recyclable waste placed on the top of grey bin will not be collected. This waste will be placed back on top of the bin, once emptied by the waste collection team, for disposal by the householder.

Exemptions to the policy include:

- During the Christmas and New Year period the Council may suspend the 'Closed Bin-lid, No Side Waste' policy to allow for collection of additional waste.

This will be for a limited period only and takes into account the longer period between collections as a result of bank holidays; and

- When the normal collection of household waste is delayed e.g. during severe weather conditions or operational delays, the Council may suspend the 'Closed Bin-lid, No Side Waste' policy to allow for collection of excess waste. In such circumstances, the Council will communicate the specific arrangements via its website [www.bolton.gov.uk](http://www.bolton.gov.uk) and the local media.

#### Householders presenting overfilled wheeled bins with the lids open

Where a grey wheeled bin is presented for collection with the lid not fully closed or where waste is presented on top of the bin, the Council will implement the following procedure:

- **Stage One:** Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of tag placed on bins, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer.

Dependent upon the nature of the policy breach, the frequency and the severity of the problems that are created as a result, a householder could be subject to 'Stage 1' actions after one single occurrence of non-compliance.

- **Stage Two:** Having received advice on policy/procedural matters in accordance with Stage 1, the matter will be escalated to the Council's Environmental Education and Enforcement Service who will issue a formal notice to the householder under Section 46 of the Environmental Protection Act 1990. The notice will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.
- **Stage Three:** A further breach of policy/procedural requirements following issue of a Section 46 Notice may result in the householder being issued with a warning letter.
- **Stage Four:** A further breach of the Section 46 notice will lead to a notice of intention to serve a Fixed Penalty Notice on the next occasion of non-compliance.
- **Stage Five:** A Fixed Penalty Notice will be issued.

#### Presentation of Side Waste Alongside a Wheeled Bin(s)

Where additional waste is presented for collection alongside a wheeled bin, the Council will implement the following procedure:

- **Stage One:** Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This

could be provided in the form of tags placed on bins, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer.

Dependent upon the nature of the policy breach, the frequency and the severity of the problems that are created as a result, a householder could be subject to 'Stage 1' actions after one single occurrence of non-compliance.

- **Stage Two:** Having received advice on policy/procedural matters in accordance with Stage 1, the matter will be escalated to the Council's Environmental Education and Enforcement Service who will issue a formal notice to the householder under Section 46 of the Environmental Protection Act 1990. The notice will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.
- **Stage Three:** A further breach of policy/procedural requirements following issue of a Section 46 Notice may result in the householder being issued with a Fixed Penalty Notice (FPN) on the next occasion of non-compliance.

### Overweight Bins

Where the waste collection team cannot safely empty wheeled bins then they will be left un-emptied. In these circumstances the responsible householder will be required to remove sufficient material from the bin in order that it can be safely emptied on the next scheduled collection. The Council will not return to empty the bin or collect the bin before the next scheduled day of collection.

## **Policy 7: Additional Bin Capacity for Household Waste Collection**

### **7.1 Summary**

The waste collection service offered by the Council provides householders with the necessary capacity to manage the vast majority of their waste. However, where householders feel that they do not have sufficient capacity, and they meet the criteria set out in this policy, they can make a request to the Council to provide an additional residual waste (grey) bin.

The Council will also consider requests from householders for additional recycling capacity. The Council does not however provide additional green waste (green bin) capacity but will exchange a smaller 140 litre bin for a standard 240 litre bin.

### **7.2 Purpose**

The Council needs to encourage householders to fully utilise their recycling service and so reduce the amount of waste being sent to landfill (or processed as residual waste) and to increase the amount of waste being recycled, thereby reducing disposal costs. By allowing householders to have unchecked access to additional grey bin capacity, the Council would not be providing the necessary incentive to recycle.

The Council will therefore work with the household to make sure that every reasonable effort to divert recyclables out of the residual waste stream has been made, and that extra non-recyclable waste is being generated on a regular basis.

### **7.3 Further Information**

Householders can request an additional recycling bin by contacting the Environmental Helpline, Tel. 01204 336632.

Requests for additional residual waste (grey) capacity will be accepted from households with six or more permanent residents, three or more members of the household in nappies or those generating large quantities of non-hazardous medical waste on the property.

In such circumstances the householder will be required to submit an application on line (<https://www.bolton.gov.uk/rubbish-recycling/waste-audit-request>) or contact the Council on 01204 336632. Applications will be assessed by the Council and may require the householder to undergo a household waste and recycling bin audit with a Council officer.

The following conditions will apply to such an application:

- Householders will be encouraged in the first instance to accept a second recycling bin before an additional grey capacity is issued - the Council is keen to ensure that that every effort is being made to divert recyclables out of the residual waste stream.
- In the event that this is not suitable, the existing 140litre grey bin may be exchanged for a larger 240litre grey bin. Alternatively, the Council may opt to

provide a chargeable 140 litre additional grey bin to households with six or more Householders upon successful application.

- All such approvals will be reviewed after two years of commencement.
- Householders will be required to notify the Council of any changes in their circumstances.
- If a resident(s) moves house, they will be required to inform the Council so that the additional bins can be retrieved.

If additional bins are provided to a household they will remain the property of the Council and will be subject to an administration and delivery fee. The additional bin will be subject to a review in approximately 24 months/2 years and may be removed by the Council should the householder:

- Not be recycling their waste effectively.
- Be using the additional bin inappropriately.
- Be found to have obtained the additional bin under false circumstances.
- Have changed circumstances affecting their entitlement to additional capacity since the bin was issued.



## **Policy 8: Assisted Waste Collections**

### **8.1 Summary**

The Council currently offers assisted waste collections to householders who are infirm or who cannot put their waste out on the scheduled day of collection due to illness or disability. This means that the waste and recycling collection teams will retrieve the bin(s) from the qualifying householders' property and return them following emptying.

Eligibility for this service is based on genuine need and subject to there being no other able bodied person at the property or family member, neighbour or friend, who can place the bins out for collection. Householders will be required to make an application to the Council for this service.

### **8.2 Purpose**

The Council must offer all households a waste and recycling collection service. However, the Council's household waste and recycling collection policies stipulate that wheeled bins must be presented for emptying at kerbside or at a designated collection point.

In order to support householders who are unable to present their waste for collection in this way, the Council has put in place an assisted waste collection service.

### **8.3 Further Information**

The Council defines an assisted waste collection as the collection of a residual waste bin (grey) or recycling bin (burgundy, green or beige) by the waste collection teams from an agreed collection point within the curtilage of the householder's property and to return the empty bin(s) to the same place e.g. the front driveway. The agreed collection point should be freely accessible without the engagement of the householder, generally be visible to the waste collection team from the kerbside and as close to the highway as is practically possible.

In agreeing the designated collection point due consideration will be given by the Council to health and safety risks associated with access onto the property.

It is important to note that other Council household waste collection policies will apply to assisted collections e.g. the 'Closed Bin Lid, No Side Waste' policy etc.

#### Who Qualifies for an Assisted Collection Service?

To qualify for the assisted collection service a householder must have:

- A mobility problem.
- A disability that prevents them presenting their bins at the appropriate collection point.
- No other able-bodied person at the property or family member, neighbour or friend, who can place the bins out for collection on their behalf.

Householders can request an assisted collection service application form, which must be completed in full, by submitting an application on line (<https://www.bolton.gov.uk/rubbish-recycling/assisted-bin-collection>) or by contacting the Council on 01204 336632. On receipt of the completed application form, and subject to approval, the householder will be added to the assisted waste collection schedule within four weeks.

A Council officer will only visit a householder if there is a discrepancy in the information provided on their application form.

#### Refusal of Application for an Assisted Service Collection

The Council will assess each application on an individual basis and reserves the right to decline to offer this service if:

- The application does not meet any of the qualification criteria.
- The offer of an assisted collection results in significant operational difficulties or unreasonable expense for the Council in implementing the service to the household.
- An assisted collection cannot be provided because the applicant cohabits with someone who is physically capable of presenting and retrieving the bin from the kerbside, has a family member living within (or visiting) the household or a neighbour who is capable of performing this function on their behalf.

#### Householders who are Currently Receiving the Assisted Collection Service

The assisted waste collection service will be reviewed from time to time to ensure that registered households still qualify for this assistance. In such circumstances the householder will be required to re-register, in accordance with the instructions provided at that time.

When the Council rejects an application for inclusion on the assisted collection service, the applicant will be provided with an explanation for the refusal and advised on the process of appeal.

If at any time the Council has reason to believe that a recipient of the assistant collected service no longer meets the criteria, an application form will be reissued along with a request for further information.

## **Policy 9: Bulky Household Waste Collections**

### **9.1 Summary**

The Council makes special provision for the collection of bulky household waste items that cannot be contained within the wheeled bins/receptacles provided by the Council.

The charge for this service is publicised on the Council's website and is reviewed annually (<https://www.bolton.gov.uk/rubbish-recycling/bulky-item-collections>).

### **9.2 Purpose**

The Council has a duty to collect bulky household waste but is able to make a charge for this service.

### **9.3 Further Information**

The Council defines bulky household waste as:

- Any article of waste which does not fit, is heavy or cannot be fitted into a collection receptacle for household waste provided in accordance with section 46 of the Environmental Protection Act 1990; or where no such receptacle is provided, a cylindrical container 750 millimetres in diameter and 1 metre in length.

#### The Collection of Bulky Items

The Council currently offers a bulky household waste collection service for items of waste that are too large or heavy to be disposed of via the kerbside collection service.

The maximum limit collected applies to all items. For example, and for the avoidance of doubt, a 3 piece suite i.e. a sofa and 2 chairs, is defined as 3 separate items. A mattress, a bed base and a head board are also defined as 3 separate items.

The following conditions apply to the bulky household waste collection service:

1. Only those items specified for collection when the request is made to the Council will be collected.
2. Payment of the relevant charge must be made prior to the collection - to arrange and pay for a collection, call the Environmental Helpline Tel. 01204 336632.
3. Items will be collected from within the curtilage of the householder's property and must not be placed on the highway.
4. If a collection is not made on the specified day due to unforeseen operational circumstances, a member of Council's Waste Team will endeavour to contact the resident and rearrange the collection. The rearranged collection will be made at the first available opportunity.

5. The cancellation of a Bulky Household Waste collection request must be made no later than 24 hours prior to the agreed collection date. Where a cancellation is made within less than 24 hours before a collection is due, the resident may still be charged.
6. In the event that a resident does not present their bulky household waste items for collection on the agreed collection date a refund will not be made.
7. Where a collection is rearranged due to a resident not presenting the items on the specified date, a further charge will be applicable.
8. Where a cancellation is made as a result of the Council's failure to collect on the agreed day, a full refund will be provided.

Further information regarding the charge for this service, bulky household waste items that can be presented for collection, booking requirements and the specific arrangements for collection are available via the Council's web site (<https://www.bolton.gov.uk/rubbish-recycling/bulky-item-collections>) or by contacting the Council's Environmental Services Helpline on Tel: 01204 336632.

## **Policy 10: Clinical and Hazardous Household Waste**

### **10.1 Purpose**

The purpose of this policy is to set out the arrangements for safe disposal of clinical waste and hazardous waste generated from domestic households.

### **10.2 Summary**

The majority of “clinical” waste generated from domestic premises may be classed as offensive waste e.g. incontinence pads. This can be safely disposed of in the residual (grey) bin, provided the waste is double wrapped in plastic.

In the case of higher-risk clinical wastes (e.g. sharps/needle sticks and infected waste) that have arisen due to medical treatment in the home, householders should seek disposal advice from their local health visitor, Primary Care Trust or General Practitioner (GP).

The Council does not provide routine collections of hazardous household wastes e.g. solvent based paints, solvents and garden chemicals, weed-killers and insecticides. These wastes can generally be disposed of at your local Household Waste Recycling Centre. Further information is available via [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester](#).

### **10.3 Further Information**

The Council does not provide a clinical waste collection service.

Residents are encouraged to contact their GP and or hospital specialist to arrange for clinical waste removal.

## **Policy 11: Newly Built Domestic Properties**

### **11.1 Summary**

In planning, designing and constructing new residential properties and housing estates, due consideration must be given to the provision of waste and recycling facilities along with appropriate access arrangements to ensure that residents of the borough receive an efficient, reliable and customer focussed waste collection service.

This policy is intended to assist those involved in the design and management of buildings to produce appropriate waste management strategies that best facilitate the storage of waste and maximise recycling opportunities and outlines a number of key requirements including:

- a) The design and layout of any residential development to allow for adequate storage of household waste and recycling.
- b) The provision of a convenient collection point(s).
- c) The provision of unobstructed access to the site for waste and recycling collection vehicles.
- d) The provision of an unobstructed and safe working area for the waste and recycling collection teams to retrieve/empty the bins/receptacles.

### **11.2 Purpose**

The Council aims to provide an efficient and effective waste and recycling service to all households and consideration needs to be given at the design stage to separation of waste and recyclable material by householders, storage for waste and recycling bins/receptacles and unobstructed access to the property/development for collection of household waste.

### **11.3 Further information**

#### Advice to Housing Developers

The Council will provide pre-application advice to developers, prior to them seeking planning consent/building regulation approval, regarding the provision of waste and recycling facilities . The Council will provide advice in respect of household waste storage and collection including:

- Access to the development.
- Waste collection vehicle turning circle requirements.
- Road surface considerations.
- Appropriate collection points for wheeled bins which are accessible by the waste collection crews.
- Adequate storage areas for wheeled bins/communal receptacles for residual and recyclable waste.
- The number of wheeled bins/receptacles required for the development size and type.

## Occupation of New Homes

The Council requires at least four weeks' notice of the occupation of any new property in order to make arrangements for the collection of waste and recycling. The developer is therefore required to contact the Council via email on [wasteandrecycling@bolton.gov.uk](mailto:wasteandrecycling@bolton.gov.uk) to discuss the specific needs of their development.

Where a development is still under construction and the highway has not yet been adopted but householders move into their new home, a risk assessment will be carried out by the Council's Waste Management Service to establish whether it is safe to enter the site and make collections.

Where access to the site is deemed unacceptable due to a health and safety risk (or risk of damage to the waste collection vehicle) the Council will work with the developer to agree a temporary communal collection point which will also be subject to risk assessment. It will be the responsibility of the developer to inform householders of the temporary arrangement and to offer appropriate support in moving the bins to/from the agreed collection point. Further information in relation to waste and recycling collections for properties not suitable for wheeled bins is also provided in Policy 2 above.

The Council's website includes a facility to 'find your collection day' and download your waste collection calendar however it is important to note that the collection day finder may not include new properties until the entire development has been completed and a standard waste collection service can be introduced. Further information is available on the Council's website (<https://www.bolton.gov.uk/next-bin-collection>).

The delivery of bins to a new property will trigger the waste and recycling collection service noting the above requirement in relation to provision of satisfactory risk assessment for partially completed developments and the application of a charge for new waste and recycling bins.

## **Policy 12: Residential Properties used for Business**

### **12.1 Summary**

The Council will not collect waste through its household waste collection service that it believes has been generated by a business operating from a residential property.

### **12.2 Purpose**

Waste produced in the course of any activity for gain or reward, whether on business or domestic premises, while self-employed or working for others is classed as commercial waste.

Businesses are legally obliged to store their waste securely and to dispose of it responsibly using a registered commercial waste carrier.

### **12.3 Further information**

Waste from any part of residential premises which is used for the purposes of a trade or business is classed as commercial waste. This cannot be collected with household waste.

Where a business operates from a residential property (e.g. childminder) and waste from the business is found within the household bin, the bin will not be collected and the Council may take enforcement action against the occupant that is operating the business. Childminders can prevent waste generation by bagging-up the children's waste and sending this home with the parents of the children. In the case of nappies, the Council recommends the use of real nappies ([www.goreal.org.uk](http://www.goreal.org.uk)), which can save money and help the environment.

Further information regarding responsibilities for disposal of business waste is available at <https://www.gov.uk/managing-your-waste-an-overview>.

Commercial waste is also accepted at the Greater Manchester Household Waste and Recycling Centres. Further information can be obtained by visiting [Recycle for Greater Manchester | Helping Greater Manchester to recycle right, recycle more and waste less. : Recycle for Greater Manchester](#).



## **Policy 13: Landlord and Tenant Responsibilities**

### **13.1 Summary**

Most tenant and landlord relationships proceed without incident, but occasionally disputes occur. Being aware of the rights and responsibilities of all parties could help to reduce them. Landlords have some responsibility for their tenants' behaviour and must notify tenants of the waste and recycling collection arrangements at their property.

### **13.2 Purpose**

Some landlords, tenants and householders don't realise that they have a legal duty for the rubbish that they produce; how it's put out for collection and how they dispose of extra or bulky items themselves. Any landlord renting out a property will want it looked after, and that includes ensuring all tenants know how to properly dispose of their waste whilst occupying the property.

Understanding the arrangements for waste collection are not always a new tenant's priority and this can result in problems. There can also be problems at the end of a tenancy, when waste is discarded or placed in the incorrect receptacle(s), leaving a problem for the new tenant.

Properties that are let on a commercial basis, are considered a business and therefore any waste produced as a result of this business activity is classed as commercial waste.

Landlords renting property have legal obligations which include a duty of care to ensure that all waste arising from lettings is disposed of legally. Failure to comply is an offence and could lead to prosecution.

### **13.3 Further information 3**

#### Duty as a Landlord to Provide Waste Collection Facilities

Landlords must by law ensure that a rented property is healthy and safe to live in; for houses in multiple occupation, this includes ensuring that there are sufficient facilities to contain and dispose of waste, both inside and outside the property (Management of Houses in Multiple Occupation Regulations 2006). Landlords are expected to inform their tenants of the collection arrangements for waste and recycling.

This can be achieved by:

- Making tenants aware that it is their responsibility for storing and setting out their bins in line with the Council's Waste and Recycling Collection policies - this is particularly important where communal collection and storage points are in operation.
- Informing tenants of their responsibility for the safe and secure storage of the wheeled bins and that the Council charges for replacement bins (unless they are damaged or lost by the Council).

- Tenants can visit the Council's website to 'find your collection day' (<https://www.bolton.gov.uk/next-bin-collection>).
- Informing the tenant where they can go for help if they have a problem with their waste and recycling.
- Informing the tenant of what they can do to dispose of bulky household waste items.

The Council also expects landlords to ensure that the property has the correct set of bins as identified in Policy 1 at the commencement of each new tenancy. It is strongly advised that the bins are listed on the property's inventory as the Council will charge householders for replacement bins. The cost of replacing missing bins at the end of the tenancy can then be recouped from the bond without the new householder incurring this cost when they move in.

### Tenants' Duties to put Waste out for Collection

Tenants are required to present their waste for collection in the manner specified by the Council (and landlord), and using the bins provided by the Council in accordance with its Waste and Recycling Collection Policy.

The Council can help landlords by serving a legal notice to tenants under s46 of the Environmental Protection Act 1990 which will outline what tenants must do with their waste.

### Waste Produced from Maintenance Work on the Property

Any waste produced from the maintenance of the property, including construction and demolition waste, garden waste where this is produced by a contractor, furniture from furnished properties, and bulky items for disposal on change of tenancy, will not be collected free of charge by the Council.

This is classed as business waste and must:

- Be disposed of by a registered waste carrier; or
- In the case of eligible bulky items, disposed of via the Council's bulky household waste collection service, for which there is a charge.

Commercial waste is also accepted at the Greater Manchester Household Waste and Recycling Centres.

Further information can be obtained by visiting [Recycle for Greater Manchester | Helping Greater Manchester to recycle right, recycle more and waste less. : Recycle for Greater Manchester](#)

## **Policy 14: Charging for Services (Annual Fees and Charges)**

### **14.1 Summary**

The Controlled Waste (England and Wales) Regulations 2012 allow the Council to charge for the collection or disposal of certain types of household waste.

### **14.2 Purpose**

It is the policy of the Council to explore options for applying charges for waste services allowable under legislation. This area is separate from the issue of charging for wheeled bins which is dealt with at Policy 3 above.

### **14.3 Further Information**

For further details of household waste for which collection and disposal charges can be applied, refer to the [The Controlled Waste \(England and Wales\) Regulations 2012 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

For further information on the full range of fees and charges across all Council services for the coming year on the Council website within [Rubbish and Recycling pages](#) pages.

### **14.4 Educational Establishments, Charities and Places of Worship**

Under The Controlled Waste (England and Wales) Regulations 2012, educational establishments and charitable organisations are classed as properties for which a charge for collection (and in certain cases for disposal) can be made.

These properties may be treated similar to domestic properties and may be offered both residual waste and recycling collections through the provision of the most suitable receptacles for the particular property (following an assessment of requirements).

Educational establishments, and premises used mainly for public meetings, however, produce "chargeable household waste". The Council at its discretion may charge for collecting waste from these premises as legislation allows.

For places of worship, waste (residual and mixed recyclables) can be collected free-of-charge if they are exempted from local non-domestic rating under the Local Government Finance Act 1988 - this covers most churches, and other places of worship. However, collection charges may apply for certain types of waste e.g. bulky waste items and waste from a church hall used wholly or mainly for public meetings and/or available for hire. The Council may charge for collecting waste from these premises as legislation allows. To avoid collection charges, any non-chargeable waste must therefore be kept separate from chargeable waste.