

Your waste collection is changing for good...

Starting 8 June 2009



How is my waste collection changing?

South Oxfordshire District Council is bringing you a brand new waste collection service that will mean you can recycle more than ever before!

Four new bins will be delivered to you soon and the scheme works as follows:



You will also have the option of signing up for a garden waste collection, for which there's a small annual fee of £32.00. For this we will provide an additional brown wheeled bin.

When will the new service start?

The new service will start on **8 June 2009**. But as you can imagine, the logistics of delivering the bins to over 56,000 households is no mean feat. So we'll be delivering the bins from 30 March, through into April and May 2009.

As tempting as it may be to start using your bins when you get them unfortunately we won't be able to empty them until June when the new trucks arrive so continue with your current service until then.



30 March 2009
Bins start to be delivered, but the existing service is still in operation.



8 June 2009
New service starts.

“We’ll collect your bin from just within the boundary of your property.”

The four free bins that will be delivered to your home are:

Food waste Green bin and kitchen caddy



- a 23 litre green bin and 7 litre kitchen caddy for all your raw and cooked food waste including leftovers and spoilt food.

We’ll collect this every week

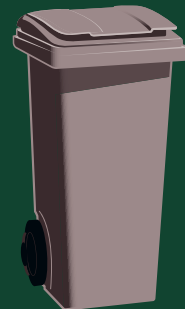
Mixed recycling Green bin



- a 240 litre wheeled bin for recycling all your usual items plus welcome new additions to the scheme like glass and drink and food cartons.

We’ll collect this fortnightly

Waste you can’t recycle Grey bin



- a 180 litre grey bin for whatever’s left after you’ve removed your food waste and recycling, which hopefully won’t be very much.

We’ll collect this fortnightly

Don’t worry you’ll get detailed information on how the new service will work, when it will start and a comprehensive list of which materials go in which bin well before the service starts. This will arrive with your bins – probably inside one of them so keep a look out for it.

Frequently asked questions

Why is the council introducing these changes?

Like you, we are committed to reducing the impact of waste on the planet and more importantly, the amount of waste that we send to landfill. We are running out of landfill space and as we all know, waste harms the environment and contributes to global warming and pollution.

The new service will not only help us achieve our environmental goals, but also meet the tough recycling targets the Government has set us. If we fail to meet these targets, the council will face huge fines that will ultimately come out of the taxpayers' pocket. We are committed to ensuring this does not happen, so this new service will guarantee we meet these targets with your help.

Why a separate food waste collection?

At the moment this waste goes to landfill, so by collecting it and composting it, we can not only reduce the amount of waste going to landfill, which contributes to global warming, but we can also cut the costs of waste disposal.

What if my home isn't suitable for wheeled bins?

We realise that not all homes are suitable for wheeled bins for example flats and houses with no side, front or rear access. The good news is you'll still get the same great service but through alternative arrangements. We're currently identifying these properties so if yours is one of them you'll be hearing from us soon about the alternatives.

Will my collection day change?

There may be a change to your collection day but we will confirm this when we deliver your bins, well before the service starts.

Where do I leave my bins for collection?

Instead of putting your waste out on the kerbside, we'll collect it from within the boundary of your property ('curtilage' collection). This is where your front path or drive meets the road or pavement. Bins must be clearly visible for the collection crews and they should be able to reach your bins by putting just one foot inside the boundary of your property.

More of your questions answered

What if I struggle with the bins as I'm elderly/disabled?

We already offer a service to collect bins from a more convenient place for our elderly and disabled residents and this service will continue. To find out more about this service please visit our website or call our hotline 03000 610610.

What do I do with my old boxes when the new service starts?

We are still looking at the options available for retrieving unwanted boxes. If you can make use of them, they're yours to keep, otherwise we will be in touch soon.

Why are there microchips in the bins?

The bins contain a microchip so we can locate your bin should it go missing. They will also help us to deal with customer queries better as we'll have "live" information. For instance, why a bin hasn't been collected or where the crew are on their rounds. They will help us track our progress by measuring the weight of the waste going to landfill. It's true we'll be able to tell which areas may need help reducing their waste further but we won't be pinpointing individual families, just targeting our communications better.

We don't intend to use the microchipped bins to introduce rubbish charging based on the amount of rubbish households throw away.

However, these bins are expected to last up to 25 years and the Government may introduce legislation forcing us to introduce such a scheme. This future-proofs us and saves money as it will cost about eight times as much to fit microchips retrospectively.

Can I have a bigger, smaller or second wheeled bin for my recycling?

Some households may need bigger bins, such as large families, and equally, some may need a smaller bin.

Everyone will be given the standard size bins to start with. Please give them a try for a few weeks and if you still feel they are too big or too small, contact the council who will reassess your needs.

“It’s estimated up to 80% of what we throw away can be recycled.”

Remember you will receive a full instruction pack and more details when your bins arrive. This will include bin stickers and a calendar of when your bins will be collected.

This information is also available on request in other languages and other formats, please contact our hotline for further information.

For more information on the new service
please visit www.southoxon.gov.uk

To sign up to regular email updates please email
recycling@southoxon.gov.uk

For more information please call
03000 610610

