



MID SUSSEX

DISTRICT COUNCIL

Household Rubbish and Recycling Collection Policy

This Policy and guidance set out the responsibilities of the Mid Sussex District Council and the service users and defines how the Council will deliver rubbish and recycling collection services.

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Introduction

Under the terms of the Environmental Protection Act 1990, Mid Sussex District Council is classed as a Waste Collection Authority and as such, under Section 45 (1) have a statutory duty to collect household waste from domestic properties. Under Section 46 (4) of the Act the Council also has specific powers to stipulate:

- The type and size of receptacle required for collection.
- The materials or items which may or may not be placed within the receptacle.
- Where and when the receptacles must be placed for collection.

The Controlled Waste Regulations (England and Wales) 2012 outlines the legislative controls to which the Council must adhere in the collection and disposal of waste. These Regulations classify waste as household waste, industrial waste or commercial waste for the purposes of Part 2 of the Environmental Protection Act 1990 Section 75 (4) and also prescribe the types of household waste for which a charge for collection can be made.

As part of the West Sussex Waste Partnership's Joint Waste Strategy, Mid Sussex District Council are committed to providing the specified collection service to all properties as well as increasing reuse, composting and recycling rates and reducing the amount of waste sent for landfill.

Our responsibilities and duties

Outlined below are the commitments given by the Council with regards to the provision of household rubbish and recycling collection services to residents in our District.

- The Council will, on alternate weeks, provide a collection service for your domestic rubbish and recycling when presented at the boundary of your property in the containers provided by us.
- Where paid in advance to do so by you, the Council will provide a fortnightly collection service for green garden waste in line with the service [Terms and Conditions](#).
- Where paid in advance to do so by you, the Council will collect bulky household waste in accordance with the service [Terms and Conditions](#).
- Where requested to do so the Council will provide a clinical waste collection service to remove hazardous healthcare waste at a frequency no more than weekly when presented at the boundary of your property.
- Where it is safe to do so the Council will, following the collection of your domestic rubbish, recycling, or garden waste, return your bin to the same location.
- In cases where we have genuinely overlooked your rubbish, recycling, or garden waste collection we will return within three working days if we are notified of the oversight within three working days of your scheduled collection.
- Where it has not been possible to make a collection of your rubbish, recycling, or garden waste a record will be made by our collection crew to assist with reports of missed collections.
- Where a householder presents additional rubbish alongside their black wheelie bin an advisory tag will be attached to your container and a record will be made by our collection crew to assist with reports of missed collections. The additional rubbish will not be removed.
- Where a container is not presented for collection on time, a record will be made by our collection crew to assist with reports of missed collections. A return collection will not be made in advance of the next scheduled collection.
- Where a householder presents recycling for collection which is contaminated an advisory tag will be attached to your container and a record made by our collection crew to assist with reports of missed collections. The contaminated recycling will not be removed.
- Where a householder has placed unacceptable materials in their black wheelie bin an advisory tag will be attached to your container and a record made by our collection crew to assist with reports of missed collections. The wheelie bin will not be emptied.
- If we are not able to get access to your rubbish and recycling containers, and the reasons are outside of your control (e.g., roadworks) three return visits will be made in the following 24 hours. If access is still not permitted, then no further collection attempts will be made.
- We will make all collections scheduled on Bank Holidays, Good Friday, and Easter Monday.

- Collections will not be made on Christmas Day, Boxing Day, and New Year's Day when alternative collection schedules will be in place. We will issue advance notice of collection schedule changes.
- Where changes to collection schedules are required the Council will give no less than two weeks' notice to householders before the alteration is made.
- The Council will make all required container deliveries for rubbish and recycling within 28 working days of the request being approved.
- Should a householder have cause to complain about our rubbish and recycling collection services a response to that complaint will be issued, in writing, within 10 working days.

Your responsibilities and duties

Outlined below are the actions we expect you to take to ensure the rubbish and recycling you generate is managed in the most sustainable way possible.

- You will, on alternate weeks, present for collection domestic rubbish and recycling receptacles at the boundary of your property no later than 7am on your scheduled day of collection. Your containers will be brought in from the boundary of your property as soon as possible after collection.
- Where your property is in receipt of a paid for garden waste collection service the service may only be used in accordance with its [Terms and Conditions](#).
- Where you have made payment for a collection of bulky household waste you may only use the service in accordance with its [Terms and Conditions](#).
- Where you make use of the clinical waste collection service you will use that service in accordance with the guidance given to you by us.
- You will not present domestic rubbish and recycling receptacles in such a way to cause a nuisance to pedestrians or vehicles.
- Where a collection of domestic rubbish and recycling has not been made from the specified containers on your scheduled collection day, and you believe the oversight is genuine, you will [contact the Council](#) within three working days to advise us.
- You should present all rubbish safely contained in the containers provided by the Council. No rubbish should be presented to the side of your black wheelie bin or in containers not authorised or provided by us.
- Only recyclable items can be placed into your recycling containers. Acceptable items are [listed on our website](#). It is your responsibility to remove unacceptable items from your recycling containers.

- Only domestic household rubbish can be placed into your black wheelie bin. Acceptable items [are listed on our website](#). It is your responsibility to remove unacceptable items from your black wheelie bin.
- On your scheduled collection day, you should ensure your rubbish and recycling containers are freely accessible for our collection crews.

Your collection services

Household rubbish collections using black wheelie bins

All domestic households will be provided with a rubbish collection service. We will supply every suitable property with a 240-litre black wheelie bin for domestic rubbish as standard (unless there are storage restrictions or access constraints). This will be collected on alternate weeks to your recycling.

Only Council issued bins will be emptied by our collection crew.

The lid of your wheelie bin must be firmly closed when the bin is presented for collection.

You must ensure your rubbish is contained within the wheelie bin and not presented loose inside the bin. You must supply your own plastic sacks for this purpose.

If your property is not suitable for a wheelie bin an alternative container will be provided. These are outlined in the section below.

Should you choose not to use our collection service no alternative collection service will be provided, and it will be your sole responsibility to dispose of your rubbish in a safe and legal manner.

If you refuse to use our service, you may be required to sign an agreement confirming you accept responsibility for the safe and legal disposal of your rubbish. It is anticipated that this would only be necessary once all possible solutions have been exhausted or where wheelie bins have been rejected but where they form the most practical solution.

Household recycling collections using blue lidded wheelie bins

All domestic households will be provided with a recycling collection service. We will supply every suitable property with a 240-litre blue-lidded wheelie bin for domestic recycling as standard (unless there are storage restrictions or access constraints). This will be collected on alternate weeks to your rubbish.

Only Council issued bins will be emptied by our collection crew.

The lid of your wheelie bin must be firmly closed when the bin is presented for collection.

You must ensure your recycling is clean, free of contaminants and loose within the recycling bin. Please check our website for the most up to date information on what can and cannot be recycled.

If your property is not suitable for a wheelie bin an alternative container will be provided. These are outlined in section the below.

If you refuse to use our service, you may be required to sign an agreement confirming you accept responsibility for the safe and legal disposal of your recycling. It is anticipated that

this would only be necessary once all possible solutions have been exhausted or where wheelie bins have been rejected but where they form the most practical solution.

Contamination of recycling

If your recycling containers are contaminated with items that we are not able to recycle they will not be emptied.

As noted in point above, your recycling container will be tagged with a yellow label to verify that a collection has taken place and your container was not emptied because of contamination. It is your responsibility to remove the items that we are not able to recycle from your recycling container. These items can be placed into your rubbish container or taken to your local Household Waste Recycling Site.

We will not return to empty your recycling container once the contaminants have been removed. Your recycling containers should be presented for collection on your next scheduled recycling collection day.

You must ensure your recycling is clean, free of contaminants and loose within the recycling bin. Please check our website for the most up to date information on what can and cannot be recycled.

Placing your rubbish and recycling containers out for collection

Your rubbish and recycling containers must be put out at the front boundary of your property (or other exceptional designated collection point) in a clearly visible location ready for collection by 7.00am on the morning of your collection day. You must continue to take your containers to the agreed collection point.

Details of your collection day can be found online.

When you place your containers out for collection you must, wherever possible, avoid blocking paths or other public areas.

Once collection has taken place, wheelie bins and recycling boxes (where provided) must be taken back within your property boundary and removed from the public highway or footpath on the same working day.

Assisted collections

If you find putting your rubbish and recycling containers out for collection at the boundary of your property unmanageable you may request an assisted collection.

An assisted collection allows our collection crew to collect and return your rubbish and recycling containers from an agreed point within your property boundary.

Assisted collections are generally only available where there are no other persons living at your home who can be reasonably expected to get the bins to the designated collection point outlined in section above.

Assisted collections are dealt with on a case-by-case basis and one of our officers will discuss your requirements and the practicalities of collecting and returning your containers from your property.

In some cases, assisted collections can be offered for temporary periods to deal with a short-term situation (e.g., temporary medical issues).

You can apply for an [assisted collection online](#).

If we agree to provide an assisted collection service this will automatically apply to all collections at this property (excluding bulky waste collections) and crews will enter your property boundary to move and return your rubbish and recycling containers.

Where circumstances change your ability to place your bins out for collection (e.g., recovering from illness) you must contact us to change or cancel the agreement.

Given that the number of properties receiving assistance affects the efficiency and effectiveness of the collection service as a whole, and there is an acceptance that households can change over time, we will regularly review our list of properties in receipt of an assisted collection to confirm with you that assistance is still required.

Properties unsuitable for wheelie bins

The majority of households have space for wheelie bins on their property. Properties will be considered unsuitable for wheelie bins if:

- There is no space, or space under five square metres at the front of the property and no access from any other storage area to the point of collection other than through inhabited rooms.
- There is space at the front of the property, but it will cause an unacceptable obstruction on the public highway.
- There is suitable space for storage at the rear of the property but no way of bringing wheelie bins to a collection point.
- There is an excessive number of steps to negotiate in a single flight or a very steep slope.
- The distance required to manoeuvre a wheelie bin to a collection point is considered to be unreasonable (based on latest HSE guidance).
- There is no reasonable access for the collection vehicle.
- The Head of Services and Contracts deems the property unsuitable for reasons of operational practicality or some other significant reason. This may include specific local issues that require special consideration.

If your property is considered unsuitable for wheelie bins, we will provide the following containers:

- 104 blue one-use rubbish sacks per year; branded with the Mid Sussex District Council logo. In order to encourage waste minimisation, we will collect no more than four sacks every two weeks. Your rubbish sacks will be delivered to you when you ask us to do so.
- Four 55-litre recycling boxes emptied every two weeks. There is no limit to the number of recycling boxes that we will empty every two weeks.
- If you choose to subscribe to our garden waste collection service, a review of the collection point will need to be reviewed before the service can commence.

All containers will be collected from a designated collection point. Unauthorised containers will not be emptied.

If we determine that your property is unsuitable for wheelie bins, we can supply them on your request, subject to our being satisfied that you can safely store wheelie bins on your property between collections and present them at the designated collection point.

If we determine there is only room for one wheelie bin at your property, we will supply a rubbish wheelie bin only.

If we determine there is only room for two wheelie bins at your property, we will supply both rubbish wheelie bin and a recycling wheelie bin.

If we determine that there is room for all three wheelie bins (rubbish, recycling, and garden waste), then no alternative container will be offered.

Your collection services (flats)

Communal rubbish and recycling collections

At flats and HMOs communal rubbish and recycling wheelie bins will be provided in suitable locations with the agreement of Residents Association, Managing Agents and/ or Housing Associations and the Council.

More information on communal rubbish and recycling services can be [found online](#).

Applications for communal rubbish and recycling wheelie bins should be made by the Residents Association, Managing Agent and/ or Housing Association by email. In cases where additional wheelie bins are requested, a waste audit will be undertaken before supply is agreed.

There is a charge for providing communal rubbish and recycling wheelie bins. Please contact us for our current charges.

It is your responsibility (as resident) and that of the Residents Association, Managing Agent and/ or Housing Association to use your communal rubbish and recycling wheelie bins correctly.

We expect all Residents Associations, Managing Agents and/ or Housing Associations to accept their responsibilities and work with us in communicating correct use of communal rubbish and recycling wheelie bins to all residents.

Where our collection crews attempt to empty communal bins and find extra waste at the side of the bins this will be left in place and not collected. It will be the Residents Association, Managing Agents' and/ or Housing Association sole responsibility to arrange the correct disposal and removal of this waste.

It is your responsibility (as resident) and that of the Residents Association, Managing Agent and/ or Housing Association to ensure the communal bin storage area is kept clean and tidy and accessible at all times to ensure collections can be made safely and without hindrance by our collection crews.

We reserve the right to undertake a waste audit of communal rubbish and recycling bins at any time in order to ensure all containers are being used correctly by residents.

Contaminated communal recycling wheelie bins

Recycling right is a legal requirement, and it is important that you (as flat residents) use the containers supplied by us correctly.

We accept that some isolated instances of misuse are accidental and, in those instances, will offer further advice and support for you (as residents) to recycle correctly.

For contaminated communal recycling bins, it is the responsibility of the Managing Agent, Residents Association and/ or Housing Association to arrange for private contractors to clear the recycling contamination.

Additional capacity

Request for additional rubbish capacity

You may apply for additional capacity to dispose of your domestic rubbish only if the following criteria apply:

- Your household has six or more permanent residents.
- A member(s) of your household has a medical condition where medical wrapping or packaging that cannot be recycled requires extra capacity.

Applications for additional capacity should be made on our website. All applications will be assessed by a member of Council staff. Assessments may involve a site visit to ensure you are recycling as much as you are able and the completion of a waste diary.

We reserve the right to refuse an application if the criteria are not met and/ or the household are not able to demonstrate committed recycling behaviour.

Where additional capacity is granted, delivery for the additional receptacle could take up to 28 working days.

We reserve the right to undertake further random assessments once additional capacity has been granted to ensure continued compliance with our set criteria and, if the criteria are no longer met, withdrawing that additional capacity. We will remove the additional capacity without notice.

We only empty bins that are formally supplied under this Policy. All our bins have the Mid Sussex District Council logo and any bins without this logo, or not supplied under a formal arrangement within this Policy will not be emptied.

In the event of bins being presented that are clearly from another local authority area, we will remove those bins from your property and advise the relevant local authority.

If your application for additional capacity is rejected and you wish to appeal the Council's decision you should write to us.

Request for additional recycling capacity

You can have as many recycling containers as you need to dispose of recycling generated at your home. You can apply for additional capacity online.

If you do not use your additional recycling capacity appropriately it will be removed without notice.

Excess or additional rubbish

Only rubbish contained within the black wheelie bin will be collected. Extra rubbish placed on the top of, or beside the rubbish bin, will not be removed although it will be placed into your wheelie bin (once that has been emptied) to ensure your rubbish is secure.

As noted in point above, your bin will be tagged with a yellow label to verify that a collection has taken place and the extra rubbish was not removed. This additional rubbish can be taken to your local [Recycling Centre](#).

If your household produces extra rubbish over four consecutive collections, we will contact you directly to help with waste minimisation and advice on how to recycle more. If you want to speak to us about the amount of rubbish you are producing please contact us.

Wheelie bins

Missing/ stolen wheelie bins

In the event one of your rubbish or recycling wheelie bins goes missing (or you believe it to have been stolen) please check the length of your road before contacting us. It can sometimes be that a neighbour has taken the wrong bin in by mistake, or it has been moved further along from your property.

If you are still unable to locate your wheelie bin, please contact us and we will order a replacement and give you guidance on how to present your rubbish and recycling for collection until your replacement bin is delivered to you.

Replacement wheelie bins could take up to 28 working days to be delivered.

If, after a replacement wheelie bin has been delivered to you and your original container is located please let us know and we will remove the additional bin.

Damaged wheelie bins

In the event one of your rubbish or recycling wheelie bins is damaged beyond use, other than damaged caused by our collection vehicles, the bin will be replaced once free of charge.

If there are any subsequent occurrences of damaged wheelie bins at the same property, whilst under your ownership, you may be subject to the current charge covering the cost of the replacement bin, administration, and delivery costs.

Damaged wheelie bins can take up to 28 working days to be replaced.

Ownership of wheelie bins

The wheelie bins supplied to you remain the property of the Council. We ask you look after the wheelie bins whilst they remain in your care and we would encourage you to mark your wheelie bin with your house number to prevent theft and enable the safe return of your bin to your property after collection.

New developments and new properties

Where a new development is being built, it will be the responsibility of the developer to purchase the required rubbish and recycling containers from us.

Rubbish and recycling containers will not be supplied until the required payment has been made in full.

These will be delivered to the developer by Serco Environmental Services, and it is the responsibility of the developer to distribute these to households and/ or bin stores within their development.

Optional collection services

Garden waste subscription service

The collection of garden waste is discretionary, and we can provide you with a fortnightly collection service and supply a 240-litre for the collection of green garden waste for an annual subscription fee.

It is possible for more than one property to share a garden waste subscription, although the subscription account holder and payment will need to be made by a single account holder.

This service is not provided to commercial premises or commercial gardeners.

Please review our Garden Waste Service [Terms and Conditions](#) for more information.

You can subscribe for the service using [our website](#).

Bulky waste collection service

The collection of bulky household waste is discretionary, and the service is provided to domestic households only at cost.

This service is not provided to commercial premises.

You can review our Bulky Waste Collection Terms and Conditions and book a collection on [our website](#).

Clinical waste collection service

The collection of clinical waste is discretionary, and the Council could, if they wished to, levy a charge for this service. This Council do not charge.

We can collect and dispose of healthcare waste and sharps that are infectious as they should not be put into your rubbish or recycling containers. This waste should be presented at the boundary of your property for collection.

We don't collect non-hazardous healthcare waste as this can be disposed of safely in your rubbish container.

You can find out more about our service and arrange a collection on [our website](#).

If, once registered for our service, you do not present clinical waste for four consecutive collections we will contact you to see if you still require this service.

Small electricals collection service

We offer a collection service for broken small electrical appliances. Broken electricals should be put out alongside your black wheelie bin or blue rubbish sack in a securely tied carrier bag.

Please don't save up broken electrical items as space on our collection vehicles is limited.

Please only present those items that are accepted for collection. An up-to-date list can be found on [our website](#).

Unfortunately, this service isn't available at flat developments yet.

Adverse weather

During adverse weather and unavoidable conditions, it may be necessary to bring forward, delay or cancel collections. Adverse weather can be:

- Snow/ ice
- Rain
- Hot weather (temperatures in excess of 28 degrees Celsius)

If the adverse weather conditions do not improve or deteriorate, we may need to prioritise collections.

Up to date information on your rubbish and recycling collection services will be found on the [homepage of our website](#) and on our authorised Facebook and Twitter accounts.

Contact information

Common queries

If you would like to report a missed collection (of any type) please use our [online form or](#) contact us on 01444 485166.

If you would like to subscribe to our garden waste subscription service, please use our [online form](#) or contact us on 01444 458166.

If you would like to book a bulky waste collection, please use our [online form](#) or contact us on 01444 458166.

If you would like to request a clinical waste collection, please use our [online form](#) contact us on 01444 458166.

If you would like to request an assisted collection, please use our [online form](#) or contact us on 01444 458166.

Comments, compliments, and complaints

Your feedback helps us improve our services and we will be happy to hear anything you have to say.

If you have a general enquiry about your rubbish and recycling collection service, please take a look at some of the useful weblinks below. If you can't find an answer to your question, please email wastematters@midsussex.gov.uk or telephone 01444 458166.

If you have a general enquiry about your garden waste service, please take a look online. If you can't find an answer to your question, please email gardenwaste@midsussex.gov.uk or telephone 01444 458166.

Compliments and comments can be made using our online form.

If you have cause to complain please fill in our feedback form or email comments@midsussex.gov.uk.

Response times to public enquiries

The Council will endeavour to respond to all public enquiries within 10 working days unless otherwise stated.

Useful weblinks

[Assisted collection service](#)

[Bulky waste collection service](#)

[Check when your bins will be collected](#)

[Clinical waste collections](#)

[Communal bins](#)

[Garden waste service](#)

[Frequently asked questions](#)

[Recycling Centres \(the tip\)](#)

[Small electricals collection](#)

[What can go in my rubbish bin?](#)

[What can go in my recycling bin?](#)