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.

When do I get my new bin and when should I start using it?

We are phasing in this new service from May 2013 – please refer to the attached letter for details of your bin delivery date and start date and the handy guide for your calendar. We are improving our website so that you can check your collection day online. You can go to www.harrogate.gov.uk and click on the ‘My Area’ section on the home page.

The website will also inform you of collection day changes on Bank Holidays.
What containers will I have to put my recycling in?

We will be delivering a black box and blue bag with the wheeled bin. If you are getting the recycling service for the first time, or have misplaced your recycling containers, you can request extra containers.

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

What materials can I recycle?

You can recycle glass, cans and paper. In addition, you can recycle plastic bottles eg milk bottles and household card such as soap and cereal packets. The plastic bottles must be crushed. Unfortunately, we cannot take any other type of plastic at this time. The card must be soft card and not hard cardboard eg corrugated cardboard. If your containers contain the wrong recyclable material, then we will not be able empty your containers.

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 separately. The boxes can contain cans, glass and crushed plastic bottles; please do not use your box for paper and card. You should use the blue bags for paper and household card.

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 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.

How do I get a smaller sized bin if I need 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 please call our Customer Service Team on 01423 500600.
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 Services Team on 01423 500600.

Where should I put my wheeled bin and recycling containers for collection?

As part of the new service, the council will no longer operate a back door collection service. On your collection day your refuse will be collected from your wheeled bin at the designated collection point. Your recycling containers will need to be at your collection point on your recycling collection day. Containers must be at the designated collection point by 7am on the day of collection.

Do I need to take my wheeled bin to my lane end collection point every fortnight?

We expect you will want to you leave your wheeled bin at your collection point on a permanent basis and put your refuse in it when you are passing by. However, we do suggest that you take your recycling containers back to your property as soon as practicable after collection.

Why won’t you drive up to my property any more?

The new service is based on the principle that collections will be made using the public highway, and new vehicles will be used wherever possible. Although we understand that this means a change to the service you receive, it will allow us to provide a recycling service to many rural residents for the first time.

How will infirm or disabled residents be affected?

For most residents, these changes will not have a great impact. If the wheeled bin is left at the collection point on a permanent basis, residents just need to put their refuse in the bin when they pass by. There will then be no need to wheel the bin to the collection point.

For those residents who are housebound and are unable to leave their properties, or who live on their own and who do not have anyone to help take their refuse to the collection point, 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 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 Services Team, on 01423 500600. You will be asked to provide details of your personal circumstances, in confidence, so that we can make a decision about whether you are eligible for assistance.
Is it safe for council vehicles to stop on the roadside?

Our health and safety risk assessments ensure that our waste collection method is safe and suitable for collecting waste from wheeled bins from the roadside collection point, even in busy locations. Whilst the bins are located away from your property, they remain the responsibility of the council.

May I mark my wheeled bin for identification?

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

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 require more recycling boxes or blue bags, then please ring our Customer Services 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 Services Team on 01423 500600.

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 local council tax payer.

If you do not recycle, you may struggle to get all your waste in 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.

If you have any further queries about the service, or would like this leaflet in another format, please call the Customer Services Team on 01423 500600 or email customerservices@harrogate.gov.uk