

Your guide to the new waste & recycling service



Introducing your new waste & recycling service



The new service begins at the end of March 2024 and will bring in new technology and industry improvements, whilst retaining large parts of the existing service, which helped make Ashford one of the best recycling local authorities in Kent, and beyond.

Fortnightly collections of waste and recycling will continue across the borough, with green wheeled bins for recycling on alternate weeks from grey bins for your refuse collections, alongside the regular weekly food waste collections.

The new contract offers the chance to increase recycling rates, more efficient routes, lower emission vehicles and better technology to keep residents up to date on collections.

The new vehicles are being funded directly by the council to help save costs and will be more modern vehicles that use electric bin lifts. This will help reduce the consumption of diesel dramatically, helping lower the services' carbon footprint.

Our street cleansing service will also be delivered by our new contractor SUEZ. The new contract includes proposed improvements to the level of cleansing in rural and residential areas, as well as quicker response times on removing fly-tipping.



Answering your key questions about the new service

What will the service look like?

Waste and recycling collections in the borough consist of:

- A weekly food waste collection
- A fortnightly recycling collection
- A fortnightly general waste collection
- OPTIONAL paid-for fortnightly garden recycling collection

When will the new contract start?

From Sunday 24 March.

Will the frequency of collections change?

No. The frequency of collections will be staying the same, with fortnightly recycling and waste collections, and an optional fortnightly garden waste collection. Food waste will be collected weekly.

Will my collection day change?

Although the frequency of collections will be staying the same, it is likely that after Sunday 24 March 2024, your collection day will alter. We will notify residents of any changes well in advance of the new contract start date.

Why are collection days changing?

The changes are being made to make a more efficient collection schedule. Half the borough will have their recycling bins collected while the other half of the borough will have their refuse bins collected. This will be easier to process at the waste processing centre and will also mean it is easier to catch up on any missed collections.

Will the items collected for recycling change?

No, the same recyclable items will still be collected, in your green wheeled bin.

Will the collection crew staff change?

No. There is a requirement for staff to move from one contractor to the next. The majority of staff are local residents and know the area well.

Who is our new contractor?

Our new contractor is SUEZ. They employ more than 6,000 people in the UK and have been managing waste contracts for local authorities since 1988.

What if I forget what day my bin will be emptied?

Unsure which day your bin will be emptied, or which collection week it is? Use our look up calendar online at www.ashford.gov.uk/bin-collection-calendar

When do I need to place my bin out for collection?

Please make sure your bin is presented by 6am.

Together we can recycle more

Please use your green wheeled bin to put all your loose recyclable materials in. Top tip - Please flatten cardboard boxes and plastic bottles to maximise space in your bin. Where possible, please rinse clean your recycling to avoid food contamination.

Yes please ✓

- ✓ Paper, magazines & cardboard
- ✓ Plastic bottles, tubs & containers
- ✓ Tins & cans, including sweet & biscuit tins
- ✓ Glass bottles & jars
- ✓ Kitchen foil & foil trays
- ✓ Clear plastic meat trays, ready meal trays
- ✓ Fruit/veg punnets
- ✓ Yoghurt pots
- ✓ Empty aerosol cans

No thanks ✗

- ✗ Plastic or black bags
- ✗ Light bulbs
- ✗ Textiles
- ✗ Food waste
- ✗ General waste
- ✗ Nappies or sanitary products
- ✗ Pet waste
- ✗ Garden waste
- ✗ Polystyrene
- ✗ Electrical items & batteries



What happens to your recycling?

Almost all recyclable waste collected is processed and separated into individual materials for recycling at local Materials Recycling Facilities.

Feed your food caddy – every week

Empty your food waste into the black/orange caddy when required, which should be placed outside for collection. The orange lid can be locked with the handle to prevent pests or animals accessing it.

If you wish, you can use special compostable bags or line your caddy with newspaper or compostable liners.

Yes please

- ✓ All cooked & raw food including:
- ✓ Meat, fish & bones
- ✓ Fruit & veg, including peelings
- ✓ Teabags & coffee grounds
- ✓ Bread, pasta & pulses
- ✓ Eggshells
- ✓ Dairy products
- ✓ Solid butter & lards
- ✓ Leftovers from meals
- ✓ Foods past their sell by date
- ✓ Compostable liners

No thanks

- ✗ Plastic bags
- ✗ Liquids or oils
- ✗ Any packaging
- ✗ Pet waste or litter
- ✗ Garden waste or clippings



What happens to it?

All food waste is taken to an anaerobic digester in Kent to be turned into biogas. The biogas is fed to the national grid as well as powering the plant itself.



Contamination usual suspects

Don't let our **recycling** go to **waste**. These bad guys contaminate our good work on recycling.

- Plastic bags
- Black bags
- Nappies
- Dirty packaging
- Food waste
- Garden waste and flowers

Nappies, dirty packaging, black bags and plastic bags go in your general waste bin.
Food waste goes in your food caddy.

When you place the wrong items in your recycling, your bin might not be collected, and the whole bin contents might not be recycled at the Material Recovery Facility.

This costs Ashford Borough Council and local taxpayers money.



General Waste collections (fortnightly)

Please use your grey wheeled bin for general waste that cannot be recycled. You will be surprised just how little general waste you have left after you separate your recycling and food waste.

Place the items in your bin loose or you can use black sacks or carrier bags if you wish. The bin lid must be closed, and we will not collect ANY side or extra waste not placed inside the closed bin.

Yes please ✓

- ✓ Any waste that does not go into your recycling bin or food caddy
- ✓ Nappies
- ✓ Pet waste
- ✓ Polystyrene
- ✓ Used Tissues
- ✓ General waste from your household

No thanks ✗

- ✗ Food waste
- ✗ Electrical items & batteries
- ✗ Paint tins
- ✗ Garden waste
- ✗ DIY waste
- ✗ Hazardous materials
- ✗ Clinical waste & needles



What happens to your general waste?

It is not sent to landfill. Our household general waste is sent to an Energy from Waste Plant to be used to generate electricity.



Large item collections



SUEZ are partnering with the charity Demelza and items will be re-used where possible rather than go to waste.

We will collect large household items such as: furniture, white goods and electrical appliances. Items need to be put out by 6am on the day of collection on the boundary of your property and be clearly visible for the crews collecting. White goods are collected separately to your other large items.

Alternatively, you can take your waste to Kent County Council's Household Waste and Recycling Centre. Please visit their website for more information on what can be taken, and where limits and charges apply - www.kent.gov.uk/environment-waste-and-planning/rubbish-and-recycling/household-waste-recycling-centres.

To book a large item collection at www.ashford.gov.uk/large-item-collection or call **01233 331111**.



Textiles, small electrical items and batteries

Textiles, small electrical items and batteries will no longer be collected at the kerbside.

You will be able to book a collection of textiles, your small electrical items or batteries free of charge when booking a paid for large item collection. Batteries need to be placed in a separate clear tied bag.



Dead batteries, discarded electrical items and vapes can cause serious fires if they are thrown away in your general waste or recycling bins.

When this happens they are likely to be squashed, compacted, punctured or soaked in liquid, which can cause them to get very hot and ignite, resulting in fires that cause damage and disruption to your waste service but also put waste collection crews lives at risk.

Garden waste service (fortnightly)



You can sign up for our paid for garden recycling collection (fortnightly). When you sign up, you will receive a 240-litre brown wheeled bin.

The garden waste service operates on a rolling year basis. This means you will renew your service annually exactly one year from the date of joining. Register at: www.ashford.gov.uk/garden-waste

The service is entirely optional so that people who do not have gardens do not have to pay for the service. You can pay for more than one bin or share one with neighbours. We will only collect from properties that have paid for the service.

Garden waste can also be taken to the Household Waste Recycling Centre on the Cobbs Wood Industrial Estate or alternatively, you can try home composting.

What happens to it?

All garden waste is composted down to be used as an agricultural soil improver.



Useful links

For more information about recycling tips and advice please visit the following websites:

www.wrap.org.uk

Waste & Resources Action Programme (WRAP) is a British registered charity. It works with businesses, individuals and communities to achieve a circular economy, by helping them reduce waste, develop sustainable products and use resources in an efficient way.

www.lovefoodhatewaste.com

Simple Ways To Save Food — The average family of four can save just over £60 per month by reducing their food waste. Why save food? From Shop to home - we can all make a difference. Find out how today.

www.kent.gov.uk/environment-waste-and-planning/rubbish-and-recycling

Information on Kent County Council's website about the Household Waste & Recycling Centres and what happens to the waste collected and where it goes.

www.ashford.gov.uk/recycling-waste-and-bins/recycling/how-do-i-dispose-of/

Check out our A – Z of waste on our website.

www.ashford.gov.uk/report

To report a missed bin, fly-tipping or other issues to us.



Top Tips

- Flatten and squash your bottles, can and boxes to save space in your green recycling bin
- Any excess recycling can be placed next to your green recycling bin in a CLEAR sack or cardboard box
- Pop your clean recycling in the bin loose (please give them a little rinse if you can)
- Please leave your bins out for collection by 6am
- Plastic sacks and carrier bags should NOT be put in your green recycling bin
- Do not overfill your bin, the lids must be able to close properly
- We do not accept side waste with your grey waste bin

For further information about the new service visit our website
or follow us on social media.

www.ashford.gov.uk/waste

