

## NEW TRADE WASTE RECYCLING MODEL

EFFECTIVE FROM

01 APRIL 2019

### FREQUENTLY ASKED QUESTIONS

#### 1. What's Changing?

Council trade customers must avail of a fully comprehensive recycling model for the collection, recycling and disposal of their waste. Landfill only collections are no longer available. The model will reflect household collections where waste is collected on an alternate weekly basis and 4 weekly collection of glass.

#### 2. Why is This Change Being Introduced?

In November 2015, the Council adopted a new Sustainable Waste Resource Management Strategy. This highlighted a number of key areas of service transformation deemed necessary to achieve new strategy targets for recycling rates and waste processing costs. One of the areas for transformation was to implement a fully comprehensive commercial waste recycling service. The results from a consultation letter to all current commercial customers indicated that 59% of respondents expressed a preference for the new model.

#### 3. Who Is Affected?

All Council Trade waste customers.

#### 4. Is There a Change to the collection costs as a result of changes to bin configuration?

Yes, recycling and composting charges are substantially cheaper than landfill costs. See rates below for 2019/20.

#### Charges (2019/20)

240L Grey: £6.00/collection	240L Blue: £0.85/collection	240L Brown/Green: £2.55/collection
360L Grey: £7.30/collection	360L Blue: £2.05/collection	240L Red: £2.05/collection
1100L Landfill: £16.60/per collection	1100L Blue: £3.60/collection	

#### 5. What Type of Bins are available?

	Landfill	Mixed Dry Recyclables	Food/organic	Glass
240L	✓	✓	✓	✓
360L	✓	✓		
1100L	✓	✓		

Please note you do not have to take all bin sizes, however you CANNOT place any recyclables or food in your landfill bin. If these items are habitually found in your landfill bin it will not be emptied.

## 6. How Do I change my bin configuration?

If you haven't already done so, please complete your Information Request Form (which was posted to your registered address) and return it ASAP.

If you are unsure of how many bins you will require please contact us and we will try and work this out with you, details below.

## 7. How Many Bins can you get?

Customers can have as many bins as are needed to present the relevant waste at their businesses. At present landfill bins are charged at

Size	Cost	Delivery
240L	£29	£5
360L	£48	£5
1100L	£200	£10

Until 1<sup>st</sup> April 2019 all recycling containers are free of charge however charges for recycling bins will apply after this date.

## 8. Can I start recycling collections before the 1<sup>st</sup> April 2019?

Where possible we will endeavour to get your new collection model up and running as soon after the request is made as possible. However, due to invoicing and operational constraints this may not be possible until 01/04/19.

## 9. What If I Find that I cannot control what is going in the bins?

You should make every effort to try and ensure that you are using the correct containers for relevant waste and recyclables. You are responsible for how your waste is separated at your premises. We will work with you to resolve any issues where possible.

## 10. What if I have excess waste that needs emptied more frequently than fortnightly?

As of 1<sup>st</sup> April 2019 the Council's collection vehicles will only be making landfill collections on a fortnightly basis in line with the household model. Should you need collections on 'Blue Bin' week, private contractors are available to arrange these collections with.

## 11. What Happens If I Break the Rules On Use of the new trade waste model?

If recyclables or food are found in your landfill bin, a **Yellow Warning** sticker will be placed on your bin and a follow up letter will be sent to you. Your bin will be emptied on this occasion.

On a second occasion of recyclables or food being found in your landfill bin an **Amber Warning** sticker will be placed on your bin and a Recycling Officer will visit your business to see if there is anything that can be done to help your business maximise recycling.

On a third occasion of recyclables or food being found in your landfill bin a **Red Warning** sticker will be placed on your bin and it will **not be emptied** until the next day of collection providing all recyclable materials have been removed from the bin.

## 12. I am unsure of what goes in which bin?

The easiest way to find out what goes into each bin is to download the Bin-Ovation app where there are over 250 items listed (both branded and unbranded). Details below.

## 13. How can I get more information or advice?

You can do so by one of the following means:

- Visit the Council webpage:  
<https://www.ardsandnorthdown.gov.uk/business/recycling-commercial-waste>
- Email us at: [craig.burnside@ardsandnorthdown.gov.uk](mailto:craig.burnside@ardsandnorthdown.gov.uk)
- Call us on 0300 013 3333
- Download the Bin-Ovation app



Available to download at:

