

Missed Bin Collection Policy

19 December 2023

This policy applies to collections of domestic waste that are missed by the Council and includes approved rubbish, recycling, food waste and garden waste containers.

We as the Council, will

- Return by the next working day if the crew fails to collect a correctly presented bin, bag or box on a scheduled collection day providing it has been reported to the Council within 2 of the crew's working days from when the scheduled collection was missed
- Try up to 3 times to collect from streets closed due to road works
- Be unable to empty bins that are too heavy for the crews to move to the back of a waste collection vehicle for lifting
- NOT empty overfilled wheeled bins - the lid must be closed when presenting rubbish, recycling, food waste or garden waste for collection
- Return your bin or box to the approximate collection position after emptying.
- NOT return to collect waste where access to an individual property is blocked by parked cars or locked premises
- NOT collect extra bags of rubbish where a property has been designated by the Council as suitable for wheeled bins or static dustbins. All rubbish must be presented in a wheeled bin with the lid closed, or placed in a securely tied black sack inside a dustbin so that the crew can lift it out - rubbish left loose in a static dustbin will not be collected
- Collect extra recycling if it has been bagged and labelled with the word "recycling" and the first line of your address
- Provide [assisted waste collections](#), on application, to eligible households
- Collect additional waste on the next scheduled collection if extreme weather prevents a collection. Go to [streets with suspended collections](#) on the Council's website to see if your collection has been cancelled within the last three working days

As a householder, you are responsible for

- Putting your container at the designated collection point for your property. You can find your collection point in the form called 'Find out when your bin is collected' on the Council's website. All food waste collections are made from designated bin stores or on the kerbside.
- Putting your container out after 6.00pm on the day before the next collection or before 6.00am on the day of collection
- Taking your container back onto your property by 8.00 pm on collection days - it is an offence to leave waste containers on public highways on non-collection days
- Making sure your container has the correct things in it.
- Rubbish containers must NOT contain exceptionally heavy or large items