Frequently Asked Questions

CHANGES TO HOUSEHOLD AND RECYCLING COLLECTIONS

Why are we changing the collection system?

The cost of burying waste in landfill is rising. Harrogate Borough Council collects your household waste and North Yorkshire County Council is responsible for its disposal. The household waste that we collect from your property that can’t be recycled goes straight to Allerton Park Landfill site near the A1. In 2011 North Yorkshire County Council had to pay £9.1m in landfill tax for the amount of waste which had to be buried. Every penny spent on landfill tax is a penny less to spend on other essential services, so it is important we reduce the amount spent on landfill tax. To meet this challenge the council is introducing changes in order to:

- Reduce the amount of waste going to landfill
- Boost recycling by collecting card and plastic bottles which residents tell us they want
- Collect your waste on the same day each week, with alternate weekly collections for household landfill waste and recycling and provide a Bank Holiday catch up for both household waste and recycling
- Reduce costs

Does this mean I won’t get a weekly collection?

You will still get a weekly collection but it will alternate. One week we will collect your household waste that you can’t recycle and the other week we will collect all your recycling. If you currently don’t receive a kerbside recycling service, we will be introducing the service to you for the first time as part of this review. Please refer to the handy guide attached for more information on the kerbside recycling service.

Will I be getting a wheeled bin for waste that can’t be recycled?

Yes, we will be giving you a new 240 litre grey wheeled bin for household landfill waste.
How big is the wheeled bin?

Height - 107cm/42inches
Width – 58cm/23inches
Depth – 74cm/29inches

Will I be able to leave bags to the side of the wheeled bin for collection?

No. We only take waste that is in your bin and with the lid closed. If you do leave bags to the side of your bin, or the lid is not closed, we will leave this extra waste. Your wheeled bin and recycling containers should be sufficient for your day-to-day waste and recycling needs.

What if I have excess waste?

If you put all the recycling you have out for collection, there should be enough room in your grey wheeled bin for the day-to-day household landfill waste you produce. There are other waste services available to deal with additional waste you may produce from time to time. You can take it to your local Household Waste Recycling Centre, which will take waste and recycling free of charge. These centres are run by North Yorkshire County Council and more information is available at www.northyorks.gov.uk

Household Waste Recycling Centres are located at:
Harrogate - Wetherby Road and Penny Pot Lane
Ripon – Dallamires Crescent

Harrogate Borough Council will also collect bulky waste from your property. There is a charge, please see www.harrogate.gov.uk for more information or call the Customer Service Team on 01423 500600

May I have more recycling containers?

Yes, if you need more containers or if you would like to purchase a lid for your black box, please call our Customer Service Team on 01423 500600. Lids cost £4.70 each and must be removed before boxes are put out for collection.

What happens to my recycling once it’s collected?

All the recyclable waste we ask residents to put out for collection is sent to UK Reprocessors and is reprocessed in the UK.

Can I mix all my recycling together?

No. We need to collect paper and card together in the blue bag. The black box can contain cans, glass and crushed plastic bottles; please do not use your black box for paper and card.
Where should I leave my bin and containers for collection?

On your collection day you will need to put out your bin or containers for emptying. As part of the new service, the council will not be collecting from your back door. Your bin or containers must be put out on the front edge of your property at the nearest point to the kerbside. Please leave the bin or containers in a safe, easily visible position. They must be put out by 7am on your day of collection. Please take them back onto your property as soon as possible after they have been emptied.

Can I leave my bin or containers on the footpath all the time?

No, you must bring them back onto your property as soon as is practicable after collection.

What if I don’t have a box or bag for recycling and use a communal Mini Recycling Centre?

Your recycling service will be enhanced as we are adding card and plastic bottles to the recycling materials we will pick up from your Mini Recycling Centre. Plastic bottles, glass and cans can all be put in one container and paper and card in the other.

What will happen to the green sack garden waste service?

If your household is not on the garden waste wheeled bin scheme and you currently use the council’s green sacks for your garden waste, please put these out with your household waste wheeled bin.

What if my family struggles with a standard sized bin?

The standard sized bin should be enough capacity for two weeks’ worth of household landfill waste, if you are using your recycling containers to their full capacity. If you think that the number of recycling containers is not sufficient for your needs, then please ring our Customer Service Team on 01423 500600.

Families with six or more permanent residents, or households where medical circumstances mean extra waste is produced, can apply for a larger wheeled bin. Each case is individually assessed and all are reviewed annually. Please call our Customer Service Team on 01423 500600.

How do I get a smaller sized bin if I want one?

Please think carefully before requesting a smaller sized bin. We will only be taking waste that is stored in your wheeled bin with the lid closed. So please try the standard size bin for eight weeks after the service starts. If after these eight weeks, you still think you could cope with a smaller bin call our Customer Service Team on 01423 500600.
If I am infirm or disabled how can I get my box and bin to the kerbside?

Where a householder is unable to put their recycling containers or wheeled bin out for collection due to infirmity or ill-health, we may be able to offer an assisted collection. This will be subject to approval and completion of an application form.

In order to qualify for an assisted collection, householders need to meet the following criteria:

- They are suffering from a recognised medical illness or condition
- There is no other able-bodied person living at the address or responsible carer who can put out the containers on their behalf.

If you think you may qualify for assistance, please contact our Customer Service Team on 01423 500600. You will be asked, in confidence, to provide details of your personal circumstances, so that we can make a decision about whether you are eligible for assistance.

Can I mark my wheeled bin for identification?

Yes, in fact we encourage you to do so. By putting your house number/name on your bin, it helps you and our crews identify which property the bin has come from.

What will I do with my old dustbin?

You can keep it or dispose of it at your local Household Waste Recycling Centre. These are not council property so we will not be taking away your old bin for disposal.

What will happen if I don’t recycle?

We would encourage you to take part in the recycling scheme as much as possible as the cost of burying rubbish is increasing year on year and it is a cost borne by you the council tax payer.

If you do not recycle, you may struggle to get all your waste into the wheeled bin.

Can I put my waste into bags before I put it in the wheeled bin?

Yes, but the council will not be providing bags. We will only collect bags that are inside the wheeled bin. Any household waste left at the side will not be collected.