

# FAQs

## How often are my bins emptied?

This will depend on the particular service you receive. Please refer to your collection calendar for details. If you do not have a collection calendar please call us on 0344 980 3333 and we will send you one.

## What day is my bin collected?

You can check this online or by calling our customer contact team on 0344 980 3333.

Please double check if you are not sure, so you don't miss a collection.

## What happens if my bin/box goes missing?

You need to call the council on 0344 980 3333 to let us know if your bin or box has been stolen or damaged by our contractor, the report will be logged and we will arrange a replacement for you. Our delivery turnaround is usually 2-3 weeks for the brown bins and 3-4 weeks for refuse, blue bins and green boxes.

Brown bins currently cost £38.50 per year for residents to have their garden waste collected 25 a year. Replacement is free if stolen, or damaged by our contractor. This charged is reviewed every year.

Blue bins are free to replace if stolen, or damaged by our contractor.

## What happens to my collection after a bank holiday weekend?

Please check your calendar which will be clearly marked with changes to the collection days around Christmas and bank holidays.

## What do I do with my bins and boxes on the day of collection?

Please make sure that your wheelie bin or green boxes are placed out to the front of your property, but not blocking the pavement by 7am on the morning when your bins are emptied. If you do leave it out the night before, please don't leave it out before 6pm.

Once your bins have been emptied, please take them off the pavement as soon as possible and store them on your property until the next collection.

## What do I do if I'm on holiday?

If you know you are going to be away then please plan ahead and ask a friend or neighbour to put your bins out while you are away. We are unable to collect bins that are not put out.

## Can I leave my bin out on the pavement permanently? It will save me time.

No – bins left out on the pavement permanently cause an inconvenience to neighbours and pedestrians. An £80 fine will be issued to persistent offenders.

## I can't move my bin myself – can you help?

Yes – we offer an assisted collection service.

Please call the council on 0344 980 3333 or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk).

## How will I know which is my bin?

We suggest you number your bin for ease of identification.

## Can I put my address on my bin?

You can put your address on your blue recycling bin, general waste bin and your green box, but not on your brown garden waste bin.

## I can't fit all of my rubbish/recycling in my bin – what can I do?

The two bins provide enough space for an average household's waste.

Recycling as much as possible and buying products with less packaging can help to slim your bin.

Extra recycling bins and green boxes can be ordered by calling the council on 0344 980 3333.

Excess recycling can be taken to the household waste recycling centre. We will not collect any waste left by the side of your bins.

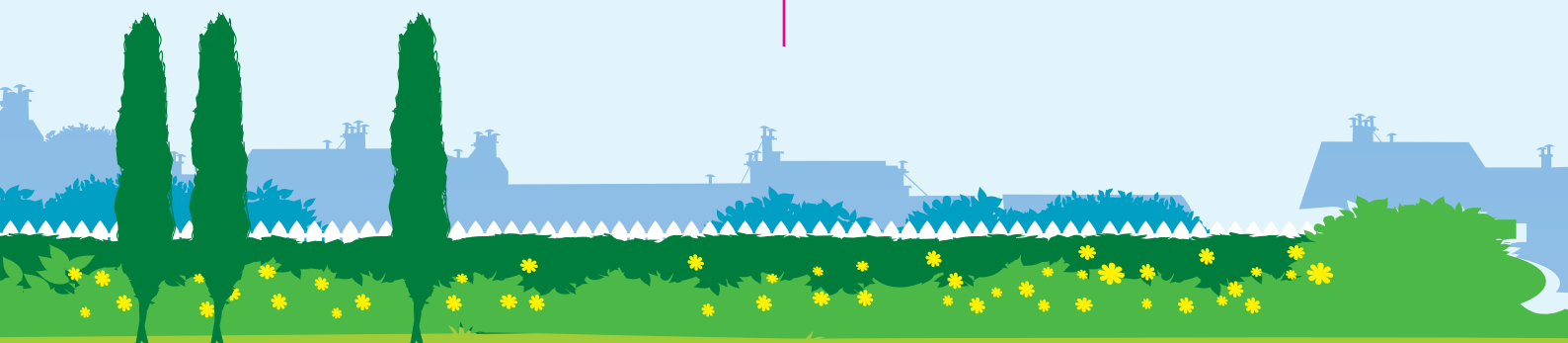
## Can I change the size of my bin?

Norwich City Council offers two sizes of bin – 140 litre and 240 litre.

Households with five or more permanent residents may request the larger 360 litre wheelie bin to replace the standard 240 litre bin.

A member of the environmental services team will visit people who apply for a larger bin to see if you are making the best use of the recycling services offered. All requests will be considered on an individual basis.

If the assessment finds that you need a larger bin we will issue this to you when your existing 240 litre bin is collected.



## What other materials can I recycle at the bring banks across the city?

For a list of the recycling centres in Norwich please visit [www.norwich.gov.uk](http://www.norwich.gov.uk) or call the council on 0344 980 3333.

There are also mini recycling banks available in prime city centre locations where shoppers and passers by can drop off paper, cardboard, plastic bottles, glass, cans and tins for recycling. They can be found at the following places:

- Castle Meadow
- Cleveland Street
- Duke Street
- Hay Hill/ Weavers Lane
- Little London Street
- Norwich Bus Station
- St Andrews Street
- St Benedict's Street
- Theatre Street
- Upper St Giles Street
- Vauxhall Street

## How do I dispose of hazardous waste?

It is illegal and dangerous to put liquid waste, hazardous or sharp items in your household waste. Contact the council for advice on 0344 980 3333, or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk).

## I have been doing some DIY – how do I get rid of this waste?

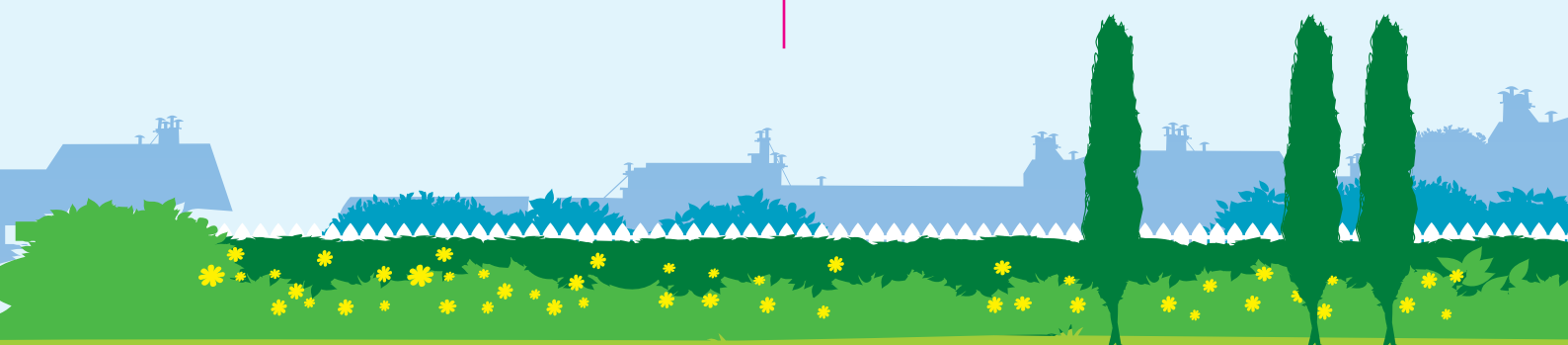
One way to get rid of this waste is to hire a skip – companies can be found in a telephone directory or on the internet. You can take one 80 litre sack or one large item of DIY waste per week to the nearest recycling centre on Swanton Road, in Mile Cross. You can take larger amounts of DIY waste to Norfolk County Council's six main recycling centres for a subsidised charge. Please visit [www.norfolk.gov.uk/recycling](http://www.norfolk.gov.uk/recycling) or call 0344 800 8004 for more details.

## How do I dispose of clinical waste?

Clinical waste is associated with medical needs such as wound dressings.

If treatment has been prescribed to you then your surgery/hospital will need to make arrangements for proper disposal.

Please contact the council on 0344 980 3333 or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk) to make arrangements for collection in other circumstances.



## What do I do with nappies and other sanitary waste?

You can place sanitary waste in the normal refuse bin, but please ensure they are well wrapped, to stop smells and flies.

You could use real nappies instead – they have come on leaps and bounds since the traditional 'fold and pin' Terry nappies. There are a wide variety of real nappies that fasten with Velcro or poppers to all-in-ones with a built-in waterproof outer. One size fits from birth to toilet training. They are easy to use and clean, and can even be tumble dried. Real nappies make considerable savings in the first two years of your baby's life.

For more information please contact Norfolk County Council on 01603 222128.

## Why can't I recycle shredded paper and envelopes from home?

The fibres of shredded paper are too short to be joined together and make a new sheet of paper, so we are unable to accept it for recycling.

Envelope paper has glue in it to make sure they are strong and don't fall apart if your post gets wet. This glue does not dissolve during the paper making process and forms big lumps, causing damage to the machinery. Shredded paper can be taken to bring banks or composted.

## Why can't I recycle other types of plastics?

We are unable to recycle any other types of plastics apart from plastic bottles. All our household recycling, apart from glass, goes to the state-of-the-art recycling plant in Costessey run by Norfolk Environmental Waste Services (NEWS). Here the recycling is sorted and processed and then sold on to be re-used by a range of companies.

Unfortunately, there is no demand from the market place for any other types of plastic other than plastic bottles. So, at the moment we are only able to collect plastic bottles from the doorstep. We cannot collect other plastics like margarine tubs and yogurt pots as the plant does not have the facilities to sort and recycle such material.

There is no equipment or process available locally that can automatically sort other types of plastic efficiently. Recycling technology is moving on all the time, so it is hoped that in the future that some of the items which are proving difficult to recycle now will be added to our "yes please!" list.

We have to be tough on what we collect in recycling bins. If we send too many items to the plant that cannot be recycled then whole truck loads of recycling could be classed as 'contaminated'. Contaminated loads are removed from the plant and sent to landfill.

The introduction of plastic bottle recycling to Norwich has been wanted by people for a long time. Now it is available, we hope you will take advantage of this opportunity, recycling as many plastic bottles as possible. It will save space in your bin, stop so much waste going to landfill, and help boost our recycling rate as a city.



## What can I do with my garden waste?

You can recycle all of your garden waste in a home composter. For more information and to order please visit [www.norwich.gov.uk](http://www.norwich.gov.uk) and follow the links to garden waste from our A to Z list.

Unlimited amounts of garden waste can be taken to the household waste recycling centre on Swanton Road. All of this material is composted.

You can order one of our brown garden waste bins for an annual fee for 25 collections throughout the year.

For more information or to order a bin please call us on 0344 980 3333, visit [www.norwich.gov.uk](http://www.norwich.gov.uk) or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

It is very important that garden waste is not contaminated with other material as it will then be unsuitable for composting. Please look out for more detailed information about what can and can't be put in your brown bin by visiting [www.norwich.gov.uk](http://www.norwich.gov.uk) and reading Citizen magazine.

We will not collect any garden waste that is left next to your bin, and will not collect blue bins, refuse bins, refuse sacks or green boxes that have garden waste in them.

## How do I report a missed collection?

Call the council on 0344 980 3333.

## How can I get rid of items that are too big to fit in my bin?

For a small fee we will collect up to three bulky items from the edge of your property.

To arrange a bulky items collection please call the council on 0344 980 3333.

Bulky household waste can also be taken to the household waste recycling centre on Swanton Road. For more information about this site please visit [www.norfolk.gov.uk](http://www.norfolk.gov.uk) or call 0344 800 8004.

If you have unwanted bulky items that are still in good condition then you can donate them to a charity shop, the Norfolk Homemakers Project, or give them a new home through [www.freecycle.org.uk](http://www.freecycle.org.uk)

## How do I keep my wheelie bins clean?

Do not place garden waste in your recycling or refuse bin.

Wrap food waste well and avoid spillages in your refuse bin. We suggest putting a sheet of newspaper in the bottom to stop things sticking to it.

Recycling bins only take dry waste, so shouldn't become unclean if tins/cans and plastic bottles are rinsed properly.

Once your bin is empty you can clean it yourself by pouring hot water and detergent in to it and tipping the bin to drain the water out.

There are also companies that clean wheelie bins, check in the phone book for details. Please take care when cleaning your wheelie bin – they are heavy.

