

URN: 24-015

Subject: Waste Collection Policy

Report to: Cabinet

Date of Meeting: 8th April 2024

Responsible Cabinet Member: Cllr Paul Wells

Responsible Director / Officer : Natasha Hayes/James Wilson/Paul Shucksmith

Is this a Key decision ? Yes

Date added to Forward Plan of Key Decisions if a Key Decision: 9th February 2024

SUBJECT MATTER

A Waste Collection Policy for Great Yarmouth has been produced which brings together both national legislation and the Council's own guidance and rules in relation to the household waste collection service operated by the Council.

This report seeks Cabinet approval to formally implement this policy.

RECOMMENDATION

- That Cabinet agree to approve the document as Great Yarmouth Borough Council's Waste Collection Policy

1. Introduction

- 1.1.** Great Yarmouth Borough Council has the designation of being a "waste collection authority". This means it is legally responsible for providing a collection service for waste deemed as "household" from properties within its administrative area.
- 1.2.** National legislation is in place which defines the responsibilities of the Council to carry out this function and determines the designation of waste dependant on its source. It also informs where the Council can make charges for collection of certain waste e.g. bulky items, or from certain types of properties.
- 1.3.** Whilst the Council has the duty to collect household waste it is able to make its own localised requirements as to how this service operates such as the container types used and where bins are placed out for collection.
- 1.4.** The Council has over the years introduced various rules and requirements around the waste service. For example, when the wheeled bin service was introduced in 2005 a

general set of rules were provided to householders. However up until this point these have never been formulated into a single document. A Waste Collection Policy has now been produced which brings together both national legislation and the Councils localised rules and guidance around using the waste collection service.

2. Points covered within the policy.

2.1. The Borough Council provides a variety of waste collection services. The policy provides operational guidance and rules for the public around how these services operate. The areas covered within the Policy include:

- The standard kerbside collection utilising 240L twin bins for residual waste and recycling.
- Alternative collection options for properties not suitable for the standard service including communal bins and bag collections.
- The subscription garden waste service.
- The bulky waste collection service.
- Collection of other types of waste e.g. hazardous or clinical.
- National regulations relating to the definition of waste produced at specific property types and consequently the Councils stance on these for collection.
- General rules around using the service such as times and location bins may be placed out for collection, missed bins, overweight bins, contaminated recycling etc.
- Application for assisted collection or additional bins.

3. Amendments To Existing Rules

3.1. In the main the policy has not changed any of the Councils rules or guidance relating to waste collection. It has simply pulled together the Councils existing measures into one document and is a reiteration of existing rules or formalisation of historic working practises which have been in place.

3.2. Pulling these rules and guidance provided an opportunity to review the Councils stance and a small number of amendments to the rules have been included. These have been done for either operational reasons or to bring into line rules which were not necessarily in sync with the Councils stance on similar matters. The following are the amendments to current practises.

3.3. Residents on the standard service have historically been only able to have a single recycling bin. We have over the years had many requests from residents who would like an additional recycling bin due to quantity of recycling they produce. Under the Policy, to promote recycling, residents would be entitled to have additional recycling bin (provision of which would incur the standard additional bin charge). Where these are provided and subsequently mis-used they would be dealt with via the contamination process.

3.4. Garden waste bins have in the past been transferable to other people e.g. the bin is given to another person who then takes up the service. This has caused admin issues around the service where bins are swapped between properties, and we have no record of this. Under the Policy garden waste bins could no longer be transferred.

3.5. Currently properties can apply for additional bins in certain circumstances:

- There are 6 or more permanent residents in the household.
- There are 5 or more permanent residents including a child in nappies in the household.
- A large amount of offensive/hygiene waste is being produced at property.

These are supplied at the standard charge with the exception of bins provided for hygiene waste. To bring charging for additional bins into line, under the Policy for the purposes of hygiene waste additional bins would also now be chargeable.

3.6. The Council operates a kerbside collection across the Borough. This means householders should present their waste containers out for collection at a point adjacent to the public highway. Across the Borough are a number of properties sited on private unadopted roads and tracks. These are a mixture of farms, housing linked to commercial properties and general residential properties. In some cases, residents' site their bins at the entrance of these roads and tracks adjacent to the public highway. However, in some cases refuse collection vehicles are having to go down these private roads to collect bins. Operationally this can cause problems. Some of these properties are quite remote and can take the crew upto 15 minutes to collect a single bin. Some tracks are of a very poor standard with large potholes and little maintenance which again delays collection but also risks damage to the vehicle. In some cases, tracks are too narrow for a standard vehicle to drive down and a smaller vehicle must be used to specifically just to collect waste from that single property. Additionally, in some cases surfacing used, such as brick weave, on these private roads, have not been installed to a standard to take the weight of a refuse collection vehicle and complaints are received about damage or subsidence the vehicle has caused.

3.7 Under the Policy householders on private unadopted roads would be required to present their bins at a point adjacent to the public highway like all other householders in the Borough. An exception would be made where the road services 6 or more properties and the road is of a standard to enable access and, where required, turning of the standard refuse collection vehicle. Where deemed necessary the Council would also require indemnity from residents for any damage to the road before being prepared to access it.

3.8 Where we have a request for an assisted collection at one of the affected properties, we would review this as normal on case by case basis, taking into consideration the condition of the access road and the implications on the resident if we were not able to collect from the property.

4. Financial Implications

- 4.1.** There are no current direct financial implications identified, there are likely to be some time efficiencies for the waste collection crews associated with the farm track and unadopted roads section of the policy.

5. Legal Implications

- 5.1.** Whilst the Policy provides localised rules and guidance for utilising the Council waste services it does it in line with the Councils obligations under the Environmental Protection Act 1990 and the Controlled Waste Regulations 2012.

6. Risk Implications

- 6.1.** No risks have been identified

| Area for consideration | Comment |
|---|--|
| Monitoring Officer Consultation: | No |
| Section 151 Officer Consultation: | No |
| Existing Council Policies: | No |
| Financial Implications (including VAT and tax): | No |
| Legal Implications (including human rights): | Policy in line with legislation and government guidance. |
| Risk Implications: | No |
| Equality Issues/EQIA assessment: | Assisted collection aspects of policy. |
| Crime & Disorder: | No |
| Every Child Matters: | No |



GREAT YARMOUTH BOROUGH COUNCIL

WASTE COLLECTICION POLICY

Introduction

Legislation

Great Yarmouth Borough Council is classed as the Waste Collection Authority, and as such, under section 45 of the Environmental Protection Act 1990, have a statutory duty to collect household waste from all domestic properties within the Borough. Under section 46 of this Act, the Council does have specific powers to enable these collections and are able to stipulate:

- the size and type of the collection receptacle(s)
- where the receptacle(s) must be placed for the purpose of collecting and emptying
- the substances or articles which may or may not be placed within the receptacle(s)
- the frequency of collection(s)

A waste collection authority is not obliged to collect household waste that is placed for collection in contravention of any requirements it makes under this section.

The Controlled Waste (England and Wales) Regulations 2012 provide further guidance around what waste is deemed as “household” waste and identifies where charges can be made for collection and/or disposal for specific waste streams or types.

The Borough is not responsible for the actual disposal of residual waste which is a function carried out by Norfolk County Council who act as the Waste Disposal Authority. For all residual waste types, including household kerbside collection, household bulky item collection, flytipping and street-sweepings, the Borough Council delivers this waste to a reception point determined by Norfolk County Council, who then take over responsibility of the waste for disposal. The onward transportation and processing of kerbside recycling and garden waste is a function that the Borough Council arranges.

Kerbside Collection

Standard Service

The standard service across the Borough for the collection of residual domestic waste and dry recycling from individual properties is an alternate weekly collection meaning a recycling collection will occur one week and residual waste the following week. The bin provision for this is-

- Residual waste (waste which cannot be recycled)- Black 240 Litre wheeled bin
- Dry recycling – Green 240 Litre wheeled bin

Where a property is provided with the standard service only, waste presented in wheeled bins provided by Great Yarmouth Borough Council will be collected.

Residual Waste Bin

Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in this wheeled bin. Waste which is also not permitted in the residual bin are -

- Garden waste (the Council offers a separate service for this material)
- Construction or demolition waste (general household DIY waste is acceptable)
- Hazardous waste
- Items which do not fully fit into the bin. This will be considered as “bulky waste”, and the Council offers a separate service for this
- Business waste unless this forms part of a trade waste collection contract with the Borough Council or GYS

Where such waste is found to be placed within the bin it shall be refused collection. Operatives will sticker or tag the bin to identify the reason for its refusal. Bins will not be collected on subsequent collections, until the offending material has been removed. In such cases the Council will not return to empty the bin until the next scheduled collection. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable.

Only residual waste placed inside the bin will be collected. Additional residual waste left outside or on top of the bin (sidewaste) will not be collected. Where such waste is left out on public land it will be considered as flytipping.

Over the Christmas period where collection dates may change and potentially exceed 14 days between residual collections, an exception will be made to the Council collecting sidewaste. For the residual collection following collection, the Council will collect an

additional single bag of side waste where householder leave it on or next to their waste receptacle.

Recycling Bin

The Borough Council operates a co-mingled recycling collection meaning a range of materials may be placed in the same bin which is subsequently manually and mechanically sorted at a Materials Recovery Facility (MRF) and then sent on for onward processing.

Only materials which the MRF is able to sort and find end markets for, are accepted in the recycling bin.

Materials currently accepted are: -

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|---|--|
| Paper | Newspapers, magazines, paper - white and coloured, greetings cards, envelopes (including window type), clean paper bags, telephone directories/yellow pages and similar directories, wrapping paper, junk mail, shredded paper |
| Clean Card | Cardboard, cardboard egg boxes, domestic cardboard tubes (e.g. kitchen and toilet roll tubes), food packaging, composite card, plastic, packaging |
| Steel/Aluminium Cans | Steel and aluminium food and drink cans, pet food cans and food trays |
| Aerosol Cans | Aerosols – including personal and beauty product aerosols, cleaning products and domestic insecticides (e.g. fly spray aerosols). Please ensure these are fully emptied |
| Plastic bottles | Food and drink bottles, personal care products, household cleaning products, cooking and food oil bottles, trigger spray bottles, pump spray bottles, roller ball bottles |
| Plastic pots, tubs and trays | Plastic rigid containers including food pots, tubs and trays |
| Waxed composite food beverage and similar containers, including fabric conditioner | Tetrapak type containers used for drink, food and fabric conditioner |

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|---|------------------------|
| Glass food and beverage containers | Glass jars and bottles |
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- All materials must be placed in the recycling bin loose and not in plastic bags or any other container
- All materials must be clean, dry and empty
- Only items listed above will be accepted in the bin. General, kitchen or garden waste is not permitted in the recycling bin
- Business waste is not permitted in the recycling bin unless this forms part of a trade waste collection contract with the Borough Council or GYS
- Excess recyclable materials will be collected if left next to the Recycling Bin loosely in a cardboard box. Glass should be prioritised in being placed within the recycling bin rather than being left as side material to avoid issues around jars or bottles being smashed or broken. Recyclable materials left out in bin bags or carrier bags will not be accepted. Cardboard not able to fit in the recycling bin may also be placed next to the bin for collection where it has been flattened and any other packaging such as plastic straps or polystyrene removed. Cardboard which is significantly wet or saturated will not be collected, it is advisable for householders to only place out additional cardboard in drier weather conditions or just before collection occurs.

Contamination Of the Recycling Bin

The Borough Council has an obligation to ensure that the recycling it collects is of standard to enable onward processing. General waste and unclean materials affect this quality and can also negatively affect the quality of other materials it is mixed with.

Consequently, recycling bins left out for collection will be deemed as “contaminated” for the following reasons:

- Where the bin contains general waste including but not limited to food, garden, nappies or DIY waste
- Where any other items not currently accepted by the service are placed in the bin
- Where packaging is unclean e.g. bottles or containers still contains food or liquid or not been adequately washed out, cardboard which is greasy or substantially wet
- Where the materials have been bagged. Due to the method of processing recycling material is required to be loose in the bin

Refuse operatives will check recycling bins at the point of collection for any unacceptable material. Where a bin has been deemed contaminated, it will not be collected, and the bin will be stickered/tagged to identify this. The householder will receive a subsequent letter informing them of the refusal and what steps need to be taken. Bins will not be collected on

subsequent collections until the offending material has been removed. In such cases the Council will not return to empty the bin until the next scheduled collection. Where a household is found to have contaminated a bin in subsequent collections within a 6-month period, a second letter will be generated highlighting there has been a repeat problem. If a third occurrence of contamination, then occurs within a further 6 months, the property will be visited by an Officer who will look to ascertain reasons for the ongoing misuse of the bin and provide education and guidance.

Following such a visit, where deemed necessary or appropriate, the Borough Council may remove the recycling bin and the household will not have access to this service. The householder will not be provided with additional residual capacity, and it will be down to the householder to manage with reduced capacity. Where a household has had their recycling facility removed if at a later date, they wish to re-institute this service administration charges for the delivery of a replacement bin will be applicable.

It will be down to the householder to remove any offending material regarding a bin which has been refused as contaminated before collections recommence. Where bins are heavily contaminated householders are able to arrange an additional empty which would be chargeable.

General Requirements For Recycling And Residual Waste Collections

- Lids of bins must be closed
- Bins must be of a manageable weight to be collected. Overweight bins which operatives are unable to safely move will not be collected and will be down to the householder to address. In such cases the Council will not return to empty the bin until the next scheduled collection and the bin will be refused if it is still overweight. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable
- For hygiene reasons it is advisable that residual waste is bagged when placed in the bin
- If a resident requires an additional empty of their bin between collections this will be a chargeable service
- Where a resident moves into a property the Borough Council is not responsible for any issues found relating to the properties bins e.g missing, damaged, full or contaminated. In such cases standard charges would still be applicable for replacement bin(s) or additional emptying.
- The Borough Council is not responsible for misuse of residents bins by other persons. Whilst the Council may investigate flytipping into a residents bin it is not responsible for the removal of any such waste or contamination. This would be down to the householder whose bins have been mis-used

- Collection of bins will not start before 06.30 am. The Council will provide information available on their website about designated collections days though the Council cannot specify a collection time. Collection times may vary week to week.
 - One off changes to collection days due to public holidays will be advertised on the Councils website and advertised through social media. Residents should expect changes to collection days over public holidays and check for these changes. Collection days may be brought forward early or put back. The Council is not responsible for returning to collect bins where a resident was not aware their collection day had changed.
 - For operational purposes, it may be necessary to change the designated collection day on a more permanent basis. In these instances, residents will be informed of these changes in writing.
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- The Borough Council operates a kerbside collection meaning bins will be picked up from adjacent to the public highway. Bins must be presented for collection at the front curtilage of the residents property close to the road unless otherwise directed by Great Yarmouth Borough Council or Great Yarmouth Services
 - In some cases, collections may occur from a communal collection point. Such collection points will be within a reasonable distance from the property using them. The Council will endeavour to find a suitable collection point within 25m of any properties using them. This will however be subject to vehicular access to collect the bins and an appropriate area where bins can be communally located without causing obstruction whilst awaiting collection
 - Where residents present their bin on a public footpath or verge, they should be placed in a manner not to cause an obstruction to other users
 - Bins may be placed out after 6.00pm on the proceeding night of collection and should be placed out prior to collection taking place. It is advisable to place bins out by 06.30am to ensure they are out in time for collection.
 - Following collection, bins should be taken back onto residents properties at the earliest opportunity with an expectation that this should be done on the same day that collection has taken place
 - So that bins can be returned to the correct address and are identifiable as to whose they are, residents should mark up their bins with their house name or number.

Properties Not Suitable For The Standard Service

In some instances, properties may not be suitable for the standard service. This may include, but not limited to:

- Flatted areas where other forms of storage would be more suitable due to the volume of 240l bins that would be required to service the properties
- There is no reasonable storage space to accommodate bins at the property
- The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins.
- The bins would have to be wheeled through the house to the collection point
- The adopted highway is not suitable to be accessed by the standard collection vehicle
- Any other exceptional circumstance as agreed by the Council.

Utilising an alternative method of collection may be proposed by the Council or residents, property owners or managers may request it. In this instance, it will be down to the discretion of the Council to determine the alternative method of collection, though wherever possible this will be done in conjunction with the property owner, manager or resident and taking into any account any concerns raised. However, as per its entitlement under section 46 of the Environmental Protection Act it will be down to the Council's discretion as to how it collects waste from a property and consequently will make the final decision as to what service the property receives. Street scene aesthetic concerns will not be classed as a reasonable exemption from the provision of standard wheeled bins. Where a property does not wish to be collected via the method determined by the Council then the Council reserves the right to cease collecting waste from the property who will have to make their own alternative arrangements for collection.

Alternative Collection Methods

Communal Bins

For some households such as flatted areas, high populated residences and Houses of Multiple Occupation using larger bins for residents to share (communal bins) may be deemed more appropriate for easier storage, use and emptying.

- Where bins are supplied for the use by individual buildings such as blocks of flats, HMO's, Housing Associations or Council Housing the owner, manager or housing provider will be liable for the costs associated with the purchase and supply of the bins and any subsequent replacement or repairs. The bin will become the property of the purchaser
- Where bins are supplied as a communal disposal point to properties with no storage for bins the Council will supply and maintain the bin. The bin remains the property of the Council

- Only bins purchased through the Council will be permitted. Charges will be based on the current cost at the time of providing the bins
- Only the allocated number of bins for the property will be collected based on the provision covered in the Policy. If a property would like additional storage the emptying of the additional bins would be chargeable
- Where bins are supplied for the use by individual buildings such as blocks of flats, HMO's, Housing Associations or Council Housing the owner, manager or housing provider then there will be an expectation that the provision is for both refuse and recycling bins
- The Council reserves the right to rebalance existing communal collections to a ratio it deems appropriate e.g to give equal capacity to refuse and recycling . This could mean in some cases this existing residual waste capacity is removed and new recycling capacity will need to be provided. In such cases owners of bins may incur charges for any alterations required such as swapping of lids
- Where bins are supplied at a communal disposal point to properties with no storage for bins the Council endeavour to provide both refuse and recycling bins however this may be dictated by available storage space on the public highway. In such cases where storage space is limited, the Council will prioritise with residual waste bins and look to provide recycling via another method e.g a smaller bin, bags or recycling banks
- Where damage to a bin is such that it is deemed to pose a hazard for a crew to either move or empty then it will not be emptied. The property owner or manager will be notified, and service will be suspended until the bin is either repaired or replaced and collections will be commenced from the next scheduled collection.
- The standard frequency of collections for communally collected bins will an alternate weekly collection in line with the standard collection. Where the Council has sited bins as a communal disposal point to properties with no storage for bins and there is limited storage on the highway for additional capacity the Council may by exception collect these bins more frequently.
- The Council reserves the right to amend collection frequency. Where it does this and a property would be entitled to additional capacity then it would be down to the property manager or owner to pay for these bins
- Where a property requires an additional empty of bins between collections this will be a chargeable service
- Rules regarding what is permitted in the residual waste bin is the same as covered under the standard collection. As per the standard collection side waste is not permitted with the exception of the first collection following Christmas where the Council will permit one bag per household that the communal bins serves to be left out as additional waste.
- Rules regarding what is permitted in the recycling bins is the same as covered under the standard collection albeit recycling side waste is not permitted to be left out next to communal bins

- Bins must be of a manageable weight to be collected. Overweight bins which operatives are unable to safely move will not be collected and will be down to the property owner/manager to address. In such cases the Council will not return to empty the bin until the next scheduled collection and the bin will be refused if it is still overweight. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable
- Where bins are supplied for the use by individual buildings such as blocks of flats, HMO's, Housing Associations or Council Housing no waste or recycling left outside or around the bins will be collected. This includes but is not limited to, large bulky items, excess waste or recycling. It is the responsibility of the residents or managing agents to remove these items to enable collections.
- Where a bin supplied for the use by individual buildings such as blocks of flats, HMO's, Housing Associations or Council Housing is not accessible due to loose waste, recycling, or bulky items the bin will not be emptied. It is the responsibility of the residents or managing agent to remove these items. The bins will then be emptied on the next scheduled collection day if the bins are accessible. Requests to clear bins or collection areas will be chargeable
- The Borough Council is not responsible for misuse of communal bins by other persons. Whilst the Council may investigate flytipping into a communal bin it is not responsible for the removal of any such waste or contamination. This would be down to the property whose bins have been mis-used
- The Council will determine collection points for communal bins on a case-to-case basis. The Council reserves the right to require that bins are presented at the curtilage of a property in the same manner as the standard service. Where the Council collects from a bin area it must be accessible by the collection crew. It is the responsibility of the managing agent or owner to ensure the Council are informed and provided with any keys or codes to access locked bin stores. Where keys and electronic fobs are used, the Council must be provided with these at no charge and the Council accepts no liability for lost or replacement keys/ electronic fobs.
- Where bins are required to be presented at the curtilage of a property they must be available for collection by 06.30 on the designated day of collection. Changes to collection days due to bank holidays will be advertised on the Council's website and in local media

Contamination Of Communal Recycling Bins

If a communal collection bin is contaminated with the wrong material, it will not be emptied. The Council will make reasonable attempts to notify residents and/or the owner/manager that the bin has been rejected. It is the responsibility of the residents, owner or managing agents to remove these items so that the bin can be emptied on the next scheduled collection day.

If a resident/managing agent requests to have a contaminated bin emptied, there is a charge for this service. A charge would also be applied if they require emptying of a bin which has had contaminated material removed prior to the next scheduled collection.

Sack Collections

The Councils preferred collection for recycling and residual waste is via wheeled or communal bins, however there are a small number of households where storage of bins at the property or in its locality is not feasible. In such cases they will be put on sack collection.

- In such cases where sacks are used, the rules around what may be put in each sack apply as per the standard refuse and recycling collection.
- When collecting sacks, the collection crews will assess the weight of the sack. If it is too heavy to carry safely to the vehicle, the sack is likely to split, or the collection crew cannot safely lift it into the vehicle it will not be collected. Where any sack is found to be too heavy, the householder will be required to remove sufficient material from it and dispose of it in an additional sack. Once sufficient weight has been removed, the sack should be presented on the next scheduled collection date. We will not return to collect the sack before the next scheduled collection date. If the householder needs the excess material to be removed and disposed of this can be arranged. Only waste contained within sacks will be collected and does not include bulky items.
- A stock of residual waste and recycling sacks will be delivered to properties at least once annually. Residents requiring further sacks will be able to contact the Council for further bags.
- Only recycling presented in Council provided bags will be collected. These bags will meet the requirements for onward acceptance and processing as required by the Material Recovery Facility the recycling is sent to.
- In the case of contaminated recycling bags, these will be rejected and will be down to the householder to remove sufficient material from it and dispose of it via the residual collection. Once the contaminated material has been removed, the recycling sack should be presented on the next scheduled collection date. We will not return to collect the sack before the next scheduled collection date.
- Collection of both residual waste bags and recycling will be on a frequency determined by the Council which will be based on service availability and accessibility for individual properties. The Borough Council will inform individual properties on this service of relevant collection days.
- Collection of sacks will not start before 06.30 am. The Council will provide information to residents about their designated collection day. Collection times may vary week to week.
- One off changes to collection days due to public holidays will be advertised on the Councils website and advertised through social media. Residents should expect changes to collection days over public holidays and check for these changes. Collection

days may be brought forward early or put back. The Council is not responsible for returning to collect bags where a resident was not aware their collection day had changed. For operational purposes it may be necessary to change the designated collection day on a more permanent basis. In these instances residents will be informed of these changes in writing. The Borough Council operates a kerbside collection meaning sacks will be picked up from adjacent to the public highway. Sacks must be presented for collection at the front curtilage of the residents property close to the road unless otherwise directed by Great Yarmouth Borough Council or Great Yarmouth Services.

- In some cases collection of sacks may occur from a communal collection point. Such collection points will be within a reasonable distance. This will however be subject to vehicular access to collect the bags and an appropriate area where bags can be communally located without causing obstruction whilst awaiting collection.
- Sacks should be presented securely tied and where residents present their sacks on a public footpath or verge they should be placed in a manner not to cause an obstruction to other users
- Sacks may be placed out after 6.00pm on the proceeding night of collection and should be placed out prior to collection taking place. It is advisable to place sacks out by 06.30am to ensure they are out in time for collection. Bags left out at any other time will be considered as flytipping

OTHER WASTE COLLECTION SERVICES

Garden Waste Service

The Borough Council operates a chargeable opt-in garden waste kerbside collection service. Residents are able either to choose between:–

- Garden waste Brown 240 Litre wheeled bin as an annual subscription collected fortnightly with the exception of Christmas

Or

- Garden waste bags sold as a pack of 12 or 24 which can be used and collected on an ad hoc basis

The following conditions apply to using this service:

240L Wheeled Bin Annual Subscription

- The garden waste collection service is an annual subscription service paid in advance and can be joined at any time throughout the year. In the first year the subscription charge for a new customer incorporates a charge for the purchase of the brown bin and in subsequent years they will only pay a renewal charge for collections. Only bins purchased through Great Yarmouth Borough Council may be used as part of this service
- Residents are not limited to just one bin and have the option to subscribe to having multiple bins
- The subscription can be cancelled at any time. However, no refunds will be given in lieu of collections scheduled for the time after the cancellation or for the bin purchased when subscribing to the service.
- A pricing review is carried out annually, therefore any increase in price of the garden waste service will be applied as from 1 April each year
- To enable emptying bins must be clearly labelled with the property address. This is to ensure that only properties with a live subscription are emptied. Bins not labelled may not be emptied
- The bin will be emptied fortnightly during the subscription period. New subscribers receive a calendar on delivery of the bin which will advise of the collection day. Collection dates display as a rolling annual calendar and has taken into account all bank holidays. This is not a reflection of the amount of collections paid for but a standardised calendar of dates on which the crews will attend the area. Dates for collections of all bins will also be available on the Councils website

- The bin may be placed out after 6pm on the proceeding night of collection and should be placed out for collection by 06:30am on the day of collection. They should be taken back onto the curtilage of the property at the earliest opportunity after the collection has taken place. Bins should be placed in the same location where the recycling/residual bin is placed for collection unless otherwise advised
- All material should be:
 - placed loose in the bin (not bagged)
 - comprised of garden waste only
 - fully contained within the bin as the bin lid must be closed
- The following items can be placed in the garden waste bin:
 - leaves
 - twigs
 - pruning's
 - grass cuttings
 - weeds and plants
 - cut flowers
 - small branches (under 10cm in diameter and 60cm in length)
 - plant cuttings
 - hedge clippings
 - uncooked vegetable peelings
- Anything not listed is prohibited including soil or turf
- Ash trees, leaves and pruning's cannot be accepted in this service for composting due to ash dieback disease.
- Bins presented for collection that are too heavy to be safely moved by the operatives, or are contaminated with non-garden waste, will not be emptied. In such circumstances it will be down to the householder to remove any offending waste. In such cases the Council will not return to empty the bin until the next scheduled collection. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable
- Any additional garden waste, or waste not associated with the garden waste service left on top or at the side of the garden waste bin, will not be collected
- No refunds will be given for missed bins. Arrangements will be made for their separate collection provided they were at the designated collection point by 06:30am on the day of the programmed collection. Where a resident has not placed a bin out for collection it will be assumed no collection is required
- Severe weather conditions or other events outside our control may prevent collections taking place. If a collection cannot take place on a households allocated day for these reasons, we will make reasonable attempts to collect the waste as soon as it is reasonably practicable to do so. In these circumstances no refunds will be given though where we are unable to provide a collection the Council will look to extend a households subscription accordingly

- As the resident has purchased the bin it remains their property. Accordingly, the bin and subscription may be taken with them should the householder move address
- If the householder does move address, it will be down to them to notify the Council they wish to continue with the garden waste service at their new address to continue to receive collections
- Where a resident no longer wishes to subscribe to the service the bin remains their property. The Council will remove this bin for a charge if required
- Should the bin become damaged due to misuse, lost, stolen, or general wear and tear there will be a charge for a replacement bin. No charge will be applied if the bin is damaged while in the process of being emptied by an operative of Great Yarmouth Services Ltd within the first twelve months of subscribing to the service.
- Where a bin falls into the refuse collection vehicle during the emptying process the Council will replace the bin free of charge
- Households are able to share a bin. Those wishing to do this must register the bin to one property from which the collections will be made and make one subscription payment.
- The council will publish its terms and conditions for using the service on its website
- The Council will inform residents when renewal of their garden waste service is due and instructions on how to pay for this renewal
- Where a resident does not renew their subscription collections will automatically stop

Garden Waste Bags

Residents not wishing to a regular collection service are able to purchase compostable garden waste bags. These are provided in bundles of 12 or 24. What may be placed in these bags is identical to those listed under the garden waste subscription service. When a resident fills bags and requires a collection they should contact the Council to arrange this. A resident can arrange collection for however many bags they have filled and are not obliged to use them all in one collection. Collection will occur the next time the garden waste vehicle is operating in that area. Bags should be placed out for collection after 6pm on the preceding night of collection and should be placed out for collection by 06:30am on the day of collection. Bags should be placed in the same location where the recycling/residual bin is placed for collection unless otherwise advised. Only garden waste contained within the bags will be collected. No refunds will be given for unused bags.

Bulky Waste Collections

The Council offers all residents a chargeable bulky waste collection service. This service can be booked online via the Council's website or via phone.

Residents can check the Council's website for details as to what items can be booked for collection via this service. The service will not collect-

- Commercial waste
- Items which are excessively heavy
- Hazardous waste

Charges for this service are reviewed annually as part of the Councils fees and charges process.

Conditions for using this service are-

- Payment is taken at the time of booking
- When booking the service a designated collection day will be given. The Council is unable to specify a collection time
- All items may be presented for collection after 6pm on the proceeding night of collection and by 06.30am on the specified day of collection. Where items are put out on public land either before collection has been booked or earlier than the evening before collection is due to occur without the Councils consent the items will be considered as being flytipped
- The Council does not offer a service to collect items from within properties or outbuildings
- All items of waste must be left together as close as possible to the edge of the boundary of the property, as close to the highway or access road as possible, easily accessible for the crews and presented in a safe fashion which does not cause any obstruction or danger to the public
- Collection point for properties with difficult access e.g. flats, shall be agreed with the Council before collection
- Once a booking has been made for this service, additional items cannot be added
- Only items on the booking will be collected. Any additional items left out on public land will be considered as flytipping
- Once a booking has been made for the service then the fee is non-refundable, this includes where the resident no longer requires the service
- If the event of the Council being unable to collect an item on the designated day due to operational issues such as inclement weather the collection will occur at the earliest opportunity
- Where the Council attempts to make a collection and the items have not been presented out for collection the fee will be forfeited by the householder and they will not be entitled to a refund. If the householder still requires the items to be collected, they will need to rebook the service which will be chargeable at the normal price.

Offensive / Hygiene Waste

The Council does not offer a separate collection for low grade offensive / hygiene waste, i.e. non-infectious waste such as incontinence pads, nappies, feminine hygiene products or similar. This waste should be double wrapped and placed in the residual waste container. Where a large quantity is being produced then the household may be eligible for additional residual capacity. This will need to be applied for via the additional bin application process. Where a resident requires additional capacity for such waste additional capacity will be provided at the normal charge for an additional bin.

Self Medicated Infectious Healthcare Waste

Norfolk County Council has an agreement in place for residents to take sharps and needles to select pharmacies located around the Borough. A list of these sites is available on the Council's website. Residents with such waste will be directed to these locations in the first instance. Where a resident does not have the ability or mobility to take their sharps to a designated pharmacy or generate other forms of healthcare waste the Council does offer a collection of these materials. This will be delivered through a third-party contract. Residents will need to contact the Council in the first instance who will setup collection through the third-party contractor. The contractor will arrange directly with the household relevant collection information including collection point, day of collection, frequency of collection, size and type of container and any other specific instructions. The Council does reserve the right to instigate relevant collection charges as per its entitlement under the Controlled Waste Regulations 2012.

Hazardous Waste And Dead Pets

The Council will offer a discretionary service for the collection of hazardous household waste and dead pets from households. Households will need to request this service and the Council will evaluate each request on its capability to arrange removal and disposal of such waste. Where the Council is able to arrange collection of such waste, the Council will provide a quote including relevant administration charges prior to collection which will be payable in advance. Please note dependant on the nature of the waste collection may be provided by an appropriate licensed third-party contractor. Guidance on collection arrangements will be given once booking and payment has been confirmed. The Council reserves the right to decline any such requests it does not feel it can accommodate.

Garden/House Clearances

The Council will offer a discretionary service for the removal of larger volumes of household waste. Households will need to request this service and the Council will evaluate each request on its capability to arrange removal of such waste. Where the Council is able to arrange

collection of such waste the Council will provide a quote including relevant administration charges prior to collection which will be payable in advance. Guidance on collection arrangements will be given once booking and payment has been confirmed. The Council reserves the right to decline any such requests it does not feel it can accommodate.

Waste Regulations-Specific Property Types

Places of Worship, Church and Village Halls

Where waste arises from a place of worship or from premises used wholly or mainly for public meetings, then one set of standard container and collection will be provided where a collection service is requested. The provision of the bins will be chargeable at the standard fee.

If the village hall, church, mosque, synagogue etc hires out such buildings to other groups not connected with the conduct of religious worship or public meetings this waste will be treated as commercial waste and should not be placed in these bins. The Council does reserve the right to instigate relevant collection charges as per its entitlement under the Controlled Waste Regulations 2012.

Club And Societies

Any waste arising from premises occupied by a club, society, or any association of persons in which activities are conducted for the benefit of the members is deemed as commercial waste and would not be collected as part of the household collection service.

Residential Hostels

Waste arising from residential hostels which provides accommodation only to persons with no other permanent address or who are unable to live at their permanent address is deemed as household waste. Where a collection service is requested, the Council will liaise with the owner/management of such properties to determine an appropriate number of bins based on number of rooms and typical occupancy. The provision of the bins will be chargeable at the standard fee.

The Council does reserve the right to instigate relevant collection charges as per its entitlement under the Controlled Waste Regulations 2012.

Residential Homes, Care Homes and Hospitals

Waste arising from residential homes or land belonging to or mainly used in connection with a residential home, premises forming part of a hospital or nursing home which is used to provide a care home service is deemed as household waste. Where a collection service is requested for residential and care homes waste provision entitlement will be one set of standard bins per room/unit or an appropriate number of communal bins. For hospitals waste collection provision where requested would be determined in liaison with the management of the facility. The provision of bins will be charged at the standard fee or in the case of communal bins current prices. The Council does reserve the right to instigate relevant collection charges and also pass on any disposal charges the Waste Disposal Authority determines as per the entitlement under the Controlled Waste Regulations 2012.

Charities And Charity Shops

Generally waste emanating from Charities is deemed as Commercial waste and the Council would not collect this as part of the household service. However, where a charity shop which sells donated goods which originates from a domestic property any such waste from this source is deemed as household waste. Where collection is requested, the Council will liaise with the owner/management of such properties to determine an appropriate number of bins for the premise. The provision of the bins will be chargeable at the standard fee. The Council does reserve the right to instigate relevant collection charges as per its entitlement under the Controlled Waste Regulations 2012.

Boat Waste

Only waste emanating from a boat used wholly for the purposes of living accommodation is deemed as household waste and the Borough Council will make provision in liaison with the owners for the collection of such waste. Waste emanating from boats not within the scope of providing permanent domestic habitation, including hire boats, is deemed as commercial waste and the Council is not responsible for the provision for collection of such waste.

Caravans, Tent's and Chalets

Waste arising from a caravan or mobile home site specifically for gypsies and travellers is deemed as household waste. Waste provision entitlement will be one set of standard bins per pitch or unit or an appropriate number of communal bins. The provision of bins will be charged at the standard fee or in the case of communal bins current prices.

Waste arising from camp sites, tents pitched on land other than a camp site or chalets and caravans which are used in the course of a business for the provision of self-catering accommodation, or which are not allowed to be used for human habitation throughout the year by virtue of a licence or planning permission are deemed as commercial waste.

Holiday Lets

Any domestic property which is used in the course of a business for the provision of self-catering accommodation is deemed as commercial and would not be entitled to use the household collection service.

Hereditaments

For the purposes of a composite hereditament, that is a property where living accommodation forms part of a commercial property such as a flat above a shop or pub which is occupied by staff or manager, any waste generated is deemed as commercial and would not be entitled to use the household collection service.

In relation to mixed hereditaments, such as a B&B which operates seasonally then the property will be issued with one set of standard containers and collection will be provided. The provision of the bins will be chargeable at the standard fee. Any waste relating to the business aspect of the property will be deemed as commercial and the Council is not responsible for the provision for collection of such waste.

Schools And Educational Establishments

Waste arising from schools and other educational establishments is deemed as household waste. Where an establishment requests a collection service the waste collection provision will be determined in liaison with the management of the facility . The provision of bins will be charged at the standard fee or in the case of larger bins relevant current prices. The Council does reserve the right to instigate relevant collection charges and also pass on any disposal charges the Waste Disposal Authority determines as per the entitlement under the Controlled Waste Regulations 2012.

General Waste Collection and Bin/Container Requirements

Assisted Collections

The Council's assisted collection service is available to residents with a disability or mobility problem where no one else in the household is able to take the containers to the normal collection point. Those persons who receive an assisted collection the crews will collect the containers from an agreed collection point, empty the containers and in the case of wheeled bins return them back to the agreed collection point.

Residents who wish to request an assisted collection must fully fill out an application available online on the Council's website or by contacting the Council. Applications not fully completed will not be considered.

A request for an Assisted Collection will be considered where:

- There is nobody else at the residents property who could put the containers out for collection e.g. they live alone

and

- The person can provide evidence, where requested, of the need for assistance, such as receipt of Personal Independence Payment, receipt of Disability Living Allowance, or a letter from the GP.

Where other persons capable of putting the containers out live at the property, the application will be declined. Other than disability or mobility reasons applications will also be declined where a person has other reasons for not being able to place a bin out for collection e.g. they are on holiday or at work.

Where necessary once a request has been made the Council will visit the property to discuss individual needs, clarify or further assess any queries around the person's ability to meet the criteria and if appropriate, agree a collection point for the containers.

When agreeing a position for wheeled bins to be sited, whilst taking in the physical capabilities of the householder and their ability to be able to take waste to the bin, it will also take into account that the location must be easily accessible for the crew. This will take into account physical obstacles such as steps and gravel drives which may cause issues with moving a full bin or carrying bags.

The decision of where to place the containers will be based on ease of collection and usage of the containers and not based on street scene aesthetics.

Wherever possible the bins will be stored at the front of the property to enable easy collection, or at the rear if the collection road is situated at the rear of the property. All containers must be kept in the same location.

Where a garden or the bins becomes inaccessible due to overgrown shrubs, trees or other items or if operative feel it unsafe to enter a garden such as a free roaming dog then collection will not occur and the resident will be notified of why collection did not occur. In such cases the Council will not return to empty the bin or remove any bags until the next scheduled collection and if the bin/bags are still inaccessible the service will be suspended until the issue is resolved. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable.

Checks will be carried out by the Council every two years on the resident's suitability for an assisted collection and evidence requested from the householder. Any change in circumstance must be notified to the Council as soon as possible. If the Council becomes aware that the situation at a property has changed, or that inaccurate or false information has been provided in an application and persons are present at a property who are capable of putting containers out for collection it reserves the right to withdraw the service and will inform the resident accordingly.

Missed and delayed collections

The Borough Council will make all reasonable attempts to collect waste and recycling on the designated day of collection, however there may be events outside of the Council's direct control which may affect this. Dependant on the reason for bins not being collected will determine how the Council responds:

Inclement/Severe Weather and Operational Issues

In the event of weather conditions or operational issues such as vehicle breakdown which delays or suspends for longer than the designated collection day, the Council will publicise this through social media and on its website highlighting those areas affected by this. In some instances, such as icy conditions it may be localised areas which are affected rather than entire rounds and the safety of crews and the public must be paramount. In such conditions refuse collection vehicle drivers will carry out a on-site risk assessments and will be down to their discretion whether it is possible to access a road safely and whether frozen pavements are too hazardous for collections and in conjunction with supervisors may temporarily delay or suspend collection from specific roads until conditions improve. If significant disruption occurs, the Council's website will be updated with information on access and which services are being prioritised. Priority will normally be given to the residual waste service.

The Council will in the first instance look to look to catch up on those properties missed through collecting them on the subsequent following days and where necessary operating on the following Saturday. Guidance to residents will be provided as part of its media release and website information. During this period residents may leave containers presented out to facilitate emptying. Where severe weather conditions suspend collections for an extended period of time the Council may not be feasibly able to “catch-up” on collections. In such cases service will be suspended until the next scheduled collection. Where this occurs the Borough Council will provide guidance through its media release and on its website as to how it will support residents with any additional waste which has been accumulated as a result of the missed collection. If significant disruption does occur and services do need to be suspended priority will normally be given to operating the residual waste service .

Access Issues

On occasions crews may find they cannot gain access to certain areas and streets to facilitate collection. This may be due to:

- Poorly parked cars
- Delivery vehicles
- Building works
- Road works or closures
- Significant traffic buildup
- Overgrowing shrubs or trees

The collection crew will try at least twice on the collection day to access a road to facilitate collection of rubbish. If they still cannot gain access, then service may have to be deferred to a later date, but this will be down to the discretion of the Council on the basis of the access issue. Where there are ongoing or longer term issues with access then the Council may ask residents to present waste at a different collection point . In the event of access repeatedly being blocked the Council due to the same issue such as a poorly parked vehicle or overgrown trees the Council will make reasonable attempts to ascertain ownership of the obstruction and inform them of the issues being caused. The Council holds no responsibility should the responsible party for the obstruction not take remedial action and the problem persists which as a consequence result in the Council having to either suspend collection service to the affected area or move the collection point to an accessible point.

Missed By Crew

There may be occasions where a container is missed for collection due to crew error. Containers should not be reported as being missed before 2pm on the day that collection was due to occur. To enable collection of a missed container it should be reported to the Council within 2 working days of it being missed. Containers reported missed after this time will not

be collected until the next scheduled collection. The Council will return to collect genuine reported missed containers within 2 working days of receipt of the missed collection being logged.

A missed collection will not be classed as genuine if:

- The container was not presented for collection before the crew arrived to empty it. All containers should be placed out for collection by 6:30 am on the day of collection
- The container was not put out due to a change of collection day and the resident was not aware
- If the container was not at the correct collection point
- In the case of assisted collections, the crew could not access the container due to locked gates, bins being secured to property or hazards on the property which hinder collection
- The container was refused due to being contaminated
- The container was overweight and could not be safely managed and emptied
- The lid of the bin could not be closed due to being overfilled
- Where access issues have prevented the crew from accessing an area to enable emptying

In such cases as the above the Council will not return to empty/remove the container until the next scheduled collection. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable.

Additional Waste Capacity

Large Households, Children In Nappies And Additional Hygiene Waste

Residents who use the standard service are able to apply for additional capacity if they meet one of more or the following criteria:

- There are 6 or more permanent residents in the household
- There are 5 or more permanent residents including a child in nappies in the household
- A large amount of offensive/hygiene waste is being produced at property

All households who request additional residual waste capacity will be required to complete an application form as to how they meet the criteria and this will include a declaration of residents residing at the property. Checks may be made on an application and may include;

- A waste audit to ensure the household is utilising the recycling bin(s) as much as possible
- A check on the names listed permanently residing at the property
- Site visits to ensure the information is still relevant.
- Supporting evidence from a Doctor or medical practitioner

In the case of additional capacity being requested for large households, then the household would be eligible for an additional set of bins. For hygiene waste /children in nappies living in a household then the household will be entitled to an additional 240l residual bin. Provision of all additional bins will be chargeable at the standard price.

Where a resident is not recycling properly the Council reserves the right to remove any additional capacity. Where there are a larger number of persons reside at a property the same formula will be used to calculate bin entitlement e.g 12 persons would be entitled to 2 additional sets of bins (at charge).

Checks on eligibility of the service will be carried out every two years and residents will be asked to reapply for the service. If a reapplication is not made, then waste capacity will revert back to the standard number of waste containers. Should there be any change of circumstances at a household which may affect additional bin entitlement e.g children coming out of nappies or persons leaving the property, the residents must inform the Council of these changes and where no longer eligible bins will be removed. If the Council becomes aware that a property has unapproved additional bins, that the situation at a property has changed, that inaccurate or false information has been provided in an application and a household is no longer eligible for additional capacity then the Council reserves the right to remove the additional bins.

Additional Recycling Bins

Residents who generate a lot of recycling and routinely have additional recycling sidewaste are able to have an additional recycling bin. This will be chargeable at the standard price. However, should the Council find that the recycling bin is not being used properly and is either contaminated or used for general residual waste then it reserves the right to remove the bin. The resident will be warned of this misuse prior to any removal.

Wheeled Bin- Lids

Wheeled bins are designed to be emptied with the lids substantially closed. Subsequently the Council requires that bins are not overfilled and that lids are closed. This is to ensure that all health and safety concerns are complied with including the mechanical operation of the bin

lift, and to prevent waste falling out during the tipping process. Closed lids also aids in the prevention of litter escaping from the bins. The Council reserve the right not to empty any wheeled bin which has been overfilled with its bin lid open. If bins are over filled, then the crew will not return until the next scheduled collection day. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable.

Provision of Smaller Bins

The Borough Council does at times have stock of smaller 120L or 140L wheeled bins . In some cases, these may be more suitable for residents who have limited storage or produce limited amounts of waste. Where a resident requests a smaller bin, this will incur a charge for the provision of bins and removing the existing bins. Residents using a smaller bin will receive the standard service albeit with less capacity. Residents should ensure that they can manage their waste with reduced capacity as the normal rules around sidewaste still apply.

In the event a resident wishes to swap back to standard size wheeled bin this would again be chargeable. Where a person moves into a property the Council is not responsible for what size bins are in situ at that property. Should smaller bins be present, and the new resident wishes to swap these for standard bins then normal charges will still apply.

Ownership Of Bins

Wheeled bins remain the property of the Borough Council. Charges for the new and replacement wheeled bins are for their provision, administration costs and delivery of the bins and not a purchase charge for the resident to own the bins. As such, all recycling and residual collection containers should be left at the property when residents sell or move out of the property unless they have prior agreement from the Council to also move bins provided for additional capacity . The Council reserves the right to remove any bins which are not being used in line with this policy or being used for other purposes other than refuse and recycling storage. Each householder is responsible for keeping the containers safe and in good order and to protect them from misuse.

The above does not apply to garden waste bins, where the initial cost of service does include purchase cost of the bin or for larger communal bins where a property owner has paid purchase cost of the bin.

Storage Of Bins

Householders are expected to store bins on property under their control. Where on the property residents store their bins e.g frontage or rear garden, is down to their own discretion though they should be stored in a manner not to cause nuisance to neighbouring properties through issues such as odour. The only exception to where bins should be stored will be in

the case where a person has an assisted collection where a location will be agreed by the householder and the Council to enable easy access for emptying.

Bins should only be placed out for collection during the designated times. Bins should not be stored on the public adopted highway without prior consent.

The Council has no control over private land or unadopted access routes. Bins causing an obstruction or nuisance stored on such land would be a civil matter between the concerned person and the householder whose bin it is.

For new build properties and property conversions the Borough Council would expect that adequate space is given for the storage of both residual and recycling bins within the properties curtilage and meet current building regulations. Guidance for developers has been produced as a separate document – **“Guidance for charging for the provision of wheeled bins and the design of bin storage facilities”** which is available on the Borough Councils website <https://www.great-yarmouth.gov.uk> . This document provides information on relevant bin sizing and access needs to enable storage and collection of containers.

Where a resident has issues storing bins, they should contact the Borough Council and an officer will visit to evaluate options. If the officer feels there is appropriate room to store bins within the properties boundary, then there will be an expectation from the Council that this is adhered to. This may also include the householder carrying out reasonable works to their property to enable storage of the bins such as tidying a garden or addressing an overgrown area. The Council would not expect any construction works to take place to enable storage. The Council does not feel it is unreasonable that residents may have store bins at one elevation of the property and present them for collection at another e.g store a bin in the back yard but present at the frontage. It will not be down to the Council to maintain private or unadopted passages or service alleys to maintain access to properties for the presentation of stored bins.

The Council will not take into account street scene aesthetics when deeming whether a household has sufficient capacity to store bins.

Where an Officer identifies a household does have sufficient room, or would have once remedial works deemed reasonable were carried out, and the household does not store the bins within their curtilage then the Council does reserve the right, with warning, to suspend collection service to the property and remove the householders bins.

In instances where an Officer feels there is not adequate storage at the property then the Council will look to work with the householder to find an alternative location to place the bins which does not cause obstruction or nuisance to other residents. In some cases, it may be necessary to offer a different form of collection such as a bag collection.

Removal Of Bins on The Highway

The Council have the right to remove any bins placed on the highway outside of the times when bins are permitted out for collection. Where a bin is causing an immediate hazard then the Council may remove forthwith. Where bins are not returned to the property after collection has occurred or are stored on public highway without consent then the Council will make reasonable attempt to inform the owner. Bins will be stickered warning the owner if the bin is not taken in off of public highway then it will be removed and a timeframe given for when this will occur. Bins still not taken in will then removed. Where a resident has not complied with removing their bin(s) from public highway and their bin(s) are removed then refuse and recycling collection to that property will cease. Residents requiring replacement bins as a result of having their bins removed will charged the standard fee for replacement bins.

Return of Bins Following Collection

Following emptying, bins will be returned to the point of collection where possible or another safe place within a reasonable distance of the collection point. Containers should be removed by the householder as soon as reasonably possible after collection has been made and should be done by the end of day that collection occurs. In the event bins are collected from a point which was not the designated collection point, the crew will return the bin to the correct collection point.

Bin Provision

New Developments

For any new development it is the responsibility of the developer, or the new occupier in the second instance, to request and pay for the required recycling and waste containers. Delivery may take up to 4 to 8 weeks from payment dependant on the number and size of bins required.

Bin Capacity Provided

The Council will supply as standard 240L recycling and 240L residual waste capacity per ratable household. In the case of flats and HMO's where communal bins are used the same formula will be used to work out the appropriate number of bins. So, for example where a property consists of 5 individually ratable units it would be entitled to 1,200L of recycling and 1,200 residual capacity collected on an alternate weekly basis. The figure will be rounded up or down to the nearest appropriately sized bins. Where a property with a high density of

residents is rated as single unit then it would only be entitled to the standard service albeit it could apply for additional capacity via the large household application.

Bin Repairs and Replacements

The following conditions applies to all bins including communal bins and garden waste bins:

Missing/Lost Containers

If a container has been lost, residents should check the surrounding area where the container went missing to ensure it has not been moved by a third party. Where a resident moves into a property the Council is not responsible for any bins which are missing from the property. Where bins are found to be missing the Council should be contacted for replacement. Replacement bins for any that are missing is chargeable at the standard fee.

General Wear and Tear

Where a container has been damaged through day to day usage, including emptying, then a request can be made for a replacement container. In the case of recycling and residual bins the damaged container must be left out to be swapped with an undamaged container. If the damaged container is not left out, then a new container will not be left. Where a resident moves into a property the Council is not responsible for any bins which are found to be damaged at the property. Where bins are found to be damaged the Council should be contacted for replacement. Replacement bins for any that are damaged are chargeable at the standard fee.

This does not apply to garden waste bins where the Council will replace any bins damaged in the course of it being emptied within the first 12 months. After this time then the replacement charge will then apply.

Repairs to communal bins, including parts such as lids and wheels or their replacements , are chargeable. Where required the owner should contact the Council and the works will be quoted for on a case-to-case basis.

Where damage to a bin is such that it is deemed to pose a hazard for a crew to either move or empty then it will not be emptied. The householder or property owner will be notified, and service will be suspended until the bin is either repaired or replaced and collections will be commenced from the next scheduled collection.

Dirty Bins

A container which is dirty will not be deemed damaged and will not be replaced. It is the responsibility of residents to clean the containers they are provided with or inherit as a result of moving into a property

Criminal Damage to Bins and Stolen Bins

In the event of a residual or recycling bin which belongs to the Council being damaged as a result of crime e.g arson or being stolen, then the Council will replace the bin free of charge. The householder will need to report the incident to the Police via a non-emergency method of communication and request a crime reference number also known as CAD number. The householder will then contact the Council quoting this CAD number to enable delivery of a replacement bin. This does not apply to communal or garden waste bins where the Council is not the owner of the bin.

Back Of Collection Vehicle

In the event a bin falls into the back of the collection vehicle during the emptying process, assuming that it is not easily retrievable or in a usable condition then the Council will replace the bin free of charge.

Numbering, Stickers On Containers and Painted Containers

The Council encourage residents to mark up their containers with their property name or number for identification purposes.

The Council reserve the right that in regard to bins that it owns to insist that only communication stickers provided by the Council will be allowed on containers, or stickers and other markings which residents use to identify their bin e.g. house number. Other stickers or graffiti deemed offensive or inappropriate the resident will be asked to remove from the container . Where this is not complied with the Council may remove the bin may and service will be suspended until a replacement container is in place. Any replacement bin will be subject to the standard charge.

Presentation Points For Containers

- The Borough Council operates a kerbside collection meaning containers will be picked up from adjacent to the public highway. Containers must be presented for collection at the front curtilage of the residents property close to the public highway unless otherwise directed by Great Yarmouth Borough Council. Residents on the assisted collection are exempt from this requirement
- In some cases, collections may occur from a communal collection point. Such collection points will be within a reasonable distance from the property using them.

The Council will endeavour to find a suitable collection point within 25m of any properties using them. This will however be subject to vehicular access to collect the containers and an appropriate area where containers can be communally located without causing obstruction whilst awaiting collection.

- Where residents present their container on a public footpath or verge, they should be placed in a manner not to cause an obstruction to other users
- With regard to communal bins the Council will determine collection on a case-to-case basis. The Council reserves the right to require that bins are presented at the curtilage of a property or at a designated point near the kerbside in the same manner as the standard service

Private Roads and Access Roads

If properties are located down a private driveway/access road then the containers must be presented where the private driveway/access road meets the adopted highway. This applies even when a household does not own the land between the resident's property and the adopted highway. The Council may collect from such routes on the following conditions:

- The road services 6 or more properties
- Where it requests if the Council has been indemnified in writing against any damage to road surfaces and underground apparatus
- The road has been constructed and maintained to a standard acceptable by the Council
- The Council believes the road is of a suitable design to enable a collection vehicle with 4 axles to manoeuvre easily and turn where needed
- The nature of the road is not such that it would take an unreasonable length of time to carry out collections relative to other collections from adopted highways within the Borough
- The Council will not be held liable for any accidental damage
- With regard to housing sites under development, the Council will only collect from properties where residents have moved into where the road infrastructure is of a standard acceptable to the Council and other building works do not infringe access or pose a hazard to the crew or vehicle.

The Council reserves the right to refuse to access private, unsurfaced or unadopted roads with recycling and refuse collection vehicles. The Council may change any collection point, either temporarily or permanently, following a review process. This review process may be instigated due (but not limited to) the Council's belief that the access to or location of the presentation site would be unsafe for collections or does not meet the current Council Policy. The Council will give at least 10 working days' notice, in writing, of any changes to the location of a collection point, highlighting the alternative site to the householders affected. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.

Where persons requiring an assisted collection live on a road which does not meet the Council's policy to access, it will look at such an assisted application on a case to case basis and endeavour to find a reasonable solution. However, the Council cannot guarantee being prepared to access the road if it is not maintained to a standard to accommodate a refuse collection vehicle or considered unreasonable for any other reason. In such cases the householder may be required to make other arrangements to have their waste moved to a collection point at the public highway to be able to utilise the service.