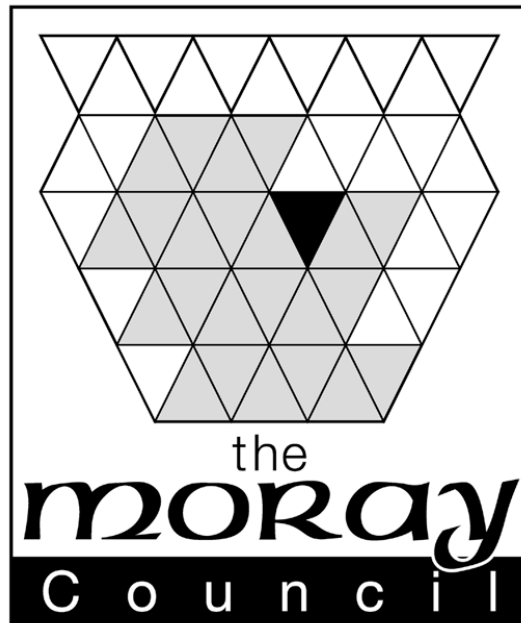


THE MORAY COUNCIL



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## KERBSIDE COLLECTION POLICY

**Waste Management Section**

**Approved by Economic Development and Infrastructure Services Committee on 8.12.09**

**Amendments:**

<b>Date of amendment</b>	<b>Details</b>
13.12.10	to include reference to waste container compounds
22.12.10	to include reference to inclement weather
23.02.10	to include Policy & Resources Committee approval of progression of the Council's Waste Strategy on 18.01.11 and budget approval on 10.02.11, extension of kerbside collection (fortnightly) to rural areas and introduction of food waste collections to all. Note this to be done in phases. As from 1.04.11 glass bottles collected from traders will be mixed.
13.04.11	Reference to medical bin amended to fortnightly collection. Reversing of vehicles clarified.
14.10.11	Update on food collection and kerbside service in rural areas. Changed priority of collection of food waste vs residual.
4.4.12	Storage requirements updated.
7.2.13	Fortnightly collection to all households and standard weekly collection to trade premises
12.2.14	Clarification on various matters

## **KERBSIDE COLLECTION POLICY**

### **1. KERBSIDE DEFINITION**

- 1.1 **Kerbside:** on the pavement (adjacent to a roadway) or on the roadway at the curtilage boundary, with the wheeled bin handles facing toward the road.
- 1.2 In the case of **single houses or trade premises** – the most convenient point at the kerbside on the nearest road on the Council's list of Highways.
- 1.3 In the case of **groups of houses or trade premises** – as for single houses or the most convenient point on a private tarred road which complies with the following considerations:
- Is adequately surfaced at all times and capable of bearing the weight of refuse collection vehicles, i.e. it must be constructed to withstand a gross vehicle weight of 26 tonnes and axle loading of 11.5 tonnes, manhole covers, gratings, etc situated in the road must also be capable of withstanding these loads;
  - Has adequate width and passing places for the above vehicles, i.e. a minimum of 3 metres.
  - Overgrown trees/hedges etc which restrict access will result in withdrawal of service until these are cut back;
  - Has an adequate turning area for the above vehicles, i.e. a minimum of 18 metres.
- 1.4 Reversing of vehicles to collect waste is prohibited (unless in approved exceptional circumstances).

Minimum requirements where approval may be granted are those in 1.3 above plus:

- an area of at least 3 metres in length and 3.5 metres in width to allow the operatives to stand clear of the bin and lifting mechanism;
- 4.5 metres in height;
- 13 metres in length for reversing area.

Reversing of vehicles onto public roadways is strictly prohibited.

- 1.5 Where situations dictate inordinate travel distances on single track roads, with more than one house or trade premise, the Director has delegated authority to stipulate the designated collection point for these premises for effective service provision.

## 2. LEGAL DUTY

The Council must make arrangements for the collection of household waste.

The Council must make arrangements for the collection of commercial waste if requested to do so.

The Council can determine the method and arrangements for the uplift of this waste

## 3. STANDARD HOUSEHOLD WASTE COLLECTION SERVICE

Container	Quantity	Purpose	Collection Frequency	Day
240 litre wheeled bin (green coloured)	1	Residual Waste	Alternate fortnightly	Monday - Friday
240 litre wheeled bin (brown coloured)	1	Green Garden waste and Food waste	Alternate fortnightly	Monday - Friday
140 litre wheeled bin (blue coloured)	1	Paper	Fortnightly	Monday - Friday
140 litre wheeled bin (purple coloured)	1	Plastic bottles/cans	Fortnightly	Monday - Friday
38 litre box (orange coloured)	1	Glass bottles	Fortnightly	Monday - Friday

## 4. EXCEPTIONS TO STANDARD HOUSEHOLD WASTE COLLECTION

- **Larger Residual Bin:** Where households cannot accommodate their residual waste in 1 x 240 litre bin due to the family size (5 or more) and/or with more than one child in nappies the 240 litre wheeled bin may be exchanged for a 360 litre bin. They must recycle fully using the kerbside recycling service and/or recycling centres and points. Additional recycling containers can be supplied on request. Failure to recycle fully will result in the larger bin being removed and replaced with a standard bin. An audit of the larger bin may be carried out at any time and annual checks are made to ascertain the eligibility.
- **Additional Recycling Containers:** Where households cannot accommodate their recyclable material in the standard containers, additional containers can be supplied upon request.
- **Assisted Collections:** Where householders are infirm and/or disabled either on a temporary or permanent basis and there is no-one else who can place and remove the containers for them, an assisted 'back door' collection is offered for all waste containers. Annual checks are made to ascertain eligibility.
- **Medical conditions:** where these dictate that 1 x 240 litre bin is of insufficient size, then an additional wheeled bin of sufficient capacity to hold 2 weeks waste may be made available and uplifted fortnightly on the same day as the residual bin. Annual checks are made to ascertain the eligibility.
- **Space issues:** where situations dictate that either there is no room to store a wheeled bin and/or insufficient access to move the bin within the curtilage of the property, plastic sacks can be made available on an assessed basis.

- **Flatted developments** will be issued with an appropriate number and size of containers and dependent on the size of development, larger communal containers for use by all residents. The containers must be located at a communal collection point..
- **Rural road ends:** where deemed necessary and practicable, communal containers will be sited at road ends in rural areas.
- **Christmas/New Year arrangements** may differ from the norm and residents should note information in their local press or the Council's web site.

## 5. STANDARD COMMERCIAL WASTE COLLECTION SERVICE

<b>Wheeled Bins Available</b>	<b>Quantity</b>	<b>Purpose</b>	<b>Collection Frequency</b>	<b>Day</b>
From 140 to 1280 litre	By arrangement	Residual Waste	Weekly	Mon-Fri
240 litre	By arrangement	Mixed colour glass bottles	Weekly	Mon-Fri
From 140 to 1100 litre	By arrangement	Paper and Cardboard	Weekly	Mon-Fri
From 140 to 1100 litre	By arrangement	Plastic bottles/cans	Weekly	Mon-Fri

## 6. EXCEPTIONS TO STANDARD COMMERCIAL WASTE COLLECTION

- Where situations dictate that either there is no room to store a wheeled bin and/or insufficient access to move the bin within the curtilage of the property, plastic sacks can be made available on an assessed basis.
- Although the standard agreement offered is that of a weekly collection, variations to this can be provided by arrangement including weekends at an increased unit cost.
- Handballing of paper and cardboard may be available by arrangement.

## **7. BULKY HOUSEHOLD WASTE**

### Contact Details

We offer a Bulky Waste Collection Service for domestic properties.

If you would like to book a bulky uplift:

Telephone: 01343 557073

Hours: 8.45am – 5pm Monday to Friday

Email: bulkyuplift@moray.gov.uk

Alternatively you can submit a request via our online form

- Bulky household waste will be collected within ten working days from the date of request.
- Material for a bulky waste collection should be sited at the normal point of collection, and should be available from 7.30am on the day of collection.
- The collection crew will not enter your premises for the material to be uplifted other than for those who require an assisted collection as per Clause 1.6.

## 8. SERVICE STANDARDS

### What the Council will provide

- We will provide an alternate fortnightly collection service for garden/food waste and residual waste to all households.
- We will provide a fortnightly collection service for dry recyclable waste to all households.
- For those physically unable to place containers at kerbside and who have no one else to do so, we will provide an assisted collection. (see clause 4).
- We will provide a replacement larger bin for those who cannot accommodate their residual waste in the standard container and who meet the set criteria. (see clause 4)
- We will clean up any spillage associated with the collection which has been caused by Council employees. If possible this will be carried out immediately, otherwise it will be carried out within 24 hours.
- We will provide adequate and timeous information to residents on days of collection and how to use the service.
- Any changes (other than unforeseen e.g. inclement weather) to your normal collection will be communicated in writing to the affected households at least ten working days before changes are due to commence.
- We will advertise, through the local newspaper and Council website, any changes due to public holidays at Christmas and New Year, at least ten days before the changes.
- On occasions of extreme inclement weather, residents should leave their bin out for collection at the kerbside. The waste including any surplus will be picked up as soon as possible thereafter.
- We will not return for alleged missed collections where the container(s) has not been placed on the kerbside for collection by 7.30am.
- We will provide free of charge replacement bins and boxes damaged by either Council staff or vehicles during the collection.
- Any new or replacement bins will be delivered within five working days.
- Replacement bins may not be new as we repair and re-use wherever possible.
- We will provide free additional containers for recycling if requested.
- Any additional bins and boxes will be delivered within ten working days.
- Only containers which have been supplied by the Council will be serviced.

### What is expected of the customer

- Householders and traders should place their wheeled bin (with the lid closed) and boxes on the pavement (adjacent to a roadway) or on the roadway at the curtilage boundary with the wheeled bin handles facing toward the road.
- Containers should be presented at the kerbside for collection **by 7.30am** on the day of collection. We will not return for alleged missed collections where the containers have not been presented for collection by this time.
- All waste must be placed within the containers provided.
- Overfilled bins, i.e. with the lid gaping open, will not be accepted as these have health and safety implications for the operatives. The bin should be presented in the correct manner on the next collection day.
- Only the waste stream associated with the individual containers should be placed in those containers as follows:

- ✓ Residual waste in the green coloured wheeled bin
  - ✓ Garden waste and food waste in the brown coloured bin
  - ✓ Paper based products in the blue wheeled bin
  - ✓ Glass bottles in the orange box
  - ✓ Plastic bottles and cans in the purple coloured wheeled bin
  - ✓ Paper and cardboard in the bin stickered as such or the blue coloured wheeled bin (traders)
  - ✓ Glass bottles in appropriate wheeled bins stickered as such (traders)
- Containers must be stored where possible within the curtilage of the property.
  - Containers must be removed from the kerbside to within the curtilage of the property as soon as practical after emptying to avoid obstruction of the pavement/roadway.
  - The cleanliness of the containers is the responsibility of the householder/trader.
  - Only containers supplied by the Council should be presented for emptying.

### Storage of waste containers:

#### Individual Household properties

- Individual properties must have sufficient space to store the following waste containers: 2 x 240 litre wheeled bins; 2 x 140 litre wheeled bins; 1 x 40 litre box.

Flatted Properties and in those circumstances where it is necessary to enter the curtilage of commercial premises to service bins at a waste compound, the following will apply:

Each flatted household development will be assessed on an individual basis for storage requirements. In general, low rise developments with a small number of flats will require storage as per individual properties above.

Where a waste compound is required for larger communal bins, the requirements are as follows:

- The surface must be impervious and allow free travel of wheeled containers
- The running surface must be at road level or have drop kerbs
- Access into and from the compound must be at least 1500mm to allow for manoeuvring of the wheeled bin.
- The compound must be able to accommodate the number of wheeled bins required with adequate space between bins (300mm) to allow them to be pulled out and replaced easily.
- The compound must be kept in a clean and tidy condition
- Only waste and/or recyclable materials must be stored in the waste compound
- Waste and/or recyclable materials must be contained within the containers provided (alternatively a cage may be used for bulky cardboard)
- A fully enclosed compound may be beneficial to prevent escape of waste
- Unrestricted access is required on the day of collection to allow safe servicing



## 9. INCLEMENT WEATHER

### During severe winter weather, the council will:

- Continue to undertake the regular scheduled collection of household and commercial waste wherever it is deemed safe to do so. The decision on whether it is safe for a refuse collection vehicle to access a specific location/street has to be determined locally by the driver of that vehicle, taking into account the prevailing driving and weather conditions at the time and the physical nature of the area that has to be negotiated.
- If the driver decides that it is not safe to access an area, then they will report this to their manager and the Council's customer service staff to enable them to field any subsequent enquiries. If significant numbers of residents/businesses are affected then an alert will also be posted on the Council's website to provide information to the affected people.
- If underfoot conditions are safe enough to do so, bins will be manually pulled out of side roads to be emptied but may not be returned to their previous position. Alternatively, we will try to return and collect missed bins within 24 hours of the scheduled collection date where possible. Details of arrangements to catch up with collections will be posted on the Council's website and communicated to the public through local media. The public may be asked to leave their bins out for collection for the remainder of the week.

### During continuing severe weather:

- If it is not possible to empty your bin due to continuing bad weather conditions, then we will aim to return later during that same week to empty missed bins and if necessary this may include working weekends. If we are still unable to service your bin we will remove excess waste you leave at the side of your bin on the next scheduled collection.
- In exceptional adverse weather conditions it may prove necessary to temporarily suspend all refuse collection arrangements in a particular area. The collection of green/food waste will then take priority over residual waste. We will continue to attempt to empty your recycling containers. As soon as conditions improve the service will resume.