

Waste Collection

Frequently Asked Questions

Refuse Collection

What time are the dustmen supposed to start/ finish?

The earliest time the crew can start collecting is 6:30am. The crews operate on a basis of "task and finish" so their finishing times will vary from day to day depending on the size of the round etc.

Why can I not go on the recycling scheme?

The only areas that are not on the recycling scheme are high-rise flats; this is due to storage and contamination problems. However we are always looking at suggestions and ideas to solve this problem.

Why do I have to have green boxes instead of a green wheelie bin?

Dependent upon your area you may have either a twin bin method or a bag & box collection. This is based on access i.e. steps and storage space available at your home.

How many green boxes am I allowed?

Two.

Are the dustmen supposed to take garden refuse/ leaves/ small items (cardboard boxes etc.) with my weekly rubbish?

If you have a twin bin system you may at this time place garden waste (grass/hedge cuttings - no earth/stone) in the brown bin. However you must ensure that the wheel bin is not overloaded or too heavy as this will result in the crew having to leave it.

If you are on the bag and box collection you may at this time place out two bags of garden waste, but please make sure they are in good sound black bags to avoid splitting during collection. Cardboard boxes can be recycled however your assistance in flat packing these and where possible placing them in the green wheel bin. It is important to note that the wheelie bin system is designed so that all waste must be contained in the unit as no side waste will be taken.

With the green box we appreciate that space is limited. If you are unable to get the flat boxes in to the box please place flat packed beside the unit as this will assist with collection. Where possible please ensure that the cardboard is kept dry if you are unable to place it in your green box.

The domestic collection is principally for kitchen waste and therefore small household items are not intended for this service if you are in doubt please call contact the Cleansing team, it may be that the items you have can be collected by our bulky waste service teams.

Why does my domestic collection get collected from the front of my property when the recycling collection gets collected from the rear? (or vice versa).

The collection of domestic waste from lanes has always been a problem we encounter, from blocked access due to parked cars and skips etc.

Added to this domestic waste in these areas gets placed out far in advance of the collection day. In some areas the only way to correct this has been to change the collection from rear to front,

this has been done after notification to householders of the problems and after all other avenues to correct the problem have failed.

When we introduced the green box in order to ensure that these were correctly placed out for collection we instructed that the collection would be from the front of your home. This allowed residents in most lane areas to place the box just inside on view at the front of their home. If these were in the lane along with the domestic refuse, which is collected on the same day further collection problems, would occur not least the further restricted access during the collection process.

What is the best type of black bag to use when storing my domestic refuse?

The best type of black bag to use when storing your domestic refuse are those marked as heavy duty refuse sacks. You can purchase cheaper versions but these do lead to problems during collection as they split open.

With all bags care should be taken not to overfill them. We appreciate your co-operation also in ensuring that no glass gets placed in bags as this can cause accidents to the collection staff if they get broken. So if you have bottles, or jars consider taking them to the recycling banks at your local supermarket in this way you are also assisting to a greater extent the recycling programme.

Are the dustmen supposed to clear up any spilt refuse after the collection?

Yes, spillages caused by the collection staff are to be cleared by them, they do carry a brush on the vehicle.

What they are not responsible for are bags, which have been split before they get to the collection. This does happen in lanes. Unfortunately there are persons who are going ahead of our crews splitting open your refuse sacks looking for items of value or even your credit card slips so be aware do not assist them by placing your refuse out too early. Any split bags are moved either that day or the following day by the street sweeping section. However please note this service is not there to clear away mess which can be avoided with a little more care when choosing your refuse bag purchase, or for the removal of other items you have considered are of a domestic kitchen waste nature, when they are not.

Why can't I ring directly to an operational depot?

All complaints and requests for service are now routed through the Waste Enquiry Line to enable the Department to more effectively monitor the performance of the services provided. The agents will arrange for an operational manager to contact the caller direct, should they require it.

Contact Details

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