

Changes to bin collection days and new items to be collected for recycling starting Monday 2 March 2020

FREQUENTLY ASKED QUESTIONS INFORMATION FOR RESIDENTS

Starting Monday 2 March 2020, your bin collection day may change! Go to walthamforest.gov.uk/mybinday to check your collection day.

You will also be able to recycle more than ever before! We will collect your unwanted small electrical items, clothing and household batteries. Please put your items out in small sized carrier bags on top of your bins on your collection day. If you live in a flat with communal bins, we are currently unable to collect these items for you; please take your items to a recycling bank. Go to walthamforest.gov.uk/recyclemore to find public recycling banks

Residents living in blocks of flats will now have food waste collected weekly.

Frequently asked Questions and Answers

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1. Missed bins

My bins were not collected today

Please log a missed collection here for the crews to address ASAP:
walthamforest.gov.uk/content/report-missed-bin-collection

My bins have not been collected this week

Please log a missed collection here for the crews to address ASAP:
walthamforest.gov.uk/content/report-missed-bin-collection

My bins have not been collected for several weeks and rubbish is building up

Please log a missed bin collection for the crews to address ASAP:
walthamforest.gov.uk/content/report-missed-bin-collection

My bins have not been collected for several weeks and rubbish is building up (previous report made)

Please can you email wasteteam@walthamforest.gov.uk with your details and reference number and they will escalate.

Can I report a missed bin collection using @WFTellWalt?*

At the moment, Walt can only takes reports on fly tipping, fly posting, or dog fouling. To report a missed collection you can use our online tool here:

walthamforest.gov.uk/content/report-missed-bin-collection

2. Assisted collections

My collection day has changed. Do I need to re-register as needing assisted collections?

No, your assisted collection will continue the same as ever on your new collection day.

My collection day has not changed. Will there be any change to my assisted collection?

No, your assisted collection will continue the same as ever.

Can I still receive assisted collections?

Yes, anyone who has received assisted collections prior to this will continue to receive this service.

Can my elderly neighbour / relative still receive assisted collections?

Yes, anyone who has received assisted collections prior to this will continue to receive this service.

I receive assisted collections and my collection has been missed

Please log a missed collection here for the crews to address ASAP:

walthamforest.gov.uk/content/report-missed-bin-collection

I want to be added to the Assisted Collection list, what do I do?

Please go to the web page for more information and fill out the necessary form

walthamforest.gov.uk/content/arrange-supported-bin-collection

3. New contract questions

I live in a flat, can I get my small electricals/household batteries/clothing picked up for recycling?

Unfortunately, we are not currently able to collect these items from flats. To recycle these items please take them to one of our WEEE banks or textile banks. You can find one here:

walthamforest.gov.uk/content/public-recycling-banks

We also have three local recycling centres. You can find one here:

walthamforest.gov.uk/content/local-waste-and-recycling-centres

Due to the changeover period, I have to wait over a week between my old collection day and my new one. What can I do with my extra rubbish?

During the first two weeks of the new collection days, our crews will pick up additional rubbish left in black sacks next to the bin.

I don't know if my bin collection day is changing! How can I find out?

Go to www.walthamforest.gov.uk/mybinday to check when your next bin collection day is

Why has my bin collection day changed?

Some properties' collection day has changed because we are making changes to the routes travelled by our collection vehicles. The old routes had been in place for over 10 years and as the borough changes, we need to change some collection routes as well where we can save time and resources to be as efficient as possible and provide the best possible service.

What are the new items that can be collected?

1. Small electricals – including toasters, kettles, telephones, electric tools, electric toys, IT equipment and medical devices. Any item that can fit in a regular plastic bag and is powered by electricity.
2. Household batteries – batteries used in household items or appliances.
3. Clothing – Any item of clothing including pairs of shoes.

How should small electricals/batteries/clothing be presented from collection?

Please place the items you want to be collected in a plastic carrier bag and place it on top of your bins.

Why is my rubbish and recycling being picked up by two different vehicles?

Waste and recycling are collected by separate vehicles on your collection day. Using separate vehicles for waste and recycling means more can fit on the dustcart as there is more space, allowing drivers to last longer before having to travel back and empty each load. This is more efficient in terms of both time and fuel. Using the current split-back vehicles that collect both waste and recycling at once, drivers have to go to the tip as soon as one side is full.

Are the vehicles used by Urbaser low-emissions?

Yes - a significant proportion of the fleet of vehicles and equipment used across the Neighbourhood Services contract is all-electric powered, including refuse collection vehicles, street cleansing vehicles and street and grounds equipment.

My property is currently in the weekly food waste collection trial in Leyton and Leytonstone, will this affect my food waste collection?

No, if you are in the weekly food waste collection trial your food waste will continue to be collected weekly.

I live in a house. Will you start collecting my food waste?

Currently, you can put your food waste along with garden waste in your brown bin which is collected fortnightly. Go to www.walthamforest.gov.uk/mybinday to see your next brown bin collection day.

We are currently trialling weekly food waste collections in some areas of the borough – please go to walthamforest.gov.uk/content/weekly-food-waste-collection-trial to find out more.

I live in a flat. Will you start collecting my food waste?

If your property has communal bin collections, you'll receive a small kitchen caddy. You should regularly empty it into the external communal grey food waste bin, which will be located with the communal recycling and refuse bins.

To find out more about what can go in your communal grey bin, go to walthamforest.gov.uk/content/bins-green-brown-black-what-goes-them

If you do not currently have food waste collections and would like them, please email wasteteam@walthamforest.gov.uk

Will you be changing to fortnightly refuse and recycling collections?

No, we will continue to collect waste and recycling weekly.

When is my garden and food waste brown bin collected?

This bin is collected fortnightly on the same day as your other bins, go to www.walthamforest.gov.uk/mybinday to check when your next bin collection day is

4. Bin requests

Can I request a new bin?

All bin requests can be made online, please follow the links on this page to order your bin www.walthamforest.gov.uk/content/order-wheelie-bin-kitchen-caddy-or-indoor-recycling-bag

Why do I have to pay for my wheelie bin?

Due to wider financial pressures, the council can no longer afford to provide free wheelie bins. The charge will allow us to continue making weekly collections for black refuse and green recycling bins, something that residents have told us is important to them.

If you move into a property, and the previous owner has not left one of each type of two wheeled bins, you will need to pay for a new one.

The charge was introduced in November 2018

I live in a block of flats and our four-wheeled communal bin needs to be replaced, how can I arrange this?

You can make the request online using your self-account, please follow the link to order your replacement: www.walthamforest.gov.uk/content/order-wheelie-bin-kitchen-caddy-or-indoor-recycling-bag

I ordered a new bin and it hasn't arrived yet, what's going on?

Please escalate this via your self-service account on www.walthamforest.gov.uk

5. Complaints about service

My bins have been replaced blocking my garden path

We will speak to the collection crew for this round and emphasise that bins should be returned without blocking access.

My bins are regularly replaced blocking my garden path

Please email wasteteam@walthamforest.gov.uk with details of your address so we can speak to the crews and let them know the importance of returning your bins to a suitable place

A street tree has been damaged by a collection truck

Please email wasteteam@walthamforest.gov.uk with details of the incident and where it has happened and we will ask our tree team to look into this urgently, and we will keep you updated also.

I have reported fly tipping that has not been collected

Please email wasteteam@walthamforest.gov.uk with the details of this fly tip and reference number for your report so we can investigate this problem, get it resolved as soon as possible, and make sure it doesn't happen again.

The streets are looking very untidy

If there is a public area you feel has been missed or needs extra attention, you can let us know here: walthamforest.gov.uk/content/street-cleaning

My car/property has been damaged by a collection truck

Please email wasteteam@walthamforest.gov.uk with details of the incident – we will investigate this incident fully.

How can I make a complaint?

Sorry to hear you have had a bad experience with our service. You can make a comment or complaint here: www.walthamforest.gov.uk/content/complaints-compliments-and-comments and we'll look into it

6. Contaminated green recycling bin

The collection crew have not taken my recycling as it is contaminated – what can I do?

Please remove items that shouldn't be in there to ensure your bin can be collected on your next scheduled collection day – you can find info on what can and cannot be recycled in Waltham Forest here: walthamforest.gov.uk/content/z-waste-and-recycling-items

If you have a communal recycling bin, we can contact your managing agent for you and ask them to remove the contaminant. Please provide/DM us your details (ie address, name of block and managing agent/landlord)

7. Misc

How do I present my bin for collection?

Please go to www.walthamforest.gov.uk/mybinday to check which of your bins are due to be collected. Then please place the relevant bin/s at the border of your property where the collection vehicles will be able to see it clearly.

If I don't present my bin for collection will you empty it?

No, if your bin is not presented at the boundary of your property on your collection day it will not be picked up by our collection crews.

If you are unable to present your bin due to a disability or mobility issue, you can ask for an assisted collection by going to <https://walthamforest.gov.uk/content/arrange-supported-bin-collection>

Why do I need to present my bin for collection?

So that the collection crews know you want them to collect your bin. The crews will not go onto your property to search for a bin not presented for collection.

If you are unable to present your bin due to a disability or mobility issue, you can ask for an assisted collection by going to walthamforest.gov.uk/content/arrange-supported-bin-collection

Can I leave my bin on the pavement?

No, please do not put bins out for collection in a way that obstructs the pavement. This could prevent people from travelling on the pavement and pose a potential danger by forcing pedestrians into the road.

My new collection crew is doing really well. How can I say thank you?

Glad to hear you're happy with the service! There is a compliment form on our website you can fill in here: www.walthamforest.gov.uk/content/complaints-compliments-and-comments and we'll make sure your comments are passed on

What benefits are the new contract bringing?

Waltham Forest Council started a new Neighbourhood Services contract with Urbaser in October 2019. Urbaser was awarded the contract due to the high quality and competitive cost of their bid, meaning residents will receive good value for their money.

Urbaser are also able to collect and process more recycling than before, meaning electrical items, clothing and batteries can now be picked up along with your other bins on bin day – just leave them in a plastic carrier bag on top of your bins!

These changes are part of Waltham Forest Council's plan to address the global Climate Emergency on a local level. In 2019 the council declared a Climate Emergency and committed to take reasonable measures to reduce the borough's impact on climate change. By increasing the proportion of materials we collect for recycling, Waltham Forest can take a significant step towards improving its impact on the environment.