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Missed collections



Last Modified August 16, 2021

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Update 16/08/2021 - We are continuing to experience difficulties carrying out collections due to driver shortages. Please see our [service updates](#) for further information.

If your bin hasn't been collected by 4pm on your collection day, please contact us. You must report it within 48 hours in order for us to arrange a return. We will not return if it is reported outside of this time - it will be collected as usual on your next scheduled collection.

Reasons for a missed collection

There may be a reason your bin hasn't been collected. If any of the following apply, then you will have to wait until your next scheduled collection and your bin/box will only be collected providing the problem has been corrected:

Collection day ▾

Contamination ▾

Collection from property boundary ▾

Collection of Hertsmere containers ▾

Part-emptied/overloaded bins ▾

Wrong bin ▾

Excess waste ▾

Frozen bin lids and contents ▾

For more collection details please read our [Service Rules](#) (pdf.213Kb).

How to report a missed bin

If your bin has been missed and none of the above applies to your collection, please call us on 020 8207 7480, email customer.services@hertsmere.gov.uk or

[Report a missed bin online](#)

You will receive a confirmation email and we will contact you within two working days.

Related Pages

1. [Collections and calendar](#)

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