

Changes to your waste collection service in 2012

Frequently asked questions

What changes will be taking place?

The household recycling and rubbish collections will be changing as follows:

- A new 240 litre wheelie bin will be provided for dry recyclable materials (where properties have available space).
- Non-recyclable rubbish will be collected fortnightly.

The range of materials that can be recycled remains the same. The new recycling wheelie bin, along with the food and garden waste recycling containers, will continue to be collected every week.

Those properties that do not have space for an additional wheelie bin for recycling will be provided with green, single-use recycling sacks, a roll of which will be delivered to properties on a regular basis.

The roll-out of this new service will be through a phased approach, starting in the west of the borough in March 2012. The first phase will cover areas including Muswell Hill, Highgate, Fortis Green, Alexandra and parts of Crouch End, Hornsey, Bounds Green, Noel Park and Woodside. Changes will be extended to the rest of the borough once any teething problems have been ironed out.

There will be no change to the estates or flats above shops recycling and rubbish collection services.

What are the reasons for these changes?

- To make recycling even easier - Feedback from residents suggests we could encourage more recycling in the community by further improving our services. This included requests for bigger recycling containers, such as wheelie bins, to give greater storage capacity - helping you to recycle more. Initially, we will provide compostable food waste bags to make it easier for you to recycle unused food.
- To increase recycling rates- Where fortnightly collection of rubbish for landfill and incineration has been introduced, recycling rates have increased dramatically, helping the environment.
- To reduce carbon emissions - The new service has environmental benefits, as fewer vehicle movements are required around the borough. Also, recycling more will lower our carbon emissions as it is a greener option.
- To save taxpayers' money - Reducing the collection frequency of rubbish saves your money. By increasing recycling, we also reduce incineration or landfill, which is costly and set to increase in the future. There will also be direct savings of £300k on reduced vehicle movements and savings of up to £600k on disposal charges as a result of introducing these changes will be achieved.

Was the public consulted?

Haringey undertook consultation on its waste services in the summer of 2009. A questionnaire was distributed in Haringey People to every household in the borough. This generated 6,800 responses, and gave the opportunity for residents to comment

on any aspect of the council's waste services. The results were given to prospective contractors to consider when developing their bids for new services.

Residents wanted us to recycle a greater range of materials and provide a free bulky item collection service.

Has fortnightly non-recycled rubbish collections been introduced in any other borough in London?

In London, there is already some form of fortnightly or alternate weekly collection service in Brent, Southwark, Kingston and Croydon. Where these services have been introduced, recycling rates have increased dramatically. For example, following the introduction of fortnightly rubbish collections in Kingston in 2008 the recycling rate increased from 25% to 47% in 2011. Furthermore, following the introduction of alternate weekly collections in Southwark in October 2011 the recycling rate increased from 30% to 50% for those properties affected.

Fortnightly waste collections are not frequent enough?

The vast majority of your household waste can be recycled and we will continue to collect all of this every week. Provided you use the recycling collection services for food, garden and dry recyclable materials, there will be very little left to put in your rubbish bin. For this reason we will only have to collect these items every other week.

What will I do with my green recycling box?

Once the service changes you will no longer be able to use your green box for recycling. However, please use it if you wish for storage. If you want to hand it back to us please take it to your local Reuse and Recycling Centre in the borough:

- 35 High Street, Hornsey, N8 7QB
- Park View Road, Tottenham, N17 9AY

How do I make a request for a new container?

Please contact the Veolia Contact Centre should you require a new or replacement kitchen caddy, green food waste bin or garden waste sack.

I live in a flat in one of several flats in a converted house. Do we have to share bins or will I get my own?

Properties are being assessed to see how many wheelie bins they can accommodate. In some instances residents will be required to share bins as they already do so, it will be a continuation of this for recycling too.

After the changes are introduced, if you feel you require more recycling wheelie bins please contact the Veolia Contact Centre and they will provide you with an additional or bigger bin where appropriate.

What if I can't fit all my recycling or rubbish in the bins provided?

If you find that your new wheelie bin does not provide enough storage space for your dry recycling then please contact the Veolia Contact Centre so that they can assess the situation and where possible provide you with an additional or bigger bin, providing that you have available space within your property boundary.

If you are using the recycling service fully, there should be little left to go in your rubbish bin. However, if once the service changes you find you cannot fit your

remaining waste into the rubbish bin then please contact us, so we can arrange a visit from one of our outreach officers who will discuss a solution.

What if I would like a smaller wheelie bin?

With improvements to our service we want residents to have the capacity to recycle even more but if a smaller bin works better for you, please contact the Veolia Contact Centre.

What if I can't accommodate a second wheeled bin?

Prior to the service change we have conducted a survey to see which properties can accommodate a second wheelie bin. We recognise that not all residents will be able to accommodate an additional bin. In these circumstances, residents will be provided with green sacks for recycling.

When will I receive my new recycling bin?

You will receive your new bin by the end of February. Please read the leaflet that will be circulated with the bins to determine your start date.

Can all food items be recycled? Will the outdoor bin attract rats/foxes?

All food can be recycled, including bones. Food waste will continue to be collected weekly and we will provide you with an initial six month supply of compostable food waste bags to make it easier for you to recycle unused food.

The outdoor food waste bin has a lockable lid which will deter animal access. Please ensure the handle is positioned to the front to lock it.

I have young children in nappies; fortnightly collections are not frequent enough.

The council and Veolia will have a team of officers available to help residents where difficulties are being experienced, advising them on how best to contain and package waste to minimise problems and offer tips on how to reduce and manage non-recyclable rubbish.

When disposing of nappies and pet litter please ensure that you tie the bag securely and double bag these items to keep this waste from smelling.

Won't my rubbish smell and attract vermin if left for two weeks?

Nearly all waste that smells, such as food waste, will still be collected every week. The majority of street based properties will have wheelie bins for their rubbish which animals will not be able to gain access to.

I have a large family – I need my rubbish collected every week.

A review of containers will be undertaken prior to any service changes. The council and Veolia have a team of officers who can discuss individual circumstances with residents and if necessary additional or larger bins can be made available for households where this may be necessary.

Please contact the Veolia Contact Centre if you have any further questions

Tel: 020 885 7700

Email: enquiries.haringey@veolia.co.uk