

Cheshire West & Chester Council

Your new

# Recycling and waste collection service



From boxes to bins  
it's clean, easy, green

Visit: [cheshirewestandchester.gov.uk/bincollection](https://cheshirewestandchester.gov.uk/bincollection)



# About your new recycling collection service

## Time for change

Today you have received your two new wheeled bins ready for your brand new recycling collection service. This booklet will provide all the information you need to get started.

### The new service will be:

#### Clean

More secure recycling bins will reduce the risk of littering both before and during collections.

#### Easy

No more carrying heavy, leaky boxes. Recycling will be even easier - there will be a blue lidded bin for paper and card and a red lidded bin for the rest of your recycling.

#### Green

More space to recycle using bins that can be collected in fewer, more energy efficient vehicles; reducing the climate impact of the service.



### Did you know?

All our new collection vehicles are fitted with defibrillators and 360° CCTV recording, helping the local community feel safer.

### What you need to know

- Your new bins will be collected on your collection day from the same location as usual.
- Place your new recycling containers out for collection on the alternate week to your household waste container. Recycling collections will take place on the weeks indicated by green boxes on your collection calendar.
- Your pack includes stickers for your new bins, information leaflet and quick start guide.
- If you require assistance moving your bins to your collection point please complete the online Assisted Collection request form. Visit: [cheshirewestandchester.gov.uk/binhelp](http://cheshirewestandchester.gov.uk/binhelp)
- If you still need more space for your recycling, you can order additional bins. Visit: [cheshirewestandchester.gov.uk/orderbin](http://cheshirewestandchester.gov.uk/orderbin) to order extra recycling bins.

### One week



### Following week

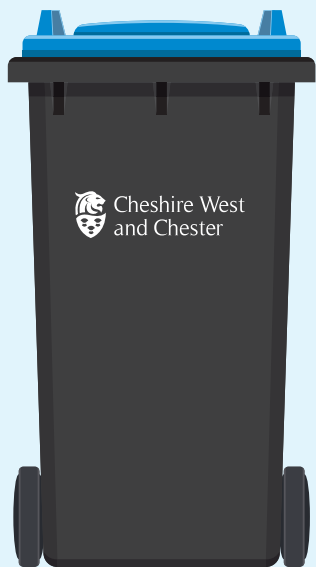
Scan the QR code to order a recycling bin.



Visit: [cheshirewestandchester.gov.uk/bincollection](http://cheshirewestandchester.gov.uk/bincollection)

# Your blue lidded bin – paper and cardboard

We have delivered a new black wheeled bin with a blue lid for all your cardboard and paper recycling.



**This will be collected fortnightly.**

This will be the opposite week to your existing black household waste bin collection; the week marked green on your current calendar.

## Please remember:

- Make sure the lid is closed and your bin is at your usual collection point before **7am** on your collection day.
- Large, folded cardboard boxes can be left alongside your blue lidded bin for collection. Please ensure they are only placed out on the morning of collection and not the night before, especially when high winds or heavy rain are forecast.
- Put your recycling loose in the bin. We cannot accept recycling in black bags.

## What goes in the blue lidded bin?



### Yes please

- ✓ Paper
- ✓ Newspapers, magazines and directories
- ✓ Junk mail and envelopes
- ✓ Plain wrapping paper and greetings cards
- ✓ Cardboard
- ✓ Shredded paper



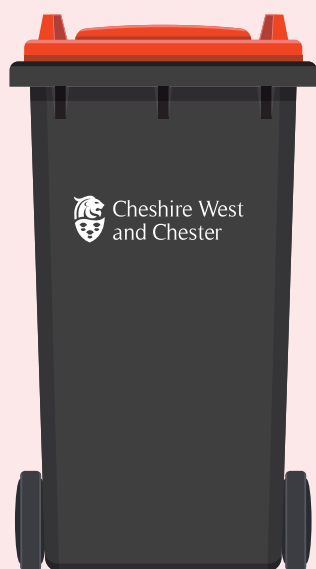
### No thanks

- ✗ Plastic packaging
- ✗ Tissues and kitchen roll
- ✗ Grease proof paper
- ✗ Glitter, foil wrapping paper
- ✗ Greetings cards with glitter or attachments.
- ✗ Personal Protective Equipment (PPE), for example, face masks and gloves

# Your red lidded bin – plastic containers, cans and glass

**Remember** to squash your recycling before you put it into the correct bin. This means that you will have a lot more space to help you to recycle as much as possible.

We have delivered a new black wheeled bin with a red lid for all your plastic containers, cans and glass.



**This will be collected fortnightly.**

This bin will be collected fortnightly on the same day as your blue lidded bin. This will be the opposite week to your existing black household waste bin collection; the week marked green on your current calendar.

## Please remember:

- Make sure the lid is closed and your bin is out before **7am** on your collection day.
- Put your recycling loose in the bin. We cannot accept recycling in black bags.

## What goes in the red lid bin?



### Yes please

- ✓ Clean plastic bottles, tubs and trays
- ✓ Clean glass bottles and jars
- ✓ Tins and cans
- ✓ Clean foil
- ✓ EMPTY aerosols
- ✓ Black plastic packaging



### No thanks

- ✗ Plastic film and wrap
- ✗ Pet food pouches
- ✗ Hard plastic, for example, furniture and toys
- ✗ DIY and garden chemical bottles
- ✗ Paint tins/cans/sprays
- ✗ Personal Protective Equipment (PPE), for example face masks and gloves

# Your existing brown bin – food waste

You should continue to use your existing brown bin for your food waste.



Your food waste bin will still be collected weekly

If you no longer have a food waste bin or require a replacement, please complete the online order a new bin form. Visit: [cheshirewestandchester.gov.uk/orderbin](https://www.cheshirewestandchester.gov.uk/orderbin) or scan QR code on the right.

Scan QR code



## Please remember:

- You can line your caddy with newspaper, a plastic bag or compostable liner.

## Cooking oil

Cooking oil will be collected alongside your food waste bin, please place it out for collection in a sturdy sealable bottle.

## What goes in the food waste bin?



### Yes please

✓ Meat and fish - raw and cooked including bones



✓ Fruit and vegetables - raw and cooked



✓ Uneaten food from your plates and dishes



✓ Tea bags and coffee grounds

✓ Bread, cakes and pastries



✓ Rice, pasta and beans

✓ All dairy products (for example, cheese and butter) and eggs (and their shells)



### No thanks

✗ Packaging of any sort

✗ Plastic film and lids

✗ Vegware™ products and bioplastics

# Garden waste collections

The garden waste service will provide fortnightly collections over 40 weeks of the year with a suspension outside of growing season of 12 weeks (December to February). Visit: [cheshirewestandchester.gov.uk/gardencollection](http://cheshirewestandchester.gov.uk/gardencollection)

The service will cost £40 per year per bin that is collected and there will be no limit to the number of garden bins that residents can subscribe for.

If you would like to subscribe to our new garden waste collection service, please complete our simple online application form. To subscribe visit: [cheshirewestandchester.gov.uk/gardenpayment](http://cheshirewestandchester.gov.uk/gardenpayment)

Payments will be taken with a valid credit or debit card. You will receive your permit in the post with full instructions and information about the service.

Stick the permit to your bin and present your bin for fortnightly collection. See your calendar to find out your collection day.



# Other recyclable items

Your new service still allows you to recycle several other items. These will be collected fortnightly alongside your recycling bins.

Please place these items out for collection in a clearly labelled container (this will be returned after collection).

**Top Tip - Why not reuse your old recycling boxes?**

## What other items can be collected



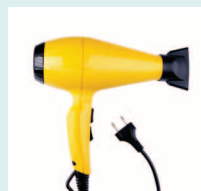
Spectacles



Small printer cartridges



Household batteries



Small electrical items  
(smaller than a toaster)



Mobile phones

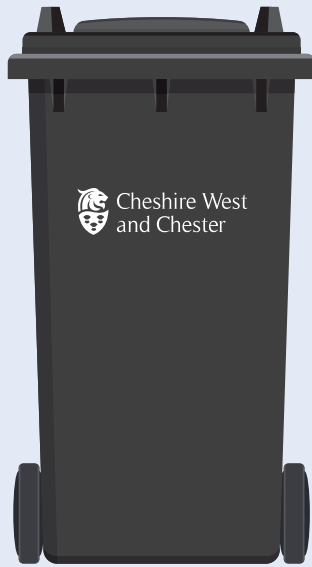
Visit: [cheshirewestandchester.gov.uk/bincollection](http://cheshirewestandchester.gov.uk/bincollection)

# Your existing black wheeled bin – household waste

## Please remember:

- Ensure the lid is closed and your bin is out before **7am** on your collection day.
- No side waste will be collected. Waste that cannot be recycled must be fully contained within the black bin.

Please continue to use your black bin for waste that cannot be recycled.



## What goes in the black wheeled bin?

### Yes please

- ✓ Any waste that cannot be recycled

### No thanks

- ✗ Items that can be placed into your recycling containers
- ✗ Hot ash, soil or rubble
- ✗ Bulky or electrical items
- ✗ Gas canisters of any kind

**This will be collected fortnightly.**

You should continue to use your existing black wheeled bin for your household waste. This will be collected fortnightly on opposite weeks to your two new recycling bins; the week marked black on your current calendar.

## Recycling your Unwanted Clothes and Textiles to help tackle Climate Change.

Consumption of clothing has seen rapid growth globally, and according to leading sustainability charity WRAP UK, there has been an increase of 60-100% in the last 15 years. Textile production now contributes more to climate change than international aviation and shipping combined.

A lot of this growth involves 'fast fashion' where clothing is produced relatively quickly, can be poorly made and is often not durable. Because of this it can often end up as waste following a short lifespan.

Here are some tips on what we can all do to reduce our impact and the amount of clothing that ends up as waste.

### Smarter Buying

Instead of buying a large number of fast fashion items, choose a smaller number of classic "forever" pieces made from natural and hard-wearing textiles with quality guarantees.

### Care and repair

There are lots of hints and tips on websites such as [loveyourclothes.org.uk](http://loveyourclothes.org.uk) on how to look after and repair your clothes to keep them looking great for longer.

### Refashion and upcycle

A little bit of altering, wearing different clothing combinations and accessories will give you plenty of new looks without the need to always buy new items.

### Make the best choice for your unwanted clothes, textiles and shoes

Give them a new lease of life by donating them to a charity, using take back schemes, clothing banks or have a clothes swap with your friends instead of throwing them away.

Leaving clothing, textiles and shoes out on the kerbside with your other household waste and recycling minimises the chance that these can be reused or recycled, as they often become damaged and contaminated as part of the collection process.

As part of the future service, significantly damaged unrecyclable clothing, textiles and shoes will still be collected at the kerbside, but these should be left in your black household waste bin. Please consider if this really is the best option for your unwanted items or if reuse or recycling options are available.

# Bulky waste collections

You can easily arrange for your bulky waste to be collected from your home by using the Council's chargeable bulky waste collection service.

Furniture and electrical items are collected by Changing Lives Together for reuse or recycling.

To find out more about what items are collected and to arrange your collection, visit: [cheshirewestandchester.gov.uk/bulkywaste](https://cheshirewestandchester.gov.uk/bulkywaste) or scan the QR code.

Scan QR code



## Your questions answered

### How will I know when to start using my new bins?

Please start using your new recycling bins straight away. These will be collected on the next collection day marked green on your existing calendar. This should be the opposite week to your household waste collection. If you are unsure please check your collection calendar.

### How will you sort out the mixed recycling?

The new recycling collection vehicles are specially designed with two separate compartments, your blue lidded bin is emptied into one side and red lidded bin the other. The collected materials are taken to Cheshire West and Chester Council's Materials Recycling Facility (MRF) in Ellesmere Port.

Here, your recycling is sorted by a machine to separate the different types of materials before they go off to be recycled. Find out how this happens at: [cheshirewestandchester.gov.uk/residents/waste-and-recycling/recycle-first](https://cheshirewestandchester.gov.uk/residents/waste-and-recycling/recycle-first)

### Why do you collect food on a separate vehicle?

Collecting food waste separately means that we can reduce the number of large collection vehicles. Smaller vehicles for food waste can visit your home every week and still be cost and carbon efficient.

### What happens if my bin is not emptied?

If your bin is missed, please let us know using the online Report a Missed Bin form at: [cheshirewestandchester.gov.uk/missedcollection](https://cheshirewestandchester.gov.uk/missedcollection)



To ensure your bin is emptied please only put the accepted waste into it, (which is detailed above) and place your bins in the appropriate collection location by **7am** on the correct collection day.

Visit: [cheshirewestandchester.gov.uk](https://cheshirewestandchester.gov.uk) or by phone 0300 123 7026.

### I have received new recycling bins in error what should I do?

We have carried out a review of all properties to determine if they are suitable for the new recycling service. If you have received the new recycling bins it is likely that your property has been assessed as being able to accommodate these.

If the following applies to you then we may have made a mistake:

- you currently receive a non-standard collection service (such as a bag collection)
- there is nowhere outside your property where the bins could be safely stored without causing significant access or health and safety issues

If this does apply to you then please contact us so we can resolve this for you as soon as possible. Please visit the Waste and Recycling webpages for further instructions on the best way to log this with us. If you have no online access then please call our contact centre on 0300 123 7026.