

Alternate Weekly Rubbish and Recycling Collections

FAQs

What are alternate weekly collections?

Alternate weekly collections mean you will still receive a weekly collection of your waste; however, the bins will be collected on alternate weeks.

For example: One week, your general rubbish bin (grey lid) will be collected; the next week your recycling (blue lid) will be collected, and so on.

Food Recycling (brown bin) is collected every week.

If you are a paid for garden waste customer, your green bin collections will continue the same week as before, every fortnight.

To find out your collection weeks and day please visit

<https://new.enfield.gov.uk/services/rubbish-and-recycling/rubbish-and-recycling-collections-lookup/>

Will my collection day change?

No – collection days are remaining the same; only the weeks in which bins are collected are changing.

To check your collection day and week, please visit

<https://new.enfield.gov.uk/services/rubbish-and-recycling/rubbish-and-recycling-collections-lookup/>

What happens if my bins are missed?

The process remains the same. If your bin is missed on your day of collection, it can be reported online at <https://new.enfield.gov.uk/services/rubbish-and-recycling/report-a-missed-collection/>

You can report a missed collection if your rubbish, recycling, food or paid for garden waste hasn't been picked up by 4pm on your collection day. Bins are picked up at different times by different vehicles throughout the day.

We will not collect your bin or sack if:

- it contains the wrong items (there will be a sticker to show this)
- it is not put out for collection by 6:30am
- it is put out in an area that is difficult to get to
- it is too heavy (there will be a hanger to show this)
- We will not collect items placed by the side of your general rubbish bin or an overflowing rubbish bin or sack.

You must report a missed collection within 24 hours of your collection day so we can investigate. If your bins were put out correctly, we will revisit your address within 5 working days.

What happens if I put my bins out on the wrong week?

If you put your bin out on the wrong week it will **not** be collected. A hanger on your bin will inform you that you have put out the wrong bin. Please return the bin to within your property and place it out for collection on the correct week.

My bins are full, what can I do to reduce my waste?

The weekly collection of food recycling will save space in the general rubbish bin. To make the most of the space in your blue lidded recycling bin make sure you fold, squash and flatten items such as plastic bottles, drinks cans, cardboard boxes and cartons.

You can now leave flattened cardboard boxes for collection alongside your blue lidded recycling bin on collection day.

Alternatively, you can visit Barrowell Green Reuse and Recycling Centre, Winchmore Hill to recycle/dispose of additional rubbish.

More information can be found at <https://new.enfield.gov.uk/services/rubbish-and-recycling/recycling-banks/#2>

Do not leave any excess bags of rubbish on the pavement – this is dumping and can result in you being fined.

Further information can be found at www.enfield.gov.uk/bins.

People are putting their rubbish in my bins, what can I do?

To prevent misuse of your bins, please ensure they are stored away from the pavement, ideally within your property boundary, outside of your collection day. Your bins should be presented on the morning of your scheduled collection; collections begin from 6:30am.

Can I apply for a larger rubbish bin?

The 140 litre rubbish bins are standard. You can apply for a larger 240 litre rubbish bin.

The criteria are as follows:

Option 1 - A large family of five or more

Option 2 - Two or more children in nappies

Option 3 - Medical or incontinence waste

You can apply online at www.enfield.gov.uk/bins. Your application will be reviewed within four weeks; assessment and delivery of the bin may take a further four weeks. It is advisable to take steps to reduce your waste in the first instance.

Tips on how to reduce your waste can be found on www.enfield.gov.uk/bins.

You will **not** be eligible for a larger bin if you have pets, regular visitors or child mind.

Do I have to pay for my larger rubbish bin?

No, during the service change in Spring 2020 any larger rubbish bin upgrades are free of charge if the eligibility and assessment criteria are met. After this time the standard new or replacement bin charge will apply. Further information can be found at <https://new.enfield.gov.uk/services/rubbish-and-recycling/rubbish-and-recycling-collections/#2>.

What is entailed in a waste assessment?

For a free upgrade from a 140 to a 240-litre rubbish bin, residents requesting an upgrade for large families or with two or more children in nappies, will require an assessment.

For families with two or more children in nappies evidence such as birth certificates will be requested at assessment. These are not to be sent in but will be checked during the visit.

The assessment will take place the day before your scheduled collection and officers will be looking to ensure you are using all bins correctly, including food waste.

Residents will be contacted by email or in writing prior to their assessment as bins will need to be made available. If you are not available, a calling card will be left which will contain further information on the visit including whether an upgrade will be actioned.

When will my bin be upgraded to a larger bin?

All applications will be reviewed within four weeks. Assessment and delivery of the bin may take a further four weeks. Please take steps to reduce your waste in the first instance.

We will be in contact to advise on your application process once reviewed.

Bins may be removed in the first instance, with a delivery of a 240-litre bin later in the day.

What happens if I do not pass the waste assessment?

If unsuccessful, you will be given information on reducing your waste and how to recycle correctly in addition to ways to contact the team directly to discuss the outcome further.

You can leave a voice message for the team and they will return your call within 48 hours. Details will be given on correspondence sent as part of your assessment.

Information of how to reduce waste can be found at www.enfield.gov.uk/bins.

Can I apply for a larger recycling bin?

If you have a smaller 140 litre recycling bin you can request a free upgrade to a 240-litre recycling bin at www.enfield.gov.uk/bins.

When will my recycling bin be upgraded?

All applications will be reviewed with delivery within four weeks. Please take steps to reduce your waste in the first instance.

Bins may be removed in the first instance, with a delivery of a 240-litre bin later in the day.

I have a larger recycling bin, and it is still full every week?

To make the most of the space in your blue lidded recycling bin make sure you fold, squash and flatten items such as plastic bottles, drinks cans, cardboard boxes and cartons.

You can now leave flattened cardboard boxes for collection alongside your blue lidded recycling bin on collection day.

You can also take excess recycling to a variety of locations within Enfield, for further information please visit www.recyclenow.com/local-recycling

What can I recycle in my blue recycling bin?

A full list of what can be recycled can be found at <https://new.enfield.gov.uk/services/rubbish-and-recycling/what-goes-in-your-bin/>

What else can I do to reduce my waste?

Where possible see if you can reduce the use of single use plastic – some simple steps could include:

- Opting for reusable water bottles
- Using paper or metal drinking straws and cutlery
- Where possible, buying groceries and other products with minimal or no plastic packaging

- Shopping with reusable shopping bags instead of buying plastic bags
- Carrying a reusable coffee cup

Enfield Council also promotes the use of real nappies. To encourage reusable nappies to parents in the borough with a baby under 18 months, or parents-to-be, a £54.15 voucher will be offered. <https://www.realnappiesforlondon.org.uk/voucher-participating-boroughs/enfield/>

Your bins should not be used for one off, large items. These can be taken to Barrowell Green Reuse and Recycling Centre, Winchmore Hill.

Reusing and recycling helps protect the environment by reducing the need to extract, refine and process raw materials, which creates a lot of air and water pollution. It also saves energy and reduces greenhouse gas emissions, to help tackle climate change.

You can reduce the amount of food waste produced by shopping smarter, cooking less and using up leftovers. Further information can be found at www.enfield.gov.uk/bins.

People are leaving their rubbish on the street, what can I do?

If you witness dumping on the pavement, this should be reported to the Council; you can do this at <https://new.enfield.gov.uk/services/rubbish-and-recycling/fly-tipping-and-litter/>