

KEEP ME HANDY  
Really useful  
information!



Your

**BIG**

guide

to recycling in

**Charnwood**



Updated 2019/20





# What can be recycled



Reduce the amount of junk mail you receive by signing up to the mail preference service, [www.mpsonline.org.uk](http://www.mpsonline.org.uk)



Wrapping paper – No glitter/shiny paper please



Look out for refills in local supermarkets to reduce packaging

For excess recycling please use clear bags and present at the side of your recycling bin

Please put items in the bin loose, clean & dry, not in plastic bags

Don't forget bathroom recyclables such as shampoo and shower gel bottles

# What cannot be recycled



- x No black plastics
- x No paint tins
- x No car parts
- x No biscuit or sweet wrappers
- x No pyrex
- x No polystyrene
- x No kitchen utensils
- x No plate glass
- x No greasy paper or card
- x No crisp packets
- x No batteries
- x No wood
- x No plant pots
- x No hard plastics
- x No light bulbs
- x No tubes such as toothpaste



No drinking glasses please



# Where does my waste and recycling go?

**We have three types of bin lorry that collect from your home**



**REMINDER**  
all bins to be placed at the boundary of your property by 6am on the day of collection

## Garden Waste

If you are subscribed to this service your garden waste is taken to specialised sites in the region. Using a process called open windrow composting, it is converted into soil improver.

## Mixed Recycling

Your green bin recycling is taken to a materials recycling facility. Here it is split into the different materials and then supplied to recycling processors and made into a range of products.

## Household Waste

Anything in your black bin is taken to a waste transfer station and then sent on for processing.

This bin is for non recyclable items only.

For more information on what happens to your waste go to: [www.lesswaste.org.uk](http://www.lesswaste.org.uk)

# Garden Waste

Make life easier by getting all your garden waste collected from your home.

- Say goodbye to making a mess in your car
- Regular, reliable and convenient service
- No more trips to the tip – avoid queuing and using your fuel and time
- Subscribe for fortnightly garden waste collections in Charnwood. Thousands have subscribed and are delighted with the service.
- 25 collections a year
- Residents can purchase more than one garden waste bin
- Terms and conditions for the garden waste service can be found at:  
[www.charnwood.gov.uk/pages/garden\\_waste\\_collection\\_full\\_terms\\_and\\_conditions](http://www.charnwood.gov.uk/pages/garden_waste_collection_full_terms_and_conditions)



All garden waste bins must display a valid sticker under the handle to ensure collection is made.



## How do I subscribe?

You can apply online and renew online  
**[www.charnwood.gov.uk/gardenwaste](http://www.charnwood.gov.uk/gardenwaste)**  
or call **01509 634 563**

Have your debit or credit card handy

**All year round service (except two weeks over Christmas & New Year)**



# Garden Waste

You must display a valid permit on your brown bin



- ✓ **Grass cuttings**
- ✓ **Shrub & hedge clippings**
- ✓ **Indoor & outdoor plants & weeds**
- ✓ **Leaves**
- ✓ **Small twigs & tree prunings up to 50mm**
- ✓ **Flowers** (indoor & outdoor)
- ✓ **Pot plant compost**
- ✓ **Raw fruit & veg directly from your garden** (no other food waste)
- ✗ **No bags or plant pots**
- ✗ **No soil or turf**
- ✗ **No stones or rubble**
- ✗ **No food waste**
- ✗ **No metal, glass, paper, card, plastic**
- ✗ **No animal excrement or bedding**
- ✗ **No treated timber**
- ✗ **No logs or thick branches**
- ✗ **No seed trays**
- ✗ **No artificial flowers**
- ✗ **No wires**
- ✗ **No wood shavings**
- ✗ **No additional side waste accepted**

Your garden waste needs to be loose in your brown bin, no bagged waste is accepted.

**Garden bins that are too heavy won't be emptied as per terms and conditions.**

# Battery Collections

Charnwood Borough Council operates a kerbside battery collection scheme. Batteries can be put in the battery bags provided by the council.

You can put your bagged batteries out for collection on your recycling day, either on top of or next to your green recycling bin, but not in it. They will be collected by the recycling crews, and stored in a small pod at the side of their vehicle. To make the scheme more efficient we ask that residents save batteries until they have at least ten to present.

When a battery bag is collected, a replacement bag will be left. Alternatively call 01509 634 563 for some to be sent to you.



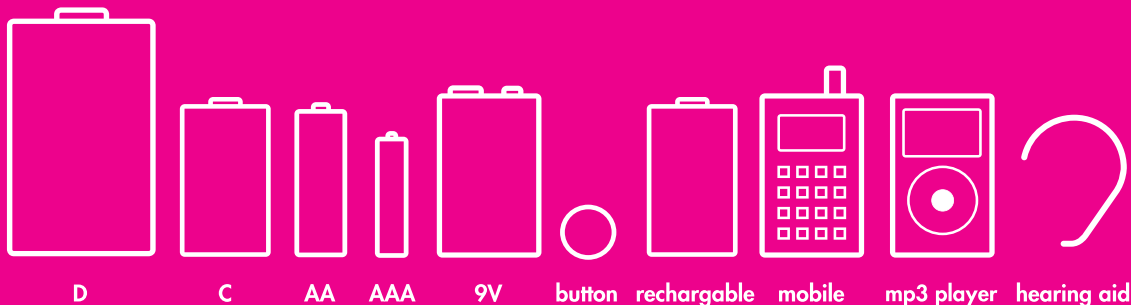
## Which types of batteries will be collected?

We can recycle D, C, AA, AAA, 9V, button, rechargeable, mobile, ipod and hearing aid batteries. We can also recycle laptop and power tool batteries but can't accept car or other industrial batteries.

We do not accept E-cigarette batteries.



Remembering a 'bag for life' when shopping can prevent using on average 300 plastic bags each year





# Fly-Tipping & Dog Fouling

Fly-tipping is the illegal dumping of household and trade waste. It is a criminal offence and can result in unlimited fines and/or five years imprisonment. To investigate we need as much information as possible. Any help you can give is very important. Please remember:

- **Do not** touch fly-tipped waste – it may contain dangerous items such as: syringes, broken glass, toxic chemicals or other hazardous substances. There may also be evidence that could help identify the culprits.
- **Do** visually inspect the waste – let us know where it is, what has been fly-tipped and how much.

Please contact Street Management on **01509 634 564**.



We have a Public Spaces Protection Order (PSPO) in place across Charnwood to deal with various dog control issues. This means that if a dog fouls on any land to which the public has access and the person in charge of the dog at that time fails to remove the faeces immediately, that person is committing an offence.

- Our Street Wardens and Enforcement Officers carry out regular patrols and are authorised to issue a fixed penalty notice for dog fouling offences.
- A Fixed Penalty Notice (FPN) for this offence is £100, reduced to £50 if paid within 10 days.
- Non-payment of a FPN could lead to prosecution and a criminal record.
- Dog waste is an unpleasant nuisance and poses a serious health risk to humans.
- You can report a dog fouling or fly-tipping offence by visiting **[www.charnwood.gov.uk](http://www.charnwood.gov.uk)** and searching for Street Management. Alternatively you can email **[cleaner.greener@charnwood.gov.uk](mailto:cleaner.greener@charnwood.gov.uk)**



# Recycling & Household Waste Sites in Charnwood

Additional household waste and recycling can be taken to one of these sites.

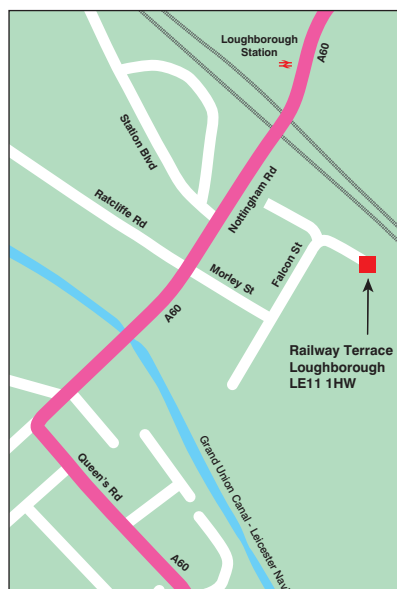
The County Council currently accepts some non-household waste items for which a charge is applied.

Further information including opening times can be found at [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)

or by calling **0116 305 0001**

**Please note: No trade waste is accepted on these sites**

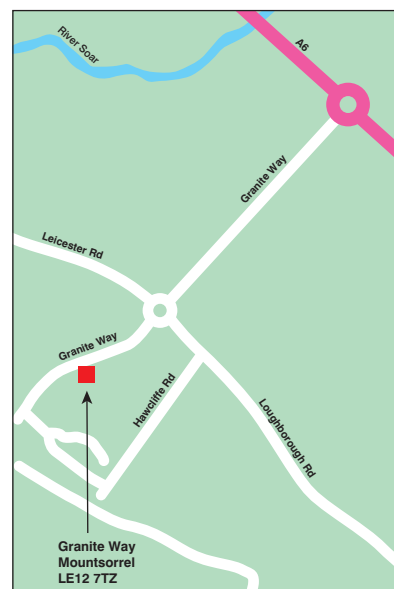
## Railway Terrace, Loughborough LE11 1HW



## Hathern Road, Shepshed LE12 9RP



## Granite Way, Mountsorrel LE12 7TZ



- No vans/trailers can tip without a permit. To apply for a permit visit: [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)
- All waste must be sorted to enable it to be recycled, and placed in the appropriate containers.
- For safety, please keep children in cars, and be aware of other vehicles and users on the site.
- Assistance is available if required. Please ask.
- Leicestershire County Council own and maintain these sites.  
If you have any enquiries please call **0116 305 0001**

# Bulky Waste Collections

The Council provides a paid for bulky household waste collection service to assist residents who are unable to take large household items to one of the Recycling & Household Waste Disposal Sites (tips).

**Items are usually collected on a Monday (Bank Holidays may vary). The deadline for booking these is 1pm (via email) or 3pm (via telephone) on a Friday – this may vary please check the website.**

Items need to be presented for collection by 6am.  
Please ensure access is available.

**Please note:** fridges, freezers and other white goods or electrical items are collected separately from other items, but on the same day.

Further information about items accepted as part of the collection can be found by visiting **[www.charnwood.gov.uk](http://www.charnwood.gov.uk)** and searching for bulky waste collections.

You can also donate large household items to local charities. Information about these can be found on our website.

■ Collections can be requested via the online e-form on our website;  
**[www.charnwood.gov.uk](http://www.charnwood.gov.uk)**

## Reuse or recycle?

**Consider whether your items could be of use to someone else**

## Bulky items we are unable to collect

Structural fittings, e.g. doors, windows, bathroom suites, fitted kitchens, fitted wardrobes, skirting boards, tiles, radiators, boilers, gas fires, showers, guttering, floor boards, laminate flooring, sheds, fencing, gates, fence posts, bags of waste, exercise equipment, carpets, bags of off cut carpet, no trade items, no motorised vehicles (or parts) including wheelchairs, miscellaneous black bags of side waste.

We are also unable to collect garden waste as part of a bulky waste collection but we do offer a fortnightly brown bin garden waste collection service (See page 6).

# Commercial Waste

## Why choose Charnwood Commercial Waste Service?

Quick and easy quotation process

Monthly payment options

Award-winning customer service

Compliant with legal and environmental legislation

Containers to suit your business needs

Reliable and prompt collection service scheduled for weekly or fortnightly collections to suit your requirements



Call today for a no obligation quotation or to arrange your free consultation:

**T: 01509 634930**

[commercial.waste@charnwood.gov.uk](mailto:commercial.waste@charnwood.gov.uk)

[www.charnwood.gov.uk/commercialwaste](http://www.charnwood.gov.uk/commercialwaste)

# Avoid a fine

**Fly-tipping means illegally dumping waste.**

**This includes:**

- Leaving waste on public or private land, including on the ground next to waste bins or recycling banks
- Leaving bagged waste or unwanted items on pavements without having a planned collection for them

**Fly-tipping causes a lot of problems**

- It threatens humans and wildlife, and damages our environment
- It spoils our enjoyment of our towns and countryside
- It costs tax payers and land owners to clear it up



As a householder it is your legal responsibility to make sure your waste is disposed of correctly. For example, if you hire someone to dispose of your waste you must check that they are operating legally.

You could face prosecution and a fine of up to £5,000 if your waste is fly-tipped by you or anyone else.

If you do give waste to someone to dispose of it for you:

- Make sure they have a licence
- Check their waste carrier registration number
- Note the number plate of their vehicle
- Get a receipt



For more information about duty of care:  
[www.charnwood.gov.uk/pages/dutyofcare](http://www.charnwood.gov.uk/pages/dutyofcare)

# FAQs

## Where can I find out my bin collection days?

You can find out your bin collection days using the property search tool

*My Charnwood* on our website: **[www.charnwood.gov.uk](http://www.charnwood.gov.uk)**

You can enter your house number and street name or postcode.

## I have a lot of recycling. Can I have another green bin?

We do not issue additional green bins. Properties that frequently produce more recycling than can fit in one bin should call our team on: **01509 634 563** or email: **[cleaner.greener@charnwood.gov.uk](mailto:cleaner.greener@charnwood.gov.uk)** and where appropriate, we may be able to send out green sacks that can be placed next to your bin on recycling day. Alternatively, you can place recycling in clear bags. Please do not put recycling in black sacks as they will not be taken.

## Why can't I put black bags in my green bin?

Recycling should always be placed loose in the green bin for recycling. If additional recycling needs to be presented next to your green bin, it should be in a clear bag. This is so it can be easily identified.

## If you miss my bin, when will you come back to collect it?

If we've missed your bin due to a collection error we aim to revisit your property within one working day. Missed collections should be reported within 48 hours after being missed.

You can report such instances on our website **[www.charnwood.gov.uk](http://www.charnwood.gov.uk)** using our **report a missed bin form** or by calling us on **01509 634 563**

**Before reporting a missed collection please remember that collections are an all-day service and not conducted at a certain time.**

## How do I report fly tipping?

Please call **01509 634 564** or visit our website.

**If you have any questions please call  
01509 634 563 or email [cleaner.greener@charnwood.gov.uk](mailto:cleaner.greener@charnwood.gov.uk)**

# FAQs

## Why haven't you collected my refuse, recycling or garden waste?

We will not empty a wheeled bin if:

- It is over-full or too heavy
- Black bags have been placed in the recycling bin
- It contains inappropriate materials
- The wrong bin was presented
- It is placed out for collection on a non-scheduled day
- It is not placed out for collection on the scheduled day on the property boundary or was not placed out for collection by 6am
- Bin blocked by parked car/cars
- The contents of the bin are frozen
- The contents of the bin are compacted

We will only collect refuse in the black wheeled bin – any side or excess waste will not be collected regardless of whether it is in Charnwood black sacks. Please make use of the recycling service to minimise your waste as we will take flattened cardboard and recycling left in clear sacks or council issued green sacks next to your green recycling bin. Residents should not place their bin out for collection earlier than the evening before their collection day.

**Bins should be removed from the kerbside as soon as possible after collection.**

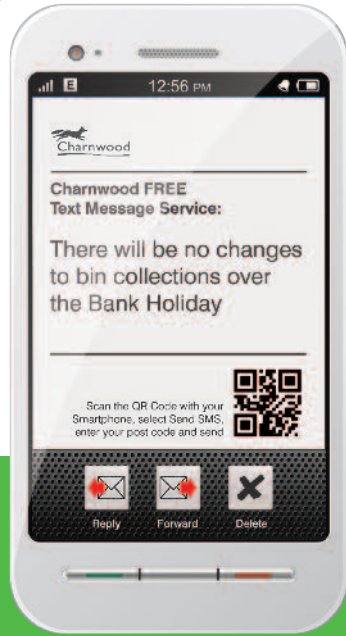
**Please be aware: bins or bags left on the highway may lead to enforcement action** and could result in a £60 fixed penalty notice for incorrect use of a waste receptacle under section 46 of the Environment Protection Act.

## Coordinate a litter pick event in your area.

We loan litter pickers to community groups who wish to volunteer their time to litter pick. We also arrange for the litter collected to be taken away. Please call **01509 634 563** if you are interested.

## TOP TIPS

- ✓ **Bring your bins in as soon as you can after your collection to avoid enforcement action.**
- ✓ **Please number your bin with your property number or house name.**



Sign up for

**free** text alerts  
for:

- Any updates on disruptions to your bin service
- Bank Holiday collection reminders
- Changes to Christmas collections

For FREE refuse & recycling service updates, text your post code only to 07860 019100



**We've been busy  
keeping your  
streets clean**

Please help us by  
reporting problems to:  
[cleaner.greener@charnwood.gov.uk](mailto:cleaner.greener@charnwood.gov.uk)  
or phone 01509 634 563