

Frequently asked questions

Waste & Recycling Service

May 2014



Blue Bin recycling collection service

We provide blue 240 litre wheeled bins for ‘dry recycling’, for materials such as paper, cans and mixed plastics.

The blue 240 litre wheeled bin is the same size as the standard refuse bins. Please note that the provision of the blue wheeled bins depends on your property type as follows:

Plastic sac alternative

If you live on a road identified in a Council survey as not being able to accommodate the new 240 litre blue recycling bins we provide plastic sacks as an alternative to the blue wheeled bins. Residents on a plastic recycling sack collection are provided with a roll of 25 sacks. Sacks are automatically resupplied three times a year. If residents require more sacks they can call **020 8359 4600** or email first.contact@barnet.gov.uk.

Sharing blue wheeled bins

If you live in a flat within a converted house, or in a flat within a small block of up to five flats you will usually be provided with two blue wheeled bins for recycling – these bins are to be shared by all the residents in these type of properties.

Green communal recycling bins

If your block of flats or property are served with the previous green communal recycling bins for the separate materials (for example, paper, cans, and glass) these facilities have not been replaced with the blue recycling bins but have been modified to fit the new system. Residents do not have to separate their recycling by material. All items for recycling can be placed mixed together in any of the green or blue communal recycling bins.

Your communal recycling bins should have a sticker that sets out the range of materials that can be placed in the bin for recycling.

Blue bin allocation

We would usually provide the following number of blue bins according to the size of the block of flats as follows:

Property size	Number of blue 240 litre bins
Flats of 2 – 5 dwellings	2
Flats of 6 – 8 dwellings	3
Flats of 9 – 11 dwellings	4
Flats of 12 – 14 dwellings	5
Flats of 15 – 17 dwellings	6
Flats of 18 – 20 dwellings	7
Flats of 21 – 23 dwellings	8
Flats of 24 – 26 dwellings	9
Flats of 27 – 29 dwellings	10
Flats of 30 or more dwellings	one further bin per every three flat dwelling

Please note that the blue bins are not automatically delivered if you currently have no recycling facilities at your block of flats. Where flats are privately owned and managed we need to have the agreement of your management company and management committee (if one exists) to proceed. In order to take forward your request we would need to know the contact address and telephone number for your Management Company and committee for your flats. If your block of flats does not have recycling facilities and you would like us to provide the blue bins please contact our Customer Support Group on tel: **020 8359 4600** with the required information.



Questions and answers

I live in a flat above a shop, how can I recycle?

We will need to assess whether we can provide the blue wheeled bins or clear plastic sacks to your property. Please provide your contact details to our Customer Support Group and we will arrange a supervisor visit to assess which option is more appropriate for your property.

What can I put in my blue recycling bin (or clear plastic recycling sack)?

Mixed paper and cardboard: for example, newspapers, magazines, catalogues, junk mail, shredded paper, greeting cards, clear cardboard packaging, egg boxes, flattened/corrugated cardboard boxes.

Mixed glass bottles and jars.

Food tins and drink cans: for example, food tins, drink cans, empty aerosols, clean foil and foil trays.

Household plastic packaging: for example, plastic bottles, food trays, yoghurt pots, margarine tubs & fruit punnets.

Cartons: milk, juice, soup and vegetable cartons

Batteries: please place household batteries in a clear bag on top of the lid of your black refuse bin on your collection day. The batteries can **not** be left inside the blue recycling bin.

Textiles: please do not place clothes and textiles in your blue recycling bin. Textiles can be taken to the Civic Amenity and Recycling Centre at Summers Lane, North Finchley, N12 0RF, charity shops or textile recycling banks. If you cannot recycle your textiles in any of these ways please contact the council on tel: 020 8359 4600 or email: first.contact@barnet.gov.uk to arrange a special textiles collection.

Please note that we can **not** collect excess recyclables left in bags next to the blue bin.

Brown food waste collection service

We provide a brown internal food waste caddy and an external food waste bin.

The internal food waste caddy is 7 litres in size and is used to collect food waste in the kitchen. The larger external food waste bin is 23 litres in size and is used to present food waste for collection outside, on the boundary of your property.

Please note that you will not be provided automatically with the brown food waste containers if the following applies:

- if you live on a road identified in a Council survey as not being able to accommodate the new 240 litre blue recycling bins and brown food waste containers
- if you have a sack collection for your refuse and can not accommodate the brown food waste containers as identified in the Council survey
- if you live in a block of flats consisting of 6 or more dwellings. A new food service for flats will be reviewed later in 2014. This may include individual food caddies and depending on the number of flats either separate food waste bins or communal food waste bins.



What can I put in my brown food waste containers?

The following can be put in the brown food waste bin: meat and fish (cooked and uncooked and including bones), leftover meals, eggs and egg shells, fruit and vegetables, pasta, bread, rice, noodles, dairy products, tea bags and coffee grounds.

Can we use compostable bags in the food waste caddy and if so, what type?

Yes residents can use compostable bags with the seedling logo, to make food waste recycling more convenient. These are sold in the larger branches of major supermarkets, in some small shops and online. Online suppliers can be found on the website: www.barnet.gov.uk/recycling. We can only accept bags with the seedling logo as these break down fully in the composting process. An image of the seedling logo can be seen on our website at www.barnet.gov.uk. Residents can also use compostable bags in their external food waste bin if they wish. Alternatively food waste may be placed loose in the brown bin for collection.

Won't food waste attract vermin and cause smells?

Putting food waste into your external food waste bin is really no different than putting it in your refuse bin. Unlike the refuse bin, the food waste bin has a lockable handle. Many local authorities provide a food waste service without any

problems. You can place the food waste loose into the bin or use compostable liners bearing the seedling logo if you find this more convenient. You can also clean your food waste caddy in a dishwasher.

The food waste bin for outside is too small, can I order another one and will there be a charge?

Additional external food waste containers are available. Please visit www.barnet.gov.uk/recycling to order an additional bin online or you can provide your contact details to the Customer Support Group. If residents are finding they have more leftover food waste than will fit in the food waste bin they can try and reduce the amount of food waste that is thrown away and therefore save money. Further advice on reducing food waste and thereby saving money can be found at www.lovefoodhatewaste.com

Can I wrap the food waste in newspaper?

No, newspaper will affect the finished quality of the compost. Please either use compostable bags with the seedling logo or place the food waste loose into the food waste container.

My containers food waste bin and/or caddy was damaged – can I get replacements?

Replacement food waste bins and caddies are available. Residents need to contact our Customer Support Group so that we can arrange delivery and then leave their clean, empty caddy out for collection/replacement.

Green Garden Waste Collection Service

We provide 240 litre green wheeled bin for the fortnightly collection of garden waste.

What can I put in my green bin?

The following can be put in the green garden waste bin: garden waste that has come

from your garden such as grass cuttings, hedge trimmings, tree prunings, flowers and weeds, leaves, garden fruit, garden vegetables

and windfalls and branches up to 20cm in diameter and 60cm in length.

What can I do if one green garden waste bin isn't enough?

We are unable to collect additional green garden waste placed next to the green bin. However additional green bins can be ordered on the online bin form by visiting www.barnet.gov.uk/recycling or by contacting the Customer Support Group. A charge is made for additional green bins. There is no limit to the number of green bins that can be purchased. Unfortunately we cannot offer additional green bins free of charge due to the need to reduce costs.

As an alternative the Council has also made arrangements so that residents can purchase home composting bins at a reasonable cost (please visit www.barnet.getcomposting.com/ or tel: **0845 571 4444**). Residents may also take excess garden waste to the Civic Amenity & Recycling Centre, Summers Lane, North Finchley, N12 0RF.

Does the Council provide home compost bins to residents?

The Council do not provide home compost bins directly. However we have an arrangement with Straight PLC to make compost bins available to residents at a reasonable price. For more information on the offers available to Barnet residents please contact Straight PLC on tel: **0844 571 4444** or visit www.barnet.getcomposting.com.

Where does the kitchen and garden waste from the green bins and food waste containers get taken?

The garden and food waste is taken to a composting centre in Edmonton. Barnet's garden waste is either processed in the in-vessel composting facility operated by LondonWaste Ltd, or sent to a separate garden

waste sub-contractor for outdoor processing. The resulting compost is used in local parks, in agriculture and is occasionally made available to Barnet residents for their personal use. Barnet's food waste is sent to LondonWaste Ltd's sub-contractor TEG and processed in a new Anaerobic Digestion plant in Dagenham.

Can we benefit from the compost either by getting it back for free or at a subsidised price?

Unfortunately we do not have the resources to bag up the finished compost and transport it back to Barnet for local residents to buy. However LondonWaste Ltd offer residents the option to bulk buy the compost which they will then deliver to their property. Loose or bagged quality compost in bulk loads (from 2 tonnes to 15 tonnes) can be delivered by prior arrangement. For further details please contact the Commercial Team at LondonWaste Ltd on tel: **020 8884 5664 / 5537**. (Please note that LondonWaste cannot quote a specific price as this depends on the individual postcodes). If you require any further information on this service please visit the following link on LondonWaste's website: www.londonwaste.co.uk/waste-services/food-and-organic-waste



We organise several free compost giveaways days during the year at the Civic Amenity & Recycling Centre in Summers Lane, North Finchley, N12 0RF. The compost is delivered in bulk and loose from LondonWaste Ltd to the Civic Amenity & Recycling Centre.

Residents can take the compost away using their own containers and this is operated on a first come, first serve basis.

Miscellaneous

What time do the collection services start in the morning?

Collections will commence from 6.30am.

My blue bin/food waste containers have not been collected

Please check the collection day. The blue wheeled bin and food waste container need to be placed out on the boundary of your property by 6.30am on your collection day. If you have placed the containers out on the correct collection day by 6.30am and you have been missed please contact our Customer Support Group on tel: **020 8359 4600** for further investigation.

In extreme cases your collection may not have taken place on your designated collection day or at the expected time on your collection day. This may be due to weather conditions or vehicle breakdown. We will update our website when possible to inform residents if serious delays to your collections are anticipated, please visit **www.barnet.gov.uk**. If the required information is not on our website please contact our Customer Support Group on tel: **020 8359 4600** for further assistance. Please check that your neighbours bins have also not been collected before you contact us to report a missed collection.

We may not have been able to collect your blue bin/food waste containers due to contamination. Please check the acceptable contents for your new waste containers provided in your information pack delivered with your blue bin or on our website: **www.barnet.gov.uk**. Please remove the incorrect items in time for your next collection day.

Can I share a bin?

Residents may share bins if this is a mutual agreement. If you do want to share a bin and want a spare bin removed then please

contact the Customer Support Group who will take your details and make the arrangements.

Assisted collections for new containers

Residents asking for assisted collections for the new containers can contact our Customer Support Group on tel: **020 8359 4600**.

A supervisor will visit the property to assess the appropriate collection point.

The containers must be placed at a location at the front of the property where they are visible from the street.

Can I leave excess recyclables/food waste/green garden waste/refuse next to the appropriate container?

No, everything needs to be contained within the appropriate bin/container. If you have excess recyclables, green waste or refuse then this can be taken to the Civic Amenity and Recycling Centre at Summers Lane, North Finchley, N12 0RF. The centre cannot take food waste. The centre is open from Monday to Saturday 8am to 4pm, Sundays and Bank Holidays 9am to 4pm.

What happens if I have put the wrong materials in my blue bin, food waste bin or green bin?

If blue or brown bins are contaminated a hanger will be left flagging the items that we can and cannot collect. If green bins are contaminated (for example, with food waste) a hanger will be left flagging up the contamination. If green bins are contaminated with general waste they will not be collected, and a hanger will be left. Residents will need to clear the wrong materials before their next collection.

Are other sizes of refuse and recycling containers available?

The council is currently reviewing the demand from residents for smaller refuse and recycling containers since the introduction of the new

waste collection changes in October 2013. We will make a cost effective decision on whether we can provide them. Please note that we can not guarantee that we will be able to provide smaller wheeled bins in 2014 at this stage.

Do residents have to pay for the blue wheeled bins and brown food waste containers?

No, residents do not have to pay for these type of containers.

How many bins can each property have?

Please note that this is dependant on the type of property you live in. Please refer to the above property types for further information on the waste containers that can be provided to your property.

In general there are three 240 litre bins – one for recycling, one for green garden waste if residents wish to have one, and one for refuse. A 240 litre bin is the same size as the standard refuse bin. Each property can also have an internal food waste caddy to collect food waste in the kitchen and a larger external food waste bin to present food waste for collection.

Can I have a plastic sack collection for dry recycling? I don't have room for a 240 litre wheeled bin for dry recyclables.

The Council worked on a survey of roads in the borough to identify properties that may not be able to accommodate the new recycling bins in October 2013. Where there is placement / location issues for a wheeled bin, consideration is given to alternative solutions, for example, clear plastic sacks. We will only provide a plastic sack collection where we have established it is not possible for a wheeled bin to be used. Those properties which already have a sack collection for their refuse automatically receive plastic sacks for their 'dry recycling'. If you wish to be considered for a plastic sack collection

service please provide your contact details to our Customer Support Group and we will arrange for a supervisor to visit your property.

Can I use my own containers?

Residents are not able to buy their own containers as the Council's containers are specifically designed for the new collection vehicles.

Is it compulsory to recycle in Barnet?

Yes, the Council's compulsory recycling policy continues. It remains compulsory for residents to recycle paper, food tins and drink cans, and glass bottles and jars and not to place these items in their refuse bin.

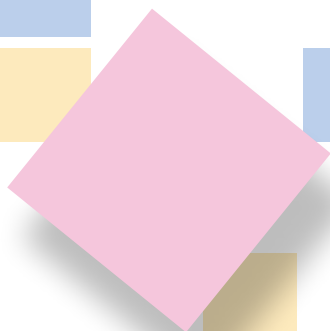
What materials have you stopped collecting since the introduction of the new waste collection changes in October 2013?

We are no longer be able to collect engine oil and mobile phones. These items can be taken to the Civic Amenity and Recycling Centre, Summers Lane for recycling.

We are no longer able to collect household batteries, textiles and shoes from inside the recycling wheeled bin.

Textiles: Textiles can be taken to the Civic Amenity and Recycling Centre at Summers Lane, North Finchley, N12 0RF, charity shops or textile recycling banks. If you cannot recycle your textiles in any of these ways please contact the Customer Support Group or email: first.contact@barnet.gov.uk to arrange a special textiles collection.

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For more information:
tel: 020 8359 4600 email: first.contact@barnet.gov.uk
or visit www.barnet.gov.uk/recycling