

Waste and Recycling Collection Policies



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Introduction

Bolton Council is committed to delivering high quality, value for money waste collection services.

The Council has developed a series of waste and recycling policies based on current working practices to ensure that, in fulfilling its statutory obligations as a Waste Collection Authority, it provides waste and recycling services that operate in a timely, reliable, safe and cost-effective manner that encourages waste minimisation and recycling amongst householders in Bolton.

At a time when public sector funding is reducing, investment opportunities are limited, and positive action in response to the climate emergency is required, the effective provision of bin collection services can only be made if Bolton's householders can take on day to day responsibility for managing their household waste in a considerate, responsible, and environmentally sustainable manner.

The policies set out in this document therefore reflect the approach to be taken by the Council in terms of provision of appropriate waste collection containers, information, collection services, education, enforcement, and the responsibilities of householders for managing their waste in a sustainable manner.

Your recycling is making a difference – thanks!



Bolton Council carries out over
11 million
bin collections per year



49.5%
of waste collected in Bolton was recycled during 2022/23 (which is above the national average)

Purpose

This document sets out the Council's waste and recycling policies as they relate to the Council's waste collection functions to ensure that they are clearly defined, and to avoid any uncertainty for householders, elected members, or officers of the Council. The document also sets out actions required of householders and the standards and levels of service that householders can expect to receive from the Council. It is also supported with further details available on the Council's [waste and recycling web pages](#).

This policy document has been in place since 2022 and was informed by existing service methodology, standards, and customer expectations. This policy is not a strategic policy but is aligned with the following key national and local policies and plans:

- the national [25 Year Environment Plan](#);
- the latest on the [Simpler Recycling Reform for England](#), which is yet to be adopted in law at the time this policy update was approved;
- the aims of the Greater Manchester Combined Authority with regard to sustainability waste management, in particular the recently published [Places for Everyone Joint Development Plan Document](#) for jobs, new homes and sustainable growth;
- [Bolton's 2030 Vision](#); and
- our [Climate Change Strategy](#).

This document has been amended to reflect recent changes to beige bin collections, with minor adaptations made in some policy areas. This document will therefore reflect current practice and be a more helpful reference document, complimented by the website. In addition, the opportunity has been taken to clarify points of ambiguity in the existing policies as well as recording minor changes in practice.

Whilst this document sets out the Council's policies with respect to waste and recycling, it must be recognised that there may be exceptional circumstances where these policies may need to be applied at the discretion of senior council officers in consultation with relevant elected members.

This policy document is underpinned by the following provisions of the Environmental Protection Act 1990 (EPA 1990) that relate to the Council's role as a Waste Collection Authority.

Environmental Protection Act (EPA) 1990 Section 45

The EPA 1990 section 45 places a duty on the Council to arrange for the collection of household waste in Bolton.

Environmental Protection Act (EPA) 1990 Section 46

The EPA 1990 section 46 specifically relates to receptacles for household waste and details the following:

- It permits the Council to specify the type of receptacle to be used by the householder for the disposal of their waste;
- The Council can require separate receptacles to be used for waste which is to be recycled.
- The Council may also specify the size, construction and maintenance of the receptacles.

- The Council may determine the location that householders place their waste collection receptacles for emptying by the Council and steps to be taken by householders to facilitate the collection of waste from the receptacles.
- A householder who fails without reasonable excuse to comply with the Council's requirements under this legislation shall be liable on summary conviction to a fine; and
- The Council can make a charge to householders for the provision of waste receptacles.

The Waste and Recycling Collection Policies detailed in this document also reflect the following provisions set out in [Schedule 1 of The Controlled Waste \(England and Wales\) Regulations 2012](#) which:

- provides a definition of waste to be treated as household, industrial and commercial waste; and
- defines household waste for which collection and disposal charges may be made.

The specific requirements of the controlled waste regulations are detailed in the [Environmental Protection Act 1990](#).

In implementing the Waste and Recycling Collection policies, the Council will comply with the requirements of the Data Protection Act 2018 which encompasses the General Data Protection Regulations.



Recycling and Waste Collection Policies

Policy 1: Recycling and Waste Collections – Standard Service

1.1 Summary

This policy establishes the type of container that the Council will use to collect household waste, the type of waste it will collect in each container, and when it will deliver these services.

The Council will only collect waste and recycling materials that householders place in Council provided wheeled bins which comply with BS EN 840 quality standard.

The Council will only empty wheeled bins that contain items stipulated for each coloured bin. This information can be found within this policy below or on Bolton Council's [Rubbish and Recycling webpage](#).

Prohibited items that appear in the wheeled bins will be classed as contamination and the bin will not be emptied by the Council. The Householder will need to remove the contaminated material and present the bin, uncontaminated, for emptying on the next scheduled day of collection. Failure to do so may result in the Council taking enforcement action in accordance with [Section 46 of the Environmental Protection Act \(1990\)](#).

1.2 Purpose

The Council must reduce the amount of household waste being sent to landfill and in so doing, contribute towards England's 25 Year Environment Plan to meet the recycling target of 65% of municipal (household-like) waste by 2035. It is important therefore that householders in Bolton understand how to effectively recycle their waste using the Council's recycling and waste collection services and undertake this activity in a routine and consistent manner.

Householders who place prohibited items of waste items in their bin(s) compromise the Council's ability to secure the required levels of recycling performance. Contaminated bins cause delays to waste collections (if the bin can't be collected), or can contaminate the recycling load in the collection vehicle (if the bin is collected), which increases the risk of the load being 'rejected' at the recycling facility. A rejected recycling load leads to higher costs to the Council and subsequently householders.

1.3 Service Specification

The type, number and specification of household waste bins provided by the Council are detailed in Table 1 below but can be summarised as follows:

- 1 x 140 litre grey bin to store residual waste which cannot be recycled or composted through the Council's kerbside recycling services or at the Household Waste Recycling Centres. This waste is sent to an 'Energy from Waste' facility, provided by Greater Manchester Recycling and Waste Authority, and used as a fuel to generate heat and electricity.
- 1 x 240 litre burgundy wheeled bin to store/collect a range of dry recyclable materials as set out in Table 2 below. This waste is sent to a 'Materials Recovery Facility' provided by Greater Manchester Waste Disposal Authority where it is separated for reprocessing.
- 1 x 240 litre beige wheeled bin to store/collect paper & cardboard materials as set out in Table 2 below. This waste is sent to a 'Materials Recovery Facility' provided by Greater Manchester Waste Disposal Authority where it is separated for reprocessing.
- 1 x 240 litre green wheeled bin to store/collect a range of garden and food waste materials as set out in Table 2 below. This waste is sent for composting.

The Council provides a 23 litre green food waste container to properties with no gardens/yards.



Additional capacity may be approved if residents meet specific requirements.

All wheeled bins are compliant with BS EN 840 quality standard and are generally embossed with the Bolton Council logo. Householders are encouraged to neatly mark their wheeled bins with their house number or name so that they can be readily identified for storage at the property after emptying.



1.4 Frequency of Waste Collections

It is Bolton Council's policy to provide householders with an alternate weekly household waste collection service, with the exception of the beige paper & cardboard bin which is collected every 4 weeks. The service is delivered Monday to Friday, on the following basis:

Table 1: The number, type and specification of waste container provided to households			
Service Type	Container Type	Standard Provision	Frequency of collection
Residual Waste 	Grey wheeled bin	1 x 140 litre bin per household	Every two weeks
Mixed Recycling 	Burgundy wheeled bin	1 x 240 litre bin per household	Every two weeks
Paper & Cardboard Recycling 	Beige wheeled bin	1 x 240 litre bin per household	Every four weeks
Garden and Food Waste for Composting 	Green wheeled bin	1 x 240 litre bin per household	Every two weeks
Food Waste for Composting 	Green container	1 x 23 litre container	For properties with no/small yards. This will be collected on a weekly basis.

The frequency of collection in rural areas is as follows:

Week 1	Residual Waste
Week 2	Mixed Recycling
Week 3	Residual Waste
Week 4	Paper & Cardboard Recycling

There are no green waste collections for rural rounds (Refer to Policy 2).

1.5 Permitted Materials: ✓

Table 2: Permitted Material for each of the Council's Bins			
Grey Residual Waste Bin	Burgundy Recycling Bin	Green Recycling Bin	Beige Paper & Cardboard Bin
<ul style="list-style-type: none"> ✓ Plastic tubs and pots ✓ Dog faeces and cat litter ✓ Nappies and sanitary products ✓ Polystyrene ✓ Small Broken toys ✓ Plastic bags and wrapping ✓ Any items which cannot be placed in the recycling bins unless prohibited in Table 3 below 	<ul style="list-style-type: none"> ✓ Plastic bottles e.g. fizzy drinks, squash bottles, milk bottles, detergent bottles, etc. ✓ Steel and aluminum cans and tins ✓ Glass bottles and jars ✓ Foil trays ✓ Aerosols. ✓ Plastic pots, tubs and trays 	<ul style="list-style-type: none"> ✓ Grass cuttings ✓ Leaves ✓ Flowers and weeds ✓ Plants ✓ Hedge and tree clippings ✓ Twigs and branches (up to 2.5cm thick) ✓ Untreated bark and wood chippings used for garden borders ✓ Pet bedding e.g., wood chippings, sawdust and straw / hay (this can be soiled) ✓ Raw and cooked food waste 	<ul style="list-style-type: none"> ✓ Newspapers and magazines ✓ Junk mail and flyers ✓ Envelopes ✓ Holiday brochures and catalogues ✓ Directories, phone books and yellow pages ✓ Cardboard food and cereal boxes ✓ Packaging Card ✓ Egg boxes and toilet roll holders (cardboard only) ✓ Juice cartons (Tetra Packs)

The items listed below are **not allowed** in the bins. ✘

Table 3: Prohibited Materials for each of the Council's Bins			
Grey Residual Waste Bin	Burgundy Recycling Bin	Green Recycling bin	Beige Paper & Cardboard Bin
<ul style="list-style-type: none"> ✘ Dry recyclables (that can be accepted in the grey recycling bin) ✘ Green garden waste (that is accepted in the green recycling bin) ✘ Asbestos ✘ Plasterboard (gypsum) ✘ Hot ashes ✘ Gas canisters ✘ Car parts ✘ Builder's rubble/soil ✘ Corrosive materials and liquids such as oil and paint ✘ Fluorescent tubes/low energy light bulbs ✘ Electrical and electronic equipment ✘ Pesticides ✘ Large amounts of cooking oil ✘ Waste from a commercial business or waste from someone carrying out work on your home e.g., kitchen fitter, plumber, etc. 	<ul style="list-style-type: none"> ✘ Black sacks (with or without recyclable waste in them) ✘ Carrier bags ✘ Textiles (clothes, bedding, duvets etc.) ✘ Egg boxes (plastic) ✘ Flowerpots, or cling film ✘ Food waste ✘ Polystyrene ✘ Broken toys ✘ Dog faeces and cat litter ✘ Nappies and sanitary products 	<ul style="list-style-type: none"> ✘ Black sacks (with or without green waste in them) ✘ Carrier bags ✘ Any type of degradable / biodegradable bag/sack (including corn starch bags) ✘ Garden items such as plastic flowerpots / trays ✘ Any items that should be in the recycling or residual domestic bin ✘ Soil ✘ Stones / hardcore / rubble ✘ Food waste ✘ Nappies and sanitary products ✘ Dog faeces and cat litter 	<ul style="list-style-type: none"> ✘ Wallpaper ✘ Foil backed wrapping paper ✘ Cellophane

All approved recycling items should be placed loose in the wheeled bin with plastics, bottles, jars and cans rinsed to remove any residue before being deposited in the bin. To maximise the capacity in our collection vehicles, we request that all lids/bottle tops are removed so that they can be compressed and that all cardboard boxes are folded down. This will help improve the efficiency of our collection vehicles and mitigate environmental impacts by avoiding unnecessary travel.

For a more detailed list of what can and cannot be deposited in the beige and burgundy bins please visit [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester](#).

1.6 Grey Residual Waste Bin

Residual waste is waste that cannot be recycled or composted as part of the standard service. The collection frequency for residual waste is fortnightly, using a grey wheeled bin (140 litre). Residents can currently deposit the items of waste noted in Table 2 in the grey bin column.

For a more detailed list of what can and cannot be deposited in the grey residual bin please visit [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester](#).

Some materials cannot be disposed of in the grey residual waste bin. Residents should **not** place the items listed above in Table 3 in their residual waste bin.

This is not an exhaustive list and most of these materials may be taken to a local Household Waste Recycling Centre. A permit may be required from the Waste Disposal Authority in advance for some materials, such as Asbestos. For a more detailed list of what can and cannot be placed into your residual waste bin please visit [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester](#).



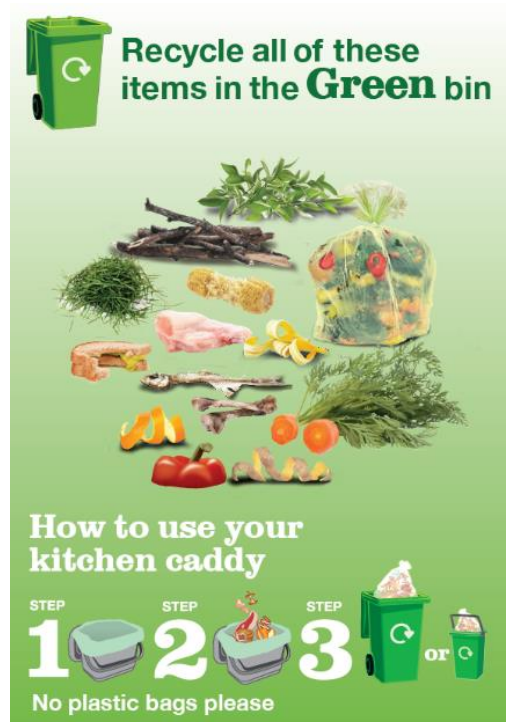
1.7 Green Food and Garden Waste Bin

Bolton Council provides a free food/garden waste collection service throughout the borough. Residents with gardens are entitled to a green wheeled bin (240 litre) to store co-mingled food and garden waste which will be collected every two weeks (collected on the same day as the scheduled recycling collections). Residents can currently recycle the items listed in Table 1 in the green bin column.

Residents who have small yards or no outside space (predominantly terraced properties and apartments) are entitled to a small Food Waste Container (23L). This is for food waste only (no garden waste) and is collected weekly on the scheduled residual and recycling collection dates. Please refer to Table 1 for clarification on what can be recycled in the Food Waste Container.

Any waste that is deposited in the green bin/food waste container, that is not included in Table 1 will cause the bin to be tagged/stickered, recorded as contaminated and will not be collected. Residents will need to remove the contamination in order for the bin to be emptied on their next scheduled collection. The Council will not return to complete an interim collection in this instance.

If wheeled bins/containers continue to contain prohibited waste than the Council may take enforcement action against the individual household.



For a more detailed list of what can and cannot be deposited in the green bin/Food Waste Container please visit [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester](#)

1.8 Burgundy Mixed Recycling Bin

Bolton Council provides a dry recyclable collection service throughout the borough.

Residents are entitled to a single burgundy wheeled bin (240 litre) which can be used to store co-mingled recyclable waste. The burgundy recycling bin will be emptied every two weeks (collected on the same day as the scheduled recycling collections).

Residents can currently recycle the materials listed in Table 1 in the burgundy bin column.

Any waste that is deposited in the dry recyclable (burgundy) bin that is not included in table 1 (above) will cause the bin to be tagged/stickered, recorded as contaminated and will not be collected. Residents will need to remove the contamination in order for the bin to be emptied on their next scheduled collection. The Council will not return to complete an interim collection in this instance. An illustration of the tag is shown below:



If wheeled bins/containers continue to contain prohibited waste than the Council may take enforcement action against the individual household.

1.9 Beige Paper & Cardboard Recycling Bin

Bolton Council provides a paper and card collection service throughout the borough. Residents are entitled to a single beige wheeled bin (240 litre) which can be used to store dry paper and card recyclable materials. The beige recycling bin will be emptied every four weeks.

Residents can currently recycle the items listed in Table 1 in the beige bin column.

If a household's beige bin is regularly full, the resident can request a waste audit which could result in authorisation for a second beige bin. An administration and delivery charge would apply. Further details are available on the Council website.

If a householder only occasionally has excess cardboard which does not fit in the bin, the resident can follow our handy tips on our [website](#) to learn how they can make the most of the space in the beige bin. If there still is not enough space, please see advice on this same webpage on how you can secure your excess cardboard next to your full beige bin on collection day. Essentially, if it's visible, secure, dry, neatly folded, free of contaminants, and can easily fit inside your emptied bin with the lid closed, your cardboard can be placed next to your bin on collection day. If a household regularly has excess cardboard, we will visit the property to discuss how to maximise space in the beige bin or ask the householder to order a second one.



Any waste that is deposited in the beige bin that is not included in Table 1, will cause the bin to be tagged, recorded as 'contaminated' and will not be emptied. See Table 2 for items that are not allowed in the Beige Bin. Residents will need to remove the contamination before the bin is emptied on their next scheduled collection day. The Council will not return to complete an interim collection in this instance. An illustration of the tag is below:



If wheeled bins/containers continue to contain prohibited waste than the Council may take enforcement action against the individual household.

1.10 Prohibited Waste

It is important to note that some materials cannot be disposed of or collected through the household waste and recycling service. Examples include:

- Asbestos
- Batteries
- Clinical waste such as syringes
- Commercial waste which includes waste produced by a tradesperson working in or around your home (e.g., builder, plasterer, plumber etc.)
- Gas canisters
- Hazardous waste
- Hot ashes
- Inert waste, such as gravel, rubble, soil and stone
- Oil
- Paint
- Plasterboard / gypsum

This is not an exhaustive list and most of these materials may be accepted at your local Household Waste and Recycling Centre - further information is available at [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester](#).

If the above or any other prohibited items are found within a wheeled bin/container, it will not be emptied and it will be the resident's responsibility to remove the waste and present the bin again on the next scheduled day of collection. The Council will not return to complete a remedial collection in this instance.

If wheeled bins/containers continue to contain prohibited waste than the Council may take enforcement action against the individual household.

Policy 2: Waste and Recycling Collections – Non-Standard Services

2.1 Summary

This policy sets out the Council's waste collection arrangements for non-standard households where there are particular arrangements in place for the collection of waste and recycling containers due to the type of property. This may be the result of the design of properties, their location, readily available access, or the number of dwellings within the property that may affect the method of storage and/or the ability to service the bins/caddy. Examples include insufficient storage space within the confines of the property, the property is accessed using a steep slope or steps, the wheeled bins would have to be wheeled through the property to the collection point, or there may be multiple homes within a larger property.

2.2 Purpose

The Council is committed to ensuring that as many households as possible have access to, and use of, the full range of waste and recycling services and recognises that alternative arrangements for collection may therefore be required.

2.3 Service for Rural Properties and those Served by Private Access Roads

There are geographical locations within Bolton where the use of a standard refuse/recycling collection vehicle offers an increased health and safety risk for both the waste collection teams, pedestrians and other road users. Such areas include un-adopted roads, tracks or private driveways where the condition, surface and alignment of the highway are unsuitable for the vehicles used for the collection of waste and recycling. Furthermore, due to their location, it may not be cost-effective to carry out collections at some rural properties using large refuse collection vehicles.

To ensure that properties of this nature continue to receive a service, the Council will utilise a smaller waste collection vehicle to collect residual waste and recycling materials or designate a collection point for waste receptacles; which will normally be where the end of the private road serving the affected properties meets the public highway. For such properties, waste must be stored in the receptacles determined by the Council, which may vary from property to property, and be placed out for collection at the designated collection point by 07.00am on the scheduled day. The frequency of collections will be dependent upon the size and type of receptacles at each property.

2.4 Service for Flats, Houses of Multiple Occupation and Mixed Hereditament

Flats, apartments (low rise and high rise), houses of multiple occupation and mixed hereditament (flats above shops or pubs) properties present a number of challenges for effective delivery of residual waste and recycling services and a 'one-size fits all' approach is not always practical. Containers that are suitable to the particular property design will therefore be required and the Council will assess the individual needs of these properties, taking into consideration the following issues:

- the number properties affected;
- the type of property;
- capacity across the site for waste and recycling bin/container storage;
- the presence of waste chutes; and
- access for rear loading waste and recycling vehicles.

In all cases, properties will have access to containers for residual waste and containers for the storage and collection of a range of dry recyclable materials and it will be the responsibility of residents and or management companies to take responsibility for the correct use and safe storage of these containers.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement action will be taken.

2.5 Low Rise Flats (a Property up to Three Stories in Height with Multiple Occupants in Individual Flats/Apartments)

Where the Council has identified that there is sufficient space for wheeled bins, it is expected that each property will receive their waste and recycling collection service through the use of individual wheeled bins in line with the service standard set out above.

The bins will be stored at a designated point, determined by the building design and layout of the site. However, the collection point for the Council's waste collection crew will be at the front boundary kerbside unless otherwise agreed by the Council. Each householder will be responsible for identifying their bins, presenting them for collection at the kerbside and bringing them back onto the property following collection.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner.

2.6 High Rise Flats

The Council is committed to ensuring that all householders have access to both the waste and recycling collection service. However, there are significant barriers to recycling in high rise flats. These include lack of space for recycling storage, difficulty of transporting materials to a designated collection point, potential for householders to contaminate the recycling efforts of neighbouring households, and lack of visible householder accountability.

The Council will work with the property owner/managing agent to ensure that the location of residual waste and recycling facilities provides an easy to use and accessible service that supports the following key principles.

- Wherever practicably possible, waste and recyclable material from high rise flats must be stored in, and collected from, communal bins at ground floor level.
- It is the responsibility of the property owner/managing agent to identify appropriate space for the location of these bins.
- Waste container storage areas should be designed to be secure, convenient to householders to encourage their responsible use and accessible to the waste and recycling collection teams.

- Where the householders use a chute system for the disposal of their waste, the property owner/managing agent will be responsible for managing the bin store area to prevent waste overspill.

The council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner. It will be the responsibility of residents and or management companies to take responsibility for the correct use and safe storage of these containers.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

The Council will not remove bulky household waste items deposited in communal bin storage areas - this will be the responsibility of the property owner/managing agent or can be managed through the Council's Bulky Household Waste Collection Policy.

2.7 Flats in Converted Houses

Flats in converted houses are defined by the council as self-contained flats as they usually have separate entrance points but are contained in a single building that is usually a converted single house.

Flats in converted houses are normally issued by the Council with their own set of 140 litre (grey) or 240 litre (recycling) wheeled bins for the storage of residual waste and recyclable materials. However, where the converted house is part of a terraced property, storage space for several bins can often lead to problems with bins being left at the front of the property or on the public footpath. In such circumstances, householders are encouraged to share bins and to contact the Council if they would like 'surplus' bins removed. Where this is a preferred option, we recommend tenants/landlords create a written agreement. The Council will not be party to any discussions regarding this policy.

Householders living in these types of homes are responsible for presenting the wheeled bins for collection in accordance with Policy.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner – refer to Policy.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

2.8 Houses in Multiple Occupation (HMO)

A House in Multiple Occupation (HMO) is a single building or part of a building (such as a flat) which is occupied by more than one household e.g., a single house where there is a separate householder in each

bedroom. HMOs usually have a single common entrance and Householders place their waste in a single set of waste collection bins designated for that HMO.

Responsible storage and disposal of waste can be a particular problem in HMO's and the Council therefore requires that the license holder, landlord or property owner/managing agent ensures that waste is not allowed to accumulate within the house except where properly stored, pending its collection by the Council. The license holder, landlord or property owner/managing agent must also ensure that sufficient residual waste and recycling bins are provided for the property and that these are clearly identifiable to the property so that the Council can empty them.

The tenants should be informed of the day their waste and recycling collections take place by the license holder, landlord or property owner/managing agent. This information should also be permanently displayed in a prominent position within the property.

Any waste arising from the maintenance of the property, including construction and demolition waste, garden waste where this is produced by a contractor, furniture from furnished properties and bulky items for disposal on change of tenancy will NOT be collected free of charge by the Council as household waste - this waste is classified as commercial waste, because it has been generated as a result of a business. Therefore, a registered waste collection contractor must remove this waste and it should be disposed of at a suitably permitted facility.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

2.9 Mixed Hereditament Properties

Mixed hereditament properties are generally business properties with living accommodation above or attached e.g., a flat above a shop. Waste collections from mixed hereditament properties are treated by the Council in the same manner as normal domestic households.

The bins provided by the Council for household waste collection must not be used to dispose of business waste. Should the Council identify evidence of business waste in the bins which have been provided for use by the Householder of the property, they may be removed and may be subject to prosecution under the Environmental Protection Act 1990 by the Council.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement action taken.

Policy 3: Supply, Safe Storage and Replacement of Waste and Recycling Receptacles

3.1 Summary

Householders are responsible for the safe and secure storage of the wheeled bins provided to them by the Council. It is acknowledged that bins are occasionally damaged, vandalised, lost or stolen and a replacement may be needed. There is a delivery and administration charge for this service and the details can be found on the Council website [Rubbish and Recycling pages](#). Replacement bins can be ordered on our website or by contacting Customer Services on Tel. 01204 336632. A delivery and administration charge will be applied for the provision of grey, beige, burgundy and green bins:

- to new build properties;
- to existing properties where no bin is present when a new occupier takes residence; or
- where additional capacity has been approved by the Council.

There are no specified discounts for replacement grey bins for householders who are in receipt of benefits, or are elderly or disabled, or receive an assisted collection.

3.2 Purpose

This policy has been established to encourage householders to take responsibility for the security of their waste receptacles and in doing so, to minimise the risk of bin theft and the associated anti-social behaviour whilst also encouraging use of the Council's recycling services.

3.3 Responsibility and ownership of wheeled bins/containers

All wheeled bins supplied by the Council remain the property of the Council and should not be removed from the household address to which they have been assigned other than for collection purposes. Householders are entrusted to keep and maintain their waste receptacles in a safe and clean condition and are encouraged to neatly label their bin with the house number / name so that it can be identified to their address.

The Council will replace any bins that are damaged whilst undertaking waste collection operations (excluding those that are damaged as a result of prohibited waste being placed in the receptacle) as follows:

- Where a grey, beige, green or burgundy bin has or is suspected to have fallen into the back of the waste collection vehicle. The householder must report their missing bin by 4pm on the next working day to be eligible for a free replacement bin.
- Householders should telephone the Council on 01204 336632 and the missing bin report will be cross referenced against a schedule of bins that have fallen into the back of the waste collection vehicle (supplied by the waste collection teams) in order to validate any claim for a free replacement bin. Where the service is unable to verify the claim via cross referencing collection schedules then the full delivery and administration costs will be applied.
- Where the Council introduces a new collection system to an existing property that requires a change in receptacle use, the Council will provide the new bin(s) free of charge.

Householders are responsible for replacing any bins that are vandalised or damaged as a consequence of their misuse or failure to be securely stored. In such circumstances the Council will replace the bin(s) on behalf of the householder following payment of the delivery and administration fee.

Landlords or Management Companies shall be charged for the provision of new or replacements bins for multi-occupancy dwellings and shall also be responsible for the maintenance of bins at such properties.

The Council reviews its fees and charges on an annual basis. Information regarding the charges will be updated on the Council's web site.

All new residents are entitled to the standard collection service and should contact the Customer Services team on 01204 336632 should they have 'non-standard' sized containers.

Policy 4: Presentation of Waste Receptacles for Emptying

4.1 Summary

The correct presentation of wheeled bins by householders for emptying is essential for the timely and efficient delivery of waste collection services.

The Council will collect and empty one 140 litre residual (grey) waste bin per household unless the householder has satisfied the Council's eligibility criteria for additional capacity.

The Council will collect and empty one 240 litre burgundy bin for mixed dry recycling, and one 240 litre beige bin for paper & cardboard recycling per household.

Finally, the Council will collect and empty one 240 litre green bin for garden and food items for those properties allocated one by the Council based on access, space and operational resources. Or alternatively, properties may be allocated one 25 litre food waste container. The Council decides how the property can be serviced most efficiently.

If the householder is authorised for additional recycling bins, these will also be emptied by the Council. Further details can be found on our [website](#).

Wheeled bins must be presented by householders by 7am at the kerbside outside of their property or at the designated collection point on their scheduled day of collection in a tidy and considerate manner. Following emptying, the householder should return the wheeled bin(s) to their property by midnight on the day of collection and ensure it is stored securely within the curtilage of the property. Householders that fail to comply with this policy may be subject to enforcement action by the Council. Those householders who receive an Assisted Collection Service, as detailed in Policy 8, are exempt from this policy.

4.2 Purpose

The Council is committed to providing an efficient and effective waste collection service. This requires support from householders which includes taking responsibility for presenting their household waste for collection in a timely manner that:

- facilitates efficient collection;
- does not present a risk to collection staff, pedestrians and road users, (e.g. obstruction to public footpaths or highways); and
- minimises the risks of bin theft and anti-social behaviour.

4.3 Service Specification

Presentation of Wheeled Bins

All bins must be presented by the householder at the kerbside by 7.00am on the scheduled day of collection - this is irrespective of what time the collection crews normally arrive in the area as collection times can vary each week.

Householders should not put their bins out for collection any earlier than 7.00pm on the day before their scheduled collection and should ensure that their bins are retrieved by midnight on the day of collection and stored securely on their property.

Once emptied, the Council's collection teams will endeavour to return the bin(s) to the kerbside in a manner that does not obstruct the footpath, or where practicably possible, driveways or gates.

In certain locations, due to the access arrangements or location of a property, it may not be practicably possible for householders to place bins at the kerbside at the front of their property. In these circumstances the Council will designate an alternative collection point. For example, in the case of traditional terraced properties, the collection point for wheeled bins will normally be at the end of the entry serving the rear of these properties. Occupants of modern, terraced properties or low rise multi-occupancy properties may be required to present their bins in a courtyard, communal space, or adjacent parking area.

Where the Council undertakes waste collection by travelling on a private road or drive, indemnity will be required from relevant parties so that the Council is not held liable for any damage to the road as a result of the collections (as per Section 2.3 above - Service for Rural Properties and those Served by Private Access Roads). If such an indemnity is not provided, householders will be required to present their wheeled bins at an agreed collection point that can be accessed from the public highway.

Failure to Remove Bins from the Kerbside Following Emptying

In all cases, it is the householder's responsibility to place and return bins to and from their designated collection point. The only exception is where the Council operates an authorised 'assisted collection' service for householders who are considered unable to manoeuvre a wheeled bin by reason of age or infirmity – details of this service are set out in Policy 8.

Householders should ensure that they remove their bins from the highway as soon as practically possible following emptying and no later than midnight on their day of collection. Under no circumstances should wheeled bins be left on the footpath or highway between collections as they cause a risk to the local neighbourhood in terms of obstruction and use in antisocial behaviour. Bins left out on the footpath also have a detrimental impact on the visual appearance of the local neighbourhood and there is a risk they could be stolen.

A householder's failure to remove their bin from the kerbside (or where appropriate, designated collection point) will be treated as a serious matter by the Council. In such circumstances, the Council will endeavour to contact the keeper of the bin left out on the highway for long periods, in order to ensure that the householder takes steps to comply with Council's requirement that bins must be stored on their property between collection times. This may be followed by appropriate enforcement action if the request to remove the bin from the highway is not complied with or the householder persistently fails to remove the bin from kerbside following collection.

Action may also include the removal of the bin, and a subsequent charge may be made for replacing the bin at the appropriate property. Where the keeper of a bin cannot be identified, the Council may remove any bin(s) which appear to be abandoned and if a responsible householder or keeper of the bin is later identified, a charge will be made for replacing the bin at the property at a later date.

On occasions our waste collection crews may experience difficulties collecting bins on the scheduled day of collection. When this happens, residents are encouraged to check the status of the collection online ([Why your bin may not have been emptied – Bolton Council](#)) and continue to present their bins at the kerbside or presentation point as above.

Access for Collection Vehicles

Householders are requested to leave clear access for refuse and recycling collection vehicles in order to reduce the risk of collections being 'missed'. Where the Council is experiencing difficulty making collections, the waste collection team will update the Council's website ([Why your bin may not have been emptied – Bolton Council](#)), advising residents of the difficulties and asking for their assistance.

Where the waste collection team have attempted to gain access to a road or area on a number of occasions but were unable to do so for reasons such as parked cars, roadworks, building works, road closures etc, it may be necessary to make alternative arrangements for the collection of the bins – short term or long term, depending on the situation. This will often include implementing alternative collection points or suspending collections until the next scheduled collection day. In these circumstances, the service will write to residents informing them of what they need to do.

Where safe access is not possible, the collection teams will attempt to return later on the scheduled day of collection or the next operational day – but in all cases they will return only once to assess accessibility. If safe access is still not possible, operatives will be unable to return until the next scheduled collection date.

Housing developers are encouraged to contact the Waste and Recycling team at the early planning stage to discuss planned access for refuse collection vehicles and the design of refuse/recycling receptacle storage areas.

Missed Collections

The Council will make all reasonable efforts to empty bins presented for collection by householders in accordance with this policy. If the Council is unable to empty bins on the scheduled day of collection, the Council will seek to return within 2 working days. Missed collections usually occur due to:

- road closures;
- obstructed access (e.g. a skip or parked vehicle which blocks / prevents safe passage of the refuse collection vehicle);
- severe weather; or
- operational issues (e.g. vehicle breakdowns, high volumes of staff absence, unexpected emergencies, prioritising certain waste or material types, or recovering work missed from an earlier date).

In exceptional circumstances we may not be able to return within 2 working days and as such, the householder's bin will be emptied at the earliest opportunity, which may be the next scheduled day of collection.

In the first instance householders should check the Council's website to assess if we have recorded a missed street ([Why your bin may not have been emptied – Bolton Council](#)). If a householder's street is not listed, the resident will need to report their missed bin on the website noted above and provide the necessary details. Alternatively, residents can contact the Customer Services team on 01204 336632. Should the 'missed bin' report be validated, the Council will endeavour to return within 2 working days.

In the event that the missed bin report cannot be validated, the householder's bin may not be emptied until the next scheduled collection day. It should be noted that the Council has installed 360° Closed Circuit Television Cameras on its waste collection fleet and video footage from the system may be used to validate enquiries or reports of missed bins.

The Council will **not** return to empty bins in the following circumstances:

- Wheeled bins are not presented by 7.00am on the day of collection.
- Wheeled bins are presented in the incorrect location.
- Wheeled bins contain prohibited materials (Refer to Policy 1).
- Waste material in the wheeled bin has been excessively compacted and cannot be fully emptied.
- The wheeled bin is too heavy to safely manoeuvre.
- The missed collection request is made more than two working days after the collection was scheduled (e.g. Collection day is Tuesday, must be reported on Wednesday or Thursday).
- Safe access to the wheeled bin / waste receptacle was obstructed e.g., by a parked vehicle.

In the above circumstances the bin(s) will be emptied on the next scheduled day of collection if it is presented in accordance with the Council's Waste and Recycling Collection Policies. Alternatively, householders can recycle or dispose of their waste at their local Household Waste and Recycling Centre (further details can be found here: [Recycle for Greater Manchester | Find your nearest Recycling Centre to recycle and dispose of your waste safely : Recycle for Greater Manchester](#)).

Bank Holiday Working Arrangements

Waste collection services operate on all bank holidays, with the exception of Christmas day, Boxing day and New Years day. All relevant updates will be posted on the Councils website ([Rubbish and recycling – Bolton Council](#)) and via the Councils social media pages.

Waste Collections During Severe Weather

During occasions of severe weather the Council will endeavour to maintain scheduled waste collections. However, should the Council determine that collections need to be temporarily suspended, then householders should refer to the Council's website and social media pages for information on the revised arrangements.

Properties With Restricted Access

In situations where safe and economic waste collections cannot be made (e.g. households which can only be accessed via steps, steep slopes or walkways leading to the road), it may be necessary for the Council to specify an alternative designated collection point. In determining the designated collection point, consultation will take place with the householder(s) concerned.

Communal Bin Stores

Unobstructed access should be provided at all times to communal bins stores at multi-occupied sites. For example, there should be no bags of waste next to the bin preventing the team from wheeling the bin to the wagon. Failure to provide adequate access for the waste collection vehicle and adequate space for the waste collection team to safely manoeuvre the bins to and from the bin store will result in the collection team being unable to complete the collection and householder's bins not being emptied until the next scheduled day of collection.

Gated Properties

Where entry to a property is controlled by electronic gates and access by the waste collection team has been granted, the gate should stay open long enough for the waste collection team to safely access the site. The Council will not be held responsible for any damage that occurs as a result of premature closure of the gates on a waste collection vehicle. In addition, the Council will take action against the owner/operator of the site should damage be caused to the waste collection vehicle.

Where access to a gated community/property is via intercom system, householders will need to be prepared to accommodate the arrival of the waste collection team(s) and to provide timely entry. Due to the structure of the waste collection rounds it is not feasible for collection teams to wait for excessive periods of time for gates to open. If access is not permitted within five minutes, the waste collection team will be unable to carry out the collection and the householder's bin will be emptied on the next scheduled day of collection.

Where access to a gated community is via a key operated lock it is the responsibility of the owner/managing agent or householder to provide the waste collection teams with a suitable number of keys to access the site. Where access is not permitted, householders will be required to present their wheeled bin(s) outside the gates for collection. In doing so, householders should take all reasonable steps not to obstruct the entrance to the site or public footpath.

Policy 5: Contaminated Recycling Containers with Prohibited and/or Non-Target Recycling Materials.

5.1 Summary

The Council will only collect household recycling that is within the containers provided and is not contaminated with prohibited materials, as detailed in Policy 1.

The Council requires householders to remove any prohibited waste/'non-target' recycling materials from the wheeled bin/receptacle and to present the now 'uncontaminated' bin for emptying on their next scheduled day of collection.

Householders that fail to follow these requirements may be subject to enforcement action by the Council.

5.2 Purpose

The purpose of this policy is to maximise recycling effort by ensuring that householders take responsibility for placing the correct materials in their burgundy, beige and green bins, thereby following Bolton's Waste and Recycling Collection Policies.

Any prohibited and/or 'non-target' materials in the recycling bins will be classed as contamination and may result in the vehicle having its whole load rejected by the recycling re-processor or composting provider. This brings significant additional cost to the Council (as the waste has to be redirected to be processed as residual waste) and there is a loss of recycling performance.

5.3 Service Specification

Householders Presenting Non-Recyclable Waste and/or Non-Target Recycling in their Burgundy, Beige or Green Bins

The Council considers a recycling bin to be contaminated when it contains materials which are not capable of being recycled by the Council as described in Policy 1. If the waste collection team identifies a recycling bin (either burgundy, beige or green) as being contaminated, the bin will not be emptied and the householder will be notified by way of a tag attached to the handle of the bin by the collection team. The tag will advise of the reasons why the bin has not been emptied and the resident will be responsible for removing the contamination. Illustrations of the tags are below:

 **Yes please**



 Recycle for Bolton
 @Recycle4Bolton

Bolton Council

 **No thanks**



Put these items in your grey waste bin and we will use them to make energy from waste.

 Recycle for Bolton
 @Recycle4Bolton

Bolton Council

www.bolton.gov.uk/lovere recycling

 **Yes please**



Put shredded paper in a cardboard box to prevent it blowing down the street when the bin is being emptied.

 Recycle for Bolton
 @Recycle4Bolton

Bolton Council

 **No thanks**



Put these items in your grey waste bin and we will use them to make green electricity.

 Recycle for Bolton
 @Recycle4Bolton

Bolton Council

www.bolton.gov.uk/lovere recycling



In such circumstances it is the householder's responsibility to remove non-recyclable items from the bin that have caused contamination and to deal with those items appropriately. It is important to note that a bin not emptied as a result of contamination is not classified as a 'missed collection'. Once the items have been removed, the householder should present the bin for emptying on the next scheduled collection day. The Council will not return to complete an interim collection in such circumstances.

Where there are repeated instances of contamination, a Council officer may, in the first instance, visit the property and speak with a householder. The intention of this visit is to clarify what is expected of householders, and provide further education on recycling which will always precede any further formal action. Continued instances of contamination could lead to recycling bins being removed from the property and the householder being left with only a 140 litre grey bin for general waste. Where this capacity is deemed insufficient, the following steps can be taken:

- The Council's Recycling Team can refresh recycling education and the householder's understanding of the importance of recycling and a commitment is made to place the correct materials in recycling bins. These actions are followed up with a letter and leaflet to the resident.
- The householder pays the applicable administration and delivery fee to have the bins returned. See the Council's website for current prices per bin.

If following the above actions, there are continued instances of contamination, it may lead to enforcement action, including the issuing of a Fixed Penalty Notice, being taken against the householder as set out below:

- **Stage One:** Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of stickers placed on bins, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer.

Dependent upon the nature of the policy breach, the frequency and the severity of the problems that are created as a result, a householder could be subject to 'Stage 1' actions after one single occurrence of non-compliance.

- **Stage Two:** Having received advice on policy/procedural matters in accordance with Stage 1, the matter will be escalated to the Council's Environmental, Education and Enforcement Service who will issue a formal notice to the householder under Section 46 of the Environmental Protection Act 1990. The notice will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.
- **Stage Three:** A further breach of policy/procedural requirements following issue of a Section 46 Notice may result in the householder being issued with a Warning Letter.
- **Stage Four:** A further breach of the Section 46 notice will lead to a notice of intention to serve a Fixed Penalty Notice on the next occasion of non-compliance.
- **Stage Five:** A Fixed Penalty Notice will be issued.

Animal Waste in Recycling Bins

Pet bedding such as wood chippings, sawdust and straw/hay from rabbits and guinea pigs (which can be soiled) can be placed in the green bin for composting.

Cat litter or other inorganic granular products must be placed in the grey bin for residual waste. Dog faeces and cat litter is also collected as part of the grey bin residual waste collection and must not be placed in the recycling (green, burgundy or beige) bins. The following conditions apply to the collection of waste from domestic pets in the grey bin for residual waste:

- It is securely contained in a bin sack or pet faeces bag and then placed in the grey bin;
- No additional capacity will be provided for waste from domestic pets; and
- The quantity of waste will be limited by the weight of the bin, i.e. if it is overfilled with heavy waste (cat litter especially), then no collection will be made (See Policy below).

In the event that householders do not comply with the conditions set out above, the following process will apply:

- The bin will not be emptied, and the householder will be advised of the details of the non-compliance as well as what action/behaviour the Council requires of them. This will be provided in the form of a tag attached to the handle of the bin.
- The householder will be required to remove the offending material from the bin and present it back on the kerbside (or alternative agreed collection point) on the next scheduled collection day. The Council will not return to complete an interim collection in these circumstances.
- Householders may also dispose of their waste at their local Household Waste and Recycling Centre. Location details can be found on [our website](#).

Policy 6: Closed Bin-lid and No Side Waste and Overfilled Bins

6.1 Summary

The Council will only collect household waste that is fully contained within the wheeled bins provided by the Council and which has been presented for collection by householders with the bin lid closed. Furthermore, waste presented alongside the wheeled bins, either on the lid or next to the bin (side waste) will not be collected,

6.2 Purpose

The Council needs to reduce the amount of waste being sent to landfill (or processed as residual waste) and increase the amount of waste that can be recycled. Maximising recycling and minimising residual waste enables effective and efficient management of waste disposal costs. Collection of side waste or overfilled bins does not incentivise householders to utilise the recycling service provided by the Council. Furthermore, household waste which has not been contained in the wheeled bins provided by the Council has a negative impact on the quality and appearance of the local environment. It also poses a potential health and safety risk to householders and members of the waste collection staff. As a result, the Council considers household waste not presented for collection inside the wheeled bins as fly tipping.

The reason for the lid to be closed is to manage the same principle of minimising waste quantities, but also helps the teams manage their own health and safety while moving the full bin to the vehicle for loading. If the lid is open, on a windy day it becomes caught in the wind and hits our operatives. Our operatives can sometimes empty up to 1,000 bins per day, which increases the likelihood of this occurrence.

6.3 Service Specification

The Council operates a 'Closed Bin-lid, No Side Waste' policy for the grey, burgundy and green bins. Neatly placed cardboard is allowable, as described in section 1.9 above.

All residual waste and recyclable items must be placed inside the appropriate bin as per the policies contained within this document, with the bin lid closed prior to it being presented at the kerbside on the scheduled day of collection.

Any material placed next to any grey, burgundy or green bin will not be collected. This waste will be left in-situ and the householder will be advised via a tag attached to the handle of the bin. The householder will be required to dispose of this excess waste via the Household Waste Recycling Centres or to contain this waste within their property boundary in preparation for their next scheduled collection. An illustration of the tag is below:



Excess waste or recycling material placed on top of any bin or waste presented inside the bin that does not allow the lid to be closed does not enable the team to empty the bin. The householder will be required to dispose of this 'excess' waste via the Household Waste Recycling Centres or to contain this waste within their property boundary in preparation for their next scheduled collection.

In any of the above circumstances, the Council will not return to complete an interim collection. On the next scheduled collection day, the resident must ensure the bin lid is closed and there is no side waste present.

The only exemption to the policy occurs when the normal bin collection of household waste is delayed due to exceptional circumstances, such as ongoing severe weather conditions. The Council may suspend the 'Closed Bin-lid, No Side Waste' policy to allow for collection of excess waste. In such circumstances, the Council will communicate the specific arrangements via its website www.bolton.gov.uk and the local media.

Householders presenting overfilled wheeled bins with the lids open

Where a grey wheeled bin is presented for collection with the lid not fully closed or where waste is presented on top of the bin, the Council will implement the following procedure:

- **Stage One:** Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of a tag attached to the handle of the bin, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer. An illustration of the tag is shown above.
- **Stage Two:** Having received advice on policy/procedural matters in accordance with Stage 1, the matter will be escalated to the Council's Environmental Education and Enforcement Service who will issue a formal notice to the householder under Section 46 of the Environmental Protection Act 1990. The notice will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.

- **Stage Three:** A further breach of policy/procedural requirements following issue of a Section 46 Notice may result in the householder being issued with a warning letter.
- **Stage Four:** A further breach of the Section 46 notice will lead to a notice of intention to serve a Fixed Penalty Notice on the next occasion of non-compliance.
- **Stage Five:** A Fixed Penalty Notice will be issued.

Presentation of Side Waste Alongside a Wheeled Bin(s)

Where additional waste is presented for collection alongside a wheeled bin, the Council will implement the following procedure:

- **Stage One:** Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of a tag attached to the handle of the bin, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer.
- **Stage Two:** Having received advice on policy/procedural matters in accordance with Stage 1, the matter will be escalated to the Council's Environmental Education and Enforcement Service who will issue a formal notice to the householder under Section 46 of the Environmental Protection Act 1990. The notice will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.
- **Stage Three:** A further breach of policy/procedural requirements following issue of a Section 46 Notice may result in the householder being issued with a Fixed Penalty Notice (FPN) on the next occasion of non-compliance.

Overweight Bins

- Where the waste collection team cannot safely empty wheeled bins then they will be left unemptied and a tag will be attached to the handle of the bin informing the resident of the issue and what they need to do. In these circumstances the responsible householder will be required to remove sufficient material from the bin in order that it can be safely emptied on the next scheduled collection. The Council will not return to empty the bin or collect the bin before the next scheduled day of collection. An illustration of the tag is shown at the top of this policy section.

Policy 7: Additional Bin Capacity for Household Waste Collection

7.1 Summary

The waste collection service offered by the Council provides householders with the necessary capacity to manage the vast majority of their waste. However, where householders feel that they do not have sufficient capacity, and they meet the criteria set out in this policy, they can make a request to the Council for an additional grey bin for residual waste.

The Council will also consider requests from householders for an additional beige paper & cardboard recycling bin. A householder can refer to our [bin audit website](#) for further information.

The Council does not however provide additional green bins for food and garden materials or additional burgundy bins for dry recycling, but will exchange a smaller 140 litre bin for a standard 240 litre bin.

7.2 Purpose

The Council needs to encourage householders to fully utilise their recycling service and so reduce the amount of waste being sent to landfill (or processed as residual waste) and to increase the amount of waste being recycled, thereby reducing disposal costs. By allowing householders to have unlimited access to additional grey bin capacity, the Council would not be providing the necessary incentive to recycle.

In addition, the service has limited numbers of vehicles and staffing resources. If it were to allow unlimited numbers of bins, it would take our teams much longer to complete the day's work, and the service would therefore need to restructure the bin collection rounds with more vehicles and staff, which is not affordable.

The Council will therefore work with the household to make sure that every reasonable effort to divert recyclables out of the residual waste stream has been made, and that extra non-recyclable waste is being generated on a regular basis. There are some helpful tips on [our website](#) informing residents on how they can make the most of the space in their bins.

7.3 Further Information

Householders can request an additional bin by completing the relevant web form on our [website](#). Alternatively residents can contact the Environmental Helpline, Tel. 01204 336632.

Requests for additional residual waste (grey) bins will be accepted from households with six or more permanent residents or those generating large quantities of non-hazardous medical waste on the property.

In such circumstances the householder will be required to submit an application on line (<https://www.bolton.gov.uk/rubbish-recycling/waste-audit-request>) or contact the Council on 01204 336632. Applications will be assessed by the Council and will require the householder to undergo a household waste and recycling bin audit with a Council officer.

The following considerations will apply when assessing all applications:

- Householders will be encouraged in the first instance to accept a second recycling bin before an additional grey bin is issued - the Council is keen to ensure that every effort is being made to divert recyclables out of the residual waste stream.
- In the event that this is not suitable, the existing 140 litre grey bin may be exchanged for a larger 240 litre grey bin. A delivery and administration charge will be applied in this case and the current rates are noted on our website. Alternatively, the Council may opt to provide a 140 litre additional grey bin to households with six or more Householders upon successful application. The full delivery and administration charge will be applied in this case as well.
- All such approvals will be reviewed after two years of commencement.
- Householders will be required to notify the Council of any changes in their circumstances.
- If a resident(s) moves house, they will be required to inform the Council so that the additional bins can be retrieved.

Any additional bin capacity agreed will be subject to a delivery and administration charge – current rates are provided on our website. The bin will remain the property of the council. The additional capacity will initially be agreed for a period two years when it will then be reassessed. Additional capacity will be removed by the Council should the householder:

- Not be recycling their waste effectively.
- Be using the additional bin inappropriately.
- Be found to have obtained the additional bin under false circumstances.
- Has changed circumstances affecting their entitlement to additional capacity since the bin was issued.

Policy 8: Assisted Waste Collections

8.1 Summary

The Council currently offers assisted waste collections to householders who are infirm or who cannot put their waste out on the scheduled day of collection due to illness or disability. This means that the waste and recycling collection teams will retrieve bins from the qualifying householder's property and return them following emptying.

This service is free of charge and eligibility is based on genuine need and subject to there being no other able bodied person at the property or family member, neighbour or friend, who can place the bins out for collection. Householders will be required to make an application to the Council for this service.

8.2 Purpose

The Council must offer all households a waste and recycling collection service. However, the Council's household waste and recycling collection policies stipulate that wheeled bins must be presented for emptying at kerbside or at a designated collection point.

In order to support householders who are unable to present their waste for collection in this way, the Council has put in place an assisted waste collection service ([Assisted bin collection – Bolton Council](#)).

8.3 Further Information

The Council defines an assisted waste collection as the collection of a Council owned and operated bins (in accordance with the policies within this document) by the waste collection teams from an agreed collection point within the curtilage of the householder's property and to return the empty bins to the same place (i.e. near a household doorway). The agreed collection point should be freely accessible without the engagement of the householder, generally be visible to the waste collection team from the kerbside and as close to the highway as is practically possible.

In agreeing the designated collection point, due consideration will be given by the Council to health and safety risks associated with access onto the property.

It is important to note that other Council household waste collection policies will apply to assisted collections e.g. the 'Closed Bin Lid, No Side Waste' policy etc.

Who Qualifies for an Assisted Collection Service?

To qualify for the assisted collection service a householder must have:

- A mobility problem.
- A disability that prevents them presenting their bins at the appropriate collection point.
- No other able-bodied person at the property or family member, neighbour or friend, who can place the bins out for collection on their behalf.

Householders can request an assisted collection service application form, which must be completed in full, by submitting an application on line (<https://www.bolton.gov.uk/rubbish-recycling/assisted-bin-collection>) or by contacting the Council on 01204 336632. On receipt of the completed application form, and subject to approval, the householder will be added to the assisted waste collection schedule within four weeks.

It is the resident's responsibility to ensure easy access to the agreed collection point. Where collection crews are unable to access the bins from the agreed collection point (i.e. due to locked gates, parked cars etc.) residents will need to wait until the next scheduled collection for their bin(s) to be emptied. The Council will not return to complete an interim collection in these circumstances.

Refusal of Application for an Assisted Service Collection

The Council will assess each application on an individual basis and reserves the right to decline to offer this service if:

- The application does not meet any of the qualification criteria.
- The offer of an assisted collection results in significant operational difficulties or unreasonable expense for the Council in implementing the service to the household.
- An assisted collection cannot be provided because the applicant cohabits with someone who is physically capable of presenting and retrieving the bin from the kerbside, has a family member or carer living within (or regularly visiting) the household or a neighbour who is willing and capable of performing this function on their behalf.

Householders who are Currently Receiving the Assisted Collection Service

The assisted waste collection service will be reviewed periodically to ensure that registered households still qualify for this assistance. In such circumstances the householder will be required to re-register, in accordance with the instructions provided at that time.

When the Council rejects an application for inclusion on the assisted collection service, the applicant will be provided with an explanation for the refusal and advised on the process of appeal.

If at any time the Council has reason to believe that a recipient of the assistant collected service no longer meets the criteria, an application form will be reissued along with a request for further information.

Policy 9: Bulky Household Waste Collections

9.1 Summary

The Council makes special provision for the collection of bulky household waste items that cannot be contained within the wheeled bins/receptacles provided by the Council.

The charge for this service is publicised on the Council's website and is reviewed annually (<https://www.bolton.gov.uk/rubbish-recycling/bulky-item-collections>).

9.2 Purpose

The Council has a duty to provide a collection service for bulky household waste and this service can be chargeable.

9.3 Further Information

The Council defines bulky household waste as:

- Any article of waste which exceeds 25 kilograms in weight.
- Any article of waste which does not fit, or cannot be fitted into a collection receptacle for household waste provided in accordance with section 46 of the Environmental Protection Act 1990; or where no such receptacle is provided, a cylindrical container 750 millimetres in diameter and 1 metre in length.

The Collection of Bulky Items

The Council currently offers a bulky household waste collection service for items of waste that are too large or heavy to be disposed of via the kerbside collection service.

The maximum limit collected applies to all items. For example, and for the avoidance of doubt, a 3 piece suite i.e. a sofa and 2 chairs, is defined as 3 separate items. A mattress, a bed base and a head board are also defined as 3 separate items.

The following conditions apply to the bulky household waste collection service:

1. Only those items specified for collection when the request is made to the Council will be collected.
2. Payment of the relevant charge must be made prior to the collection - to arrange and pay for a collection, call the Environmental Services Helpline on: 01204 336632 or visit the One Stop Shop.
3. Items will be collected from within the curtilage of the householder's property and must not be placed on the highway.
4. If a collection is not made on the specified day due to unforeseen operational circumstances, a member of the collection team will endeavour to contact the resident and rearrange the collection. The rearranged collection will be made at the first available opportunity.

5. The cancellation of a Bulky Household Waste collection request must be made no later than 24 hours prior to the agreed collection date. Where a cancellation is made within less than 24 hours before a collection is due, the resident may still be charged.
6. In the event that a resident does not present their bulky household waste items for collection on the agreed collection date a refund will not be made.
7. Where a collection is rearranged due to a resident not presenting the items on the specified date, a further charge will be applicable.
8. Where a cancellation is made as a result of the Council's failure to collect on the agreed day, a full refund will be provided.

Further information regarding the charge for this service, bulky household waste items that can be presented for collection, booking requirements and the specific arrangements for collection are available via the Council's web site (<https://www.bolton.gov.uk/rubbish-recycling/bulky-item-collections>) or by contacting the Council's Environmental Services Helpline on Tel: 01204 336632.

Policy 10: Clinical and Hazardous Household Waste

10.1 Purpose

The purpose of this policy is to set out the arrangements for safe disposal of clinical waste and hazardous waste generated from domestic households.

10.2 Summary

The majority of “clinical” waste generated from domestic premises may be classed as offensive waste e.g. incontinence pads. This can be safely disposed of in the residual (grey) bin, provided the waste is double wrapped in plastic.

In the case of higher-risk clinical wastes (e.g. sharps/needle sticks, feeding tubes/equipment and infected waste) that have arisen due to medical treatment in the home, householders should seek disposal advice from their local health visitor, Primary Care Trust or General Practitioner (GP).

The Council does not provide routine collections of hazardous household wastes e.g. solvent based paints, solvents and garden chemicals, weed-killers and insecticides. These wastes can generally be disposed of at your local Household Waste Recycling Centre. Further information is available via [Recycle for Greater Manchester | Your A-Z guide to waste and recycling : Recycle for Greater Manchester](#).

10.3 Further Information

The Council does not provide a clinical waste collection service.

Residents are encouraged to contact their GP and or hospital specialist to arrange for clinical waste removal.

Policy 11: Newly Built Domestic Properties

11.1 Summary

In planning, designing and constructing new residential properties and housing estates, due consideration must be given to the provision of waste and recycling facilities along with appropriate access arrangements to ensure that residents of the borough receive an efficient, reliable and customer focussed waste collection service.

This policy is intended to assist those involved in the design and management of buildings to produce appropriate waste management strategies that best facilitate the storage of waste and maximise recycling opportunities. Key requirements include:

- a) The design and layout of any residential development to allow for adequate storage of household waste and recycling.
- b) The provision of a convenient collection point(s).
- c) The provision of unobstructed access to the site for waste and recycling collection vehicles.
- d) The provision of an unobstructed and safe working area for the waste and recycling collection teams to retrieve/empty the bins/receptacles.

11.2 Purpose

The Council aims to provide an efficient and effective waste and recycling service to all households and consideration needs to be given at the design stage to separation of waste and recyclable material by householders, storage for waste and recycling bins/receptacles and unobstructed access to the property/development for collection of household waste.

11.3 Further information

Advice to Housing Developers

The Council will provide pre-application advice to developers, prior to them seeking planning consent/building regulation approval, regarding the provision of waste and recycling facilities. It is the developer's responsibility to seek this advice and the council cannot be held liable for any adaptations that may be required should this advice not be sought prior to applying for planning consent. The Council will provide advice in respect of household waste storage and collection including:

- Access to the development.
- Waste collection vehicle turning circle requirements.
- Road surface considerations.
- Appropriate collection points for wheeled bins which are accessible by the waste collection crews.
- Adequate storage areas for wheeled bins/communal receptacles for residual and recyclable waste.
- The number of wheeled bins/receptacles required for the development size and type.

Occupation of New Homes

The Council requires at least four weeks' notice of the occupation of any new property in order to make arrangements for the collection of waste and recycling. The developer is therefore required to contact the Council via email on wasteandrecycling@bolton.gov.uk to discuss the specific needs of their development.

Where a development is still under construction and the highway has not yet been adopted but householders move into their new home, a risk assessment will be carried out by the Council's Waste Management Service to establish whether it is safe to enter the site and make collections.

Where access to the site is deemed unacceptable due to a health and safety risk (or risk of damage to the waste collection vehicle) the Council will work with the developer to agree a temporary communal collection point which will also be subject to risk assessment. It will be the responsibility of the developer to inform householders of the temporary arrangement and to offer appropriate support in moving the bins to/from the agreed collection point. Further information in relation to waste and recycling collections for properties not suitable for wheeled bins is also provided in Policy 2 above.

The Council's website includes a facility to 'find your collection day' and download your waste collection calendar however it is important to note that the collection day finder may not include new properties until the entire development has been completed and a standard waste collection service can be introduced. Further information is available on the Council's website (<https://www.bolton.gov.uk/next-bin-collection>).

The delivery of bins to a new property will trigger the waste and recycling collection service noting the above requirement in relation to provision of satisfactory risk assessment for partially completed developments and the application of a charge for new waste and recycling bins.

Policy 12: Residential Properties used for Business

12.1 Summary

The Council will not collect waste through its household waste collection service that it believes has been generated by a business operating from a residential property.

12.2 Purpose

Waste produced in the course of any activity for gain or reward, whether on business or domestic premises, while self-employed or working for others is classed as commercial waste.

Businesses are legally obliged to store their waste securely and to dispose of it responsibly using a registered commercial waste carrier.

12.3 Further information

Waste from any part of residential premises which is used for the purposes of a trade or business is classed as commercial waste. This cannot be collected with household waste.

Where a business operates from a residential property (e.g. childminder) and waste from the business is found within the household bin, the bin will not be collected and the Council may take enforcement action against the occupant that is operating the business. Childminders can prevent waste generation by bagging-up the children's waste and sending this home with the parents of the children. In the case of nappies, the Council recommends the use of real nappies (www.goreal.org.uk), which can save money and help the environment.

Further information regarding responsibilities for disposal of business waste is available at <https://www.gov.uk/managing-your-waste-an-overview>.

Bolton Council does offer a commercial waste collection service. The team would be more than happy to discuss your requirements and to do this please contact 01204 336644 or email wasteandrecycling@bolton.gov.uk. Commercial waste is also accepted at the Greater Manchester Household Waste and Recycling Centres. Further information can be obtained by visiting [Recycle for Greater Manchester | Helping Greater Manchester to recycle right, recycle more and waste less. : Recycle for Greater Manchester](#).

Policy 13: Landlord and Tenant Responsibilities

13.1 Summary

Most tenant and landlord relationships proceed without incident, but occasionally disputes occur. Being aware of the rights and responsibilities of all parties could help to reduce them. Landlords have some responsibility for their tenants' behaviour and must notify tenants of the waste and recycling collection arrangements at their property.

13.2 Purpose

Some landlords, tenants and householders don't realise that they have a legal duty for the rubbish that they produce; how it's put out for collection and how they dispose of extra or bulky items themselves. Any landlord renting out a property will want it looked after, and that includes ensuring all tenants know how to properly dispose of their waste whilst occupying the property.

Understanding the arrangements for waste collection are not always a new tenant's priority and this can result in problems. There can also be problems at the end of a tenancy, when waste is discarded or placed in the incorrect receptacle(s), leaving a problem for the new tenant.

Properties that are let, residentially or commercially, are considered a business and therefore any waste produced as a result of this business activity is classed as commercial waste.

Landlords renting property have legal obligations which include a duty of care to ensure that all waste arising from lettings is disposed of legally. Failure to comply is an offence and could lead to prosecution.

13.3 Further information

Duty as a Landlord to Provide Waste Collection Facilities

Landlords must by law ensure that a rented property is healthy and safe to live in; for houses in multiple occupation, this includes ensuring that there are sufficient facilities to contain and dispose of waste, both inside and outside the property (Management of Houses in Multiple Occupation Regulations 2006). Landlords are expected to inform their tenants of the collection arrangements for waste and recycling.

This can be achieved by:

- Making tenants aware that it is their responsibility for storing and setting out their bins in line with the Council's Waste and Recycling Collection policies - this is particularly important where communal collection and storage points are in operation.
- Informing tenants of their responsibility for the safe and secure storage of the wheeled bins and that the Council charges for replacement bins (unless they are damaged or lost by the Council).
- Informing tenants that they can visit the Council's website to find their collection day (<https://www.bolton.gov.uk/next-bin-collection>).
- Informing the tenant where they can go for help if they have a problem with their waste and recycling.

- Informing the tenant of what they can do to dispose of bulky household waste items.

The Council also expects landlords to ensure that the property has the correct set of bins as identified in Policy 1 at the commencement of each new tenancy. It is strongly advised that the bins are listed on the property's inventory as the Council will charge householders for replacement bins. The cost of replacing missing bins at the end of the tenancy can then be recouped from the bond without the new householder incurring this cost when they move in.

Tenants' Duties to Put Waste Out for Collection

Tenants are required to present their waste for collection in the manner specified by the Council (and landlord), and using the bins provided by the Council in accordance with its Waste and Recycling Collection Policy.

The Council can help landlords by serving a legal notice to tenants under s46 of the Environmental Protection Act 1990 which will outline what tenants must do with their waste.

Waste Produced from Maintenance Work on the Property

Any waste produced from the maintenance of the property, including construction and demolition waste, garden waste where this is produced by a contractor, furniture from furnished properties, and bulky items for disposal on change of tenancy, will not be collected free of charge by the Council.

This is classed as business waste and must:

- Be disposed of by a registered waste carrier; or
- In the case of eligible bulky items, disposed of via the Council's bulky household waste collection service, for which there is a charge.

Commercial waste is also accepted at the Greater Manchester Household Waste and Recycling Centres.

Further information can be obtained by visting [Recycle for Greater Manchester](#).

Policy 14: Charging for Services (Annual Fees and Charges)

14.1 Summary

The Controlled Waste (England and Wales) Regulations 2012 allow the Council to charge for the collection and/or disposal of certain types of household waste.

14.2 Purpose

As the Council is committed to deliver efficient services for residents, we will often review options to charge for non-household waste services where allowable under legislation. This is separate from the issue of charging for wheeled bins which is dealt with at Policy 3 above.

14.3 Further Information

For further details of waste for which collection and disposal charges can be applied, refer to [The Controlled Waste \(England and Wales\) Regulations 2012 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

For further information on the full range of fees and charges across all Council services for the coming year on the Council website within [Rubbish and Recycling pages](#) pages.

14.4 Educational Establishments, Charities and Places of Worship

Educational and Charitable Establishments:

Under The Controlled Waste (England and Wales) Regulations 2012, educational establishments and charitable organisations are classed as properties for which a charge for collection (and in certain cases for disposal) can be made.

These properties may be treated similar to domestic properties and may be offered both residual waste and recycling collections through the provision of the most suitable receptacles for the particular property (following an assessment of requirements).

Educational establishments, and premises used mainly for public meetings, however, produce "chargeable household waste". The Council at its discretion may charge for collecting waste from these premises as legislation allows.

Places of Worship:

For places of worship, residual recycling can be collected free-of-charge if they are exempt from local non-domestic rating under the Local Government Finance Act 1988 - this covers most churches, and other places of worship. This free provision is equivalent to the normal domestic provision for each household as

described in Policy 1 above, in terms of the size of bin allocated to each material, and the collection frequency. Anything in excess of the normal allocation per household is chargeable. Collection charges may apply for certain types of waste e.g. bulky waste items and waste from a church hall used wholly or mainly for public meetings and/or available for hire. The Council may charge for collecting waste from these premises as legislation allows. To avoid collection charges, any non-chargeable waste must therefore be kept separate from chargeable waste.

Revision Table

August 2024

Policy Number	Revision Summary
1	<ul style="list-style-type: none">• Duplication removed of accepted and prohibited items for each bin. All bin descriptions refer to tables 2 and 3.• Beige bin collection frequency changed from 2-weekly to 4-weekly.• Beige bin: Detail added to enable resident application for a second beige bin or occasional presentation of excess cardboard.
Throughout Policy Document	<ul style="list-style-type: none">• References to improved website information.• References to any new web forms for residents (eg. missed bin reporting)• Tables and images improved.• Amended language to improve clarity for residents.
4.3	Missed Collections <ul style="list-style-type: none">• References to '48 hours' changed to '2 working days' to reflect Monday to Friday working.