

Contamination charges

We will not return to empty recycling bins at properties if they are recorded as contaminated, i.e. they contain incorrect items. For details of our acceptable and non-acceptable items please visit: [Brown Bin - Hertsmere Borough Council](#)

Instead, we will email you the name of the property(s) concerned, along with details of the contaminated bin(s). It is then your responsibility to remove the contamination or arrange for the bins to be emptied. Alternatively we can return and empty the bins on your behalf, for a charge.

If you would like us to return to empty the bin(s), we require a reply to our notification email within 48 hours. We will then aim to collect within 48 hours from receiving this authorisation. Our charges are as follows and exclude VAT. You will be invoiced on a monthly basis. **Please note, if you require a works order number to be referenced on the invoice this must be provided to us at the time of the request.**

- Return charge £51 (per site and not per bin) plus:
 - 240ltr bin - £20
 - 360ltr bin - £25
 - 660ltr bin - £30
 - 1100ltr bin - £35

To enable us to contact the correct person should contamination occur, please can you provide the most appropriate email address for contact. A quick response time will be essential via email in order for us to return and collect bins as soon as possible; therefore a second email address is also advisable in case the first contact is away.

If there is no response to an email advising you of contamination no further action will be taken and we will return to collect bins as usual on the next scheduled collection - all recycling collections are fortnightly. Any excess waste (on top of or surrounding the bins) will not be collected and bins will only be collected where they are easily accessible.

To confirm, the process will be as follows:

- 1) Hertsmere recycling collection crews record any contaminated bins on round sheet.
- 2) Hertsmere notify you via email and ask if you require us to return to collect the contaminated bins as refuse, for a charge.
- 3) You reply to us within 48 hours and we empty within a further 48 hours or you arrange removal of the offending items and we collect as usual on the scheduled fortnightly collection.
- 4) If you have asked us to collect any contaminated bins we will invoice you monthly.