



HERTSMERE BOROUGH COUNCIL

STREET SCENE SERVICES RULES

May 2017

Hertsmere Borough Council aims to provide information in alternative formats where possible.

If you would like a document in a different language or format please call 020 8207 7445 or email customer.services@hertsmere.gov.uk and we will do our best to help.

Please allow sufficient time for any document to be translated.

تهدف بلدية منطقة هارتسمير (Hertsmere Borough Council) إلى توفير المعلومات بصيغ بديلة إذا كان ذلك ممكناً.

إذا اردت أي وثيقة بلغة أو بصيغة أخرى يرجى الاتصال برقم الهاتف 020 8207 7445 أو إرسال بريد إلكتروني customer.services@hertsmere.gov.uk وسنبدل قصارى جهدنا لمساعدتك. يرجى منحنا وقتاً كافياً لترجمة أي وثيقة مطلوبة.

Hertsmere 自治区政府旨在可能的情况下提供信息的其它格式版本。

如果你想得到以简体中文或其它格式制作的版本，请致电 020 8207 7445，或发送电邮至 customer.services@hertsmere.gov.uk，我们将尽力提供帮助。请预留足够的时间，以便让我们完成有关文件的翻译。

Rada miejska Hertsmere Borough Council zamierza dostarczać wszelkie informacje, tam gdzie jest to możliwe, w różnych formatach.

Jeżeli ktoś chciałby otrzymać dokument w innym języku lub formacie proszony jest zatelefonować na numer 020 8207 7445 lub przesłać e-mail do customer.services@hertsmere.gov.uk a my zrobimy wszystko by pomóc. Prosimy uwzględnić czas na przetłumaczenie każdego dokumentu.

ਹਰਟਸਮੀਅਰ ਬੋਰੋ ਕੌਂਸਿਲ ਜਿੱਥੇ ਵੀ ਹੋ ਸਕੇ, ਜਾਣਕਾਰੀ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਦੇਣ ਦਾ ਯਤਨ ਕਰਦੀ ਹੈ।

ਜੇ ਤੁਹਾਨੂੰ ਕੋਈ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਥੇਲੀ ਵਿਚ, ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਨੰਬਰ 020 8207 7445 'ਤੇ ਫ਼ਨ ਕਰੋ, ਜਾਂ ਇਸ ਪਤਾ customer.services@hertsmere.gov.uk 'ਤੇ ਈਮੇਲ ਭੇਜੋ। ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰਨ ਦੀ ਪੂਰੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ। ਕਿਰਪਾ ਕਰਕੇ ਇਹ ਯਾਦ ਰੱਖੋ ਕਿ ਦਸਤਾਵੇਜ਼ ਦਾ ਤਰਜਮਾ ਹੋਣ ਨੂੰ ਕੁਝ ਸਮਾਂ ਲਗਦਾ ਹੈ।

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1 Introduction

The rules set out in this document relate to the operational activities of Hertsmere Borough Council's Street Scene Services. The rules are divided into three sections: domestic collections, bulky and hazardous waste collections, and commercial waste collections.

DOMESTIC COLLECTIONS

2 Missed bins

Missed collections should be reported to Customer Services (020 8207 7480) after 4pm on the day of collection and within the following 48 hours. We will return within 48 hours of receiving a report.

Missed bins reported outside of 48 hours will be collected during the next normal scheduled collection. Any bins/boxes not collected due to an over-loaded bin, contamination, not being placed on the boundary or agreed collection point, frozen bin lid or frozen contents will be collected on the next scheduled collection day – that is, a fortnight from the day it was missed – providing the householder has corrected the problem. Alternatively you may use local recycling points or Household Waste Recycling Centres.

3 Part-emptied bins/overloaded bins

We will not empty the black, green or brown bins if the bin is overloaded. That is, if it is too heavy, causing a hazard to the crew or if there is a risk of spillage. Overloading and frozen contents can also result in a bin being part-emptied. We will return to collect these on the next scheduled collection providing the householder has reduced or removed the load or blockage.

4 Excess waste for refuse and recycling

In order to prevent spillages, shredded paper will be collected if presented in carrier bags. However, all refuse, cans, glass, cartons, plastic, cans and cardboard must be placed in the black or brown bins or black box box provided for collection, no excess will be collected. Additional green waste will be collected providing it is placed in garden waste sacks (maximum of three per collection), for more information please visit: www.hertsmere.gov.uk/caddies

Extra waste and recycling can be taken to local recycling points or Household Waste Recycling Centres for recycling or disposal. Customers can get more advice from Customer Services (020 8207 7480) or by visiting our website at www.hertsmere.gov.uk/recycling or the WasteAware website (www.wasteaware.org.uk)

5 Home composting

To reduce some of the waste going in the green bin and enjoy the benefits of your own compost, home compost bins are available at a subsidised price through the Hertfordshire Waste Partnership. For more information please visit the compost page on our website (www.hertsmere.gov.uk/composting), or contact Customer Services (020 8207 7480).

6 Real nappies

Real cloth nappies can be used to save energy, money and prevent disposable nappies going to landfill. Hertsmere Borough Council, as part of the Hertfordshire Waste Partnership, offers up to £50 reward to anyone buying real nappies or using a real nappy laundering scheme. Please visit the real nappy page on our website (www.hertsmere.gov.uk/realnappies) for details, or contact Customer Services (020 8207 7480).

7 Larger bins

Households of 5 or more occupants may wish to apply for a larger 360 litre wheeled refuse bin or brown bin. An application form must be completed and copies of birth certificates for all persons aged 0-17 must be provided. Once the application has been received, a waste audit will be carried out to ensure that all receptacles are being used effectively. A 360ltr bin is to replace existing containers used. Contact Customer Services (020 8207 7480) to obtain an application form.

8 Closed bin lids

The lids of all black, green and brown bins must be completely closed for collection. If the lid is not completely closed, we will not collect the bin

Any extra waste can be taken to the Household Waste Recycling Centres for disposal. Extra recyclables can be taken to local recycling points or the Household Waste Recycling Centres for recycling.

Customers can get more advice from Customer Services (020 8207 7480) or by visiting our website at www.hertsmere.gov.uk/recycling or the WasteAware website (www.wasteaware.org.uk)

9 Contamination

We cannot collect your green/brown bins or blue/black recycling boxes if they are contaminated. Bins and boxes are contaminated if they contain any incorrect materials for that particular bin/box. We will return to collect these on the next scheduled collection providing the householder has removed the contamination. For a list of what is accepted in each bin/box please visit our website (www.hertsmere.gov.uk/recycling) or contact Customer Services (020 8207 7480).

10 Collection from property boundary or agreed collection point

Bins/boxes need to be placed on the boundary or agreed collection point of the property by 6am on the scheduled collection day. They will be returned to the boundary or agreed collection point once emptied.

11 Assisted collections

Assisted collections of household waste are available to residents who cannot get their bins/boxes to the boundary line for collection due to incapacity, ill health or disability. This is provided there are no able bodied members of the household in residence. A council officer may carry out an assessment. Please visit the assisted collections page on our website (www.hertsmere.gov.uk/ac) for more information and to download or fill in an online form. Alternatively contact Customer Services (020 8207 7480) if you would like a form sent to you.

12 Collection of Hertsmere receptacles

Only bins/boxes that have been provided by Hertsmere Borough Council will be collected.

13 Public holiday collections

All collections in the week following a public holiday will take place a day later. For example, a Monday collection will take place on a Tuesday, a Friday collection will take place on a Saturday. Exceptions to this arrangement are Christmas and New Year collections, which will be arranged and communicated in advance to residents each year.

14 Adverse weather collections

In the event of adverse weather conditions i.e. extreme heat or snow, we will do all we can to complete our scheduled work. We will endeavor to advise customers of any changes through our website and Customer Service Department.

15 Replacement of lost, damaged or stolen bins

Only bins reported by crews as damaged during collection, as a result of machinery malfunction, will be replaced free of charge. If a bin is lost, stolen or damaged by the householder or a third party, a replacement can be purchased through Hertsmere Borough Council. All money must be paid before a replacement bin will be provided. To report a lost, stolen or damaged bin or obtain charges please contact Customer Services (020 8207 7480).

Additional bins that have been purchased from Hertsmere Borough Council prior to May 2006 will not be replaced if damaged, lost or stolen providing there is still one functional bin at the property.

If any bins are missing when a resident moves into a property they will be treated as lost or stolen bins (see above). The resident should contact the estate agent or solicitor if the property has been purchased or the landlord if they are renting.

16 Additional bins/boxes

Unfortunately we are not able to supply second green, brown or black wheelie bins. Additional boxes can be requested by contacting Customer Services (020 8207 7480).

BULKY AND HAZARDOUS WASTE COLLECTIONS

For advice on category of specific items refer to website www.hertsmere.gov.uk or Customer Services (020 8207 7480).

17 Charges

Bookings will be made only when payment is received in full.

18 Items

Each item needs to be described. No booking will be accepted without having a description of each item.

19 Collection points

Items should be placed on the boundary of the property. On occasions when this is not possible, the item(s) should be visible and accessible. We are unable to collect from the inside of a property.

20 Cancellation

Customer Services should be notified of cancellations a minimum of 24 hours before the due collection day and prior to 4pm. Where collection is due on a Monday, Customer Services should be notified on a Friday before 4pm.

21 Refunds

Refund requests will be accepted in cases where the cancellation procedure has been followed.

COMMERCIAL WASTE COLLECTIONS

22 Collection point

Containers need to be available from 6am on the day of collection. Access to the containers must not be restricted. That is, they should not be behind locked gates or parked cars. Ensuring the containers can be accessed is the customer's responsibility.

23 Missed collections

Missed collections should be reported to Customer Services (020 8207 7480) after 4pm on the day of collection and within the following 48 hours. We will aim to return within 48 hours of receiving a report.

24 Refunds

No refunds for missed collection will be offered.

CONTACT DETAILS

To request any of these services, report any problems, obtain costs or for more information, please contact customer services either by phone, email, or writing to us.

Phone: 020 8207 7480

Email: street.scene@hertsmere.gov.uk

Hertsmere Borough Council

Customer Services

Hertsmere Borough Council

Civic Offices

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