Knowsley Council

Waste and Recycling Collection Policies

| Version: | 1 |
| Approved by: | Director of Neighbourhood Delivery in consultation with the Cabinet Member for Neighbourhood Delivery |
| Date formally approved: | 7th August 2013 |
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| Name of responsible directorate: | Neighbourhood Delivery |
| Review date: | April 2014 |
| Target audience: | All households in Knowsley |
Title: Waste and Recycling Collection Policies

Publication Date: 7th August 2013

Document Type: Policy

Version Number: 1

Brief Summary:
The Waste and Recycling Collection Policies have been formulated to clearly set out the services that the Council will provide to manage Knowsley’s household waste in a safe and cost effective way that encourages waste minimisation and recycling. The policies also establish the positive behaviours that the Council expects residents to display in order that their waste is collected and recycled in a regular and efficient manner without detrimental impact to their neighbourhood’s local environmental quality. The policies also explain the steps the Council will take should residents fail to demonstrate such action.

This policy document is underpinned by provisions detailed in the Environmental Protection Act 1990 (EPA 1990) that relate to the Council’s role as a Waste Collection Authority.
### SUPERSEDES

**Supersedes:**

**Description of Amendments:**

### POLICY DEPENDENCIES

**Link to other Council documents:**

**Link to Council Strategic Outcomes:**
- Safe, attractive, sustainable neighbourhoods.
- Quality infrastructure and environment.

**Link to Council Pledges:**
- Not applicable

**Link to The Strategy For Knowsley’s Goals:**
- Improve Knowsley the place

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**KMBC DOCUMENT CONTROL PAGE (2) Continued**

### EQUALITY IMPACT ASSESSMENT

In order to carry out an EIA you should first complete a screening matrix which can be accessed through the Corporate Equality and Diversity Team.

**Screening Matrix Complete:** Yes ☒ No ☐ Date Complete:  
**Manager/Group responsible:** Jon Dyson, Head of Streetscene and Waste Management

**Category:** High ☐ Medium ☐ Low ☐ No relevance ☒

Based on the category indicate the date that a further assessment must take place:

**Initial Assessment is complete:** Yes ☒ No ☐ N/A ☐ Date Complete:  
**Full EIA Process is complete:** Yes ☒ No ☐ N/A ☐ Date Complete:  

### RISK ASSESSMENT

A risk assessment template is available on the Corporate Risk Management intranet site.

**Policy has been risk assessed:** Yes ☒ No ☐  
**Date complete:** 19th June 2013
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Introduction

These policies reflect the Council’s firm intention to provide a timely and reliable waste collection service to Knowsley’s communities in a manner that meets their needs. However, at a time of significant public sector spending cuts the effective provision of these services can only be made if Knowsley’s residents take day to day responsibility for managing their household waste in a considerate, responsible and environmentally sustainable manner.

Therefore, these policies have been formulated to clearly set out the services that the Council will provide to manage Knowsley’s household waste in a safe and cost effective way that encourages waste minimisation and recycling. They also establish the positive behaviours that the Council expects residents to display in order that their waste is collected and recycled in a regular and efficient manner without detrimental impact to their neighbourhood’s local environmental quality; such conduct will be the touchstone of success. The policies also explain the steps the Council will take should residents fail to demonstrate such action.

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, the information provided here is a summary and the relevant sections of the EPA 1990 should be referred to for the precise legislative requirements.

Environmental Protection Act 1990 Section 45
- Places a duty on the Council to arrange for the collection of household waste in Knowsley; and
- Places a duty on the Council to arrange for the collection of commercial waste in Knowsley for which it can levy a charge.

Environmental Protection Act 1990 Section 46
- 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 and waste that is not;
- The Council may also specify the size, construction and maintenance of the receptacles;
- The Council may determine the position that residents place their waste collection receptacles for emptying by the Council and steps to be taken by residents to facilitate the collection of waste from the receptacles;
- A resident 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 residents for the provision of waste receptacles.

It also reflects the following provisions set out in The Controlled Waste (England and Wales) Regulations 2012.

Schedule 1 The Controlled Waste (England and Wales) Regulations 2012
- Definition of waste to be treated as household, industrial and commercial waste; and
- Household waste for which collection and disposal charges may be made.

The Council will comply with the requirements of the Data Protection Act 1998 in the implementation of these policies.
Policy 1: The Council’s Waste and Recycling Collection Services

1.1 Summary

This policy establishes the type of receptacle that the Council will collect household waste from, the types of the waste it will collect from these receptacles and when it will deliver these services.

For the majority of Knowsley’s homes the Council will only collect household waste and recycling materials that residents place in either the Council provided wheeled bin(s) or similar bins, provided by the resident, which meet the BS EN 840 quality standard and are of the relevant colour as defined by the Council.

The Council will only empty wheeled bins that contain the items stipulated for each type of bin as listed in the Knowsley’s Household Waste Recycling and Waste Collection Guide (June 2013). Prohibited items that appear in the wheeled bins will be classed as contamination and therefore the bin may not be emptied by the Council; the resident will need to remove the contaminated material and present the bin, uncontaminated, for emptying on the next scheduled day of collection. Failure to do this may result in the Council taking enforcement action against the responsible resident.

1.2 Purpose

The Council must reduce the amount of household waste being sent to expensive landfill and in so doing contribute towards securing the Liverpool City Region’s 50% recycling target for 2020; further information is provided in the Merseyside Joint Recycling and Waste Management Strategy (Click here). Therefore it is important that Knowsley residents understand how they can recycle their household waste using the Council’s recycling and waste collection services and undertake this activity in a routine and consistent manner.

Residents who place prohibited waste items in their bin(s) significantly impact on Knowsley’s recycling performance as their contamination causes delay to waste collections and leads to higher financial costs to the Council and subsequently residents.

1.3 Further Information

The household waste bins provided by the Council are as follows:

- Table 1 below identifies the type and specification of the Council’s waste receptacles and number provided to each home;
- The maroon bin is for residual domestic waste which is currently sent to landfill for disposal, however from 2016/17 the Merseyside Recycling and Waste Authority’s Resource Recovery Contract will use this waste stream as a fuel to generate heat and electricity;
- The grey wheeled bin is for waste that can be recycled and waste types that can go in this bin are shown in Table 2 below;
- The blue wheeled bin is for green garden waste for composting and waste types that can go in this bin are shown in Table 2 below;
- Table 3 below highlights the waste material prohibited from the Council’s maroon, grey and blue bins;
- All wheeled bins from which the Council collects household waste must be compliant with the BS EN 840 quality standard and those supplied and under the ownership of the Council are marked with the Knowsley Council logo;
Householders are encouraged to neatly mark their waste collection bins with their house number or name so that they can readily recognise them;

- The Council provides standard bins of 240litre capacity, although smaller 140litre capacity bins can be made available as a replacement for the standard sized bin or as an additional capacity for households with six or more occupants; and
- The correct bin must be used by the resident for the right type of waste as identified in the Council’s Recycling and Waste Collection Guide (June 2013)

**Frequency of Waste Collections**

The Council’s household waste collection service is delivered on a two week collection cycle, Monday to Friday, on the following basis:

- Week 1 residual waste (maroon bin);
- Week 2 recycling (grey bin); and
- Blue bins for green garden waste will be collected on the same day as residents maroon or grey bin depending on their address (noting that this service is suspended during the winter months of November to February).

Variations to this service for specific property types are detailed in Policy 9 Waste and Recycling Collections for homes not suitable for wheeled bins (Click here).

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Receptacle Type</th>
<th>Standard Provision</th>
<th>Provision of Extra Receptacles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residual waste</td>
<td>Maroon wheeled bin for households</td>
<td>1 x 240litre bin per home</td>
<td>Additional or larger maroon bins will only be provided in accordance with Policy 6 (Click here)</td>
</tr>
<tr>
<td>Residual waste</td>
<td>Black bin sack for selected maisonettes and flats (see Policy 9) (Click here).</td>
<td>26 sacks per quarter per home</td>
<td>No further sacks will be provided and waste presented in non-Council bags will not be collected</td>
</tr>
<tr>
<td>Recycling</td>
<td>Grey wheeled bin for households</td>
<td>1 x 240litre bin</td>
<td>Additional 140litre or 240litre bins provided on request</td>
</tr>
<tr>
<td>Recycling</td>
<td>Clear sack for selected maisonettes and flats (see Policy 9) (Click here).</td>
<td>26 sacks per quarter per home</td>
<td>Residents are required to provide their own bags for additional and non-regular recycling (see Policy 9) (Click here).</td>
</tr>
<tr>
<td>Green (garden) waste</td>
<td>Blue wheeled bin for households</td>
<td>1 x 240litre or 140litre bin</td>
<td>Additional 140litre or 240litre bins can be provided on request</td>
</tr>
</tbody>
</table>
Table 2: Permitted Material for each of the Council’s Bins

<table>
<thead>
<tr>
<th>Maroon residual waste bin</th>
<th>Grey recycling bin</th>
<th>Blue recycling bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Plastic tubs and pots</td>
<td>• Newspapers and</td>
<td>• Grass cuttings</td>
</tr>
<tr>
<td>• Food waste</td>
<td>magazines</td>
<td>• Leaves</td>
</tr>
<tr>
<td>• Dog faeces and cat litter</td>
<td>Junk mail and flyers</td>
<td>• Flowers and weeds</td>
</tr>
<tr>
<td>• Nappies and sanitary products</td>
<td>Envelopes</td>
<td>• Plants</td>
</tr>
<tr>
<td>• Polystyrene</td>
<td>• Holiday brochures and catalogues</td>
<td>• Hedge and tree clippings</td>
</tr>
<tr>
<td>• Small Broken toys</td>
<td>• Directories, phone books and yellow pages</td>
<td>• Twigs and branches (up to 2.5cm thick)</td>
</tr>
<tr>
<td>• Plastic bags and wrapping</td>
<td>• Cardboard food and cereal boxes</td>
<td>• Shredded paper</td>
</tr>
<tr>
<td>• Juice cartons (Tetra Packs)</td>
<td>• Packaging Card</td>
<td>• Untreated bark and wood chippings used for garden borders</td>
</tr>
<tr>
<td>• Aerosols</td>
<td>• Egg boxes and toilet roll holders (cardboard only)</td>
<td>• Pet bedding e.g. wood chippings, sawdust and straw / hay (this can be soiled)</td>
</tr>
<tr>
<td>• Foil trays and tin foil</td>
<td>• Plastic bottles</td>
<td></td>
</tr>
<tr>
<td>• Any items which cannot be placed in the grey and blue recycling bins unless prohibited in Table 3 below</td>
<td>• Steel and aluminium cans and tins</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Glass bottles and jars</td>
<td></td>
</tr>
</tbody>
</table>

Table 3: Prohibited Material for each of the Council’s Bins

<table>
<thead>
<tr>
<th>Maroon residual waste bin</th>
<th>Grey recycling bin</th>
<th>Blue recycling bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Dry recyclables (that can be accepted in the grey recycling bin)</td>
<td>• Black sacks (with or without recyclable waste in them)</td>
<td>• Black sacks (with or without green waste in them)</td>
</tr>
<tr>
<td>• Green garden waste (that is accepted in the blue recycling bin)</td>
<td>• Carrier bags</td>
<td>• Carrier bags</td>
</tr>
<tr>
<td>• Hot ashes</td>
<td>• Textiles (clothes, bedding, duvets etc)</td>
<td>• Any type of degradable / biodegradable bag/sack (including corn starch bags)</td>
</tr>
<tr>
<td>• Car parts</td>
<td>• Egg boxes (plastic)</td>
<td>• Garden items such as plastic flower pots / trays</td>
</tr>
<tr>
<td>• Builders rubble/soil</td>
<td>• Flower pots, yoghurt pots or cling film</td>
<td>• Any items that should be in the recycling or residual domestic bin</td>
</tr>
<tr>
<td>• Corrosive materials and liquids such as oil and paint</td>
<td>• Food waste</td>
<td>• Soil</td>
</tr>
<tr>
<td>• Fluorescent tubes/low energy light bulbs</td>
<td>• Polystyrene</td>
<td>• Stones / hardcore / rubble</td>
</tr>
<tr>
<td>• Electrical and electronic equipment</td>
<td>• Broken toys</td>
<td>• Food waste</td>
</tr>
<tr>
<td>• Pesticides</td>
<td>• Any other plastics except plastic bottles</td>
<td>• Nappies and sanitary products</td>
</tr>
<tr>
<td>• Large amounts of cooking oil</td>
<td>• Foil trays/barbeque trays and aluminium foil</td>
<td>• Dog faeces and cat litter</td>
</tr>
<tr>
<td></td>
<td>• Dog faeces and cat litter</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Nappies and sanitary products</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Food waste</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Nappies and sanitary products</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dog faeces and cat litter</td>
<td></td>
</tr>
</tbody>
</table>

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Garden waste recycling collections – seasonal variations
Green garden waste collections will take place in Knowsley from February to November each year. Specific start and finish dates will be agreed and communicated to residents in advance of collections ceasing for winter and recommencing for spring. Green garden waste can still be stored in the blue bins during the non-collection winter months in preparation for the collections re-starting again in the spring.

Recycling Real Christmas Trees
Real Christmas trees can be cut to a size that allows them to be placed in the blue bin ready for collection in the spring. The Council may also provide designated community recycling point for trees following the Christmas period and will communicate this information as part of its Christmas waste collection announcements.

Residents also have the option to use the Merseyside Recycling and Waste Authority Household Waste and Recycling Centres as listed on the Council’s website www.knowsley.gov.uk.

Safe and secure storage of organic waste in the maroon bin
Any amenity issues can be managed by taking some common-sense steps:
• Keep the waste containers clean, for example by washing and disinfection when needed;
• Keep moisture in waste containers to a minimum;
• Not shredding or chopping kitchen waste before disposal it is better to put waste into the bin in larger pieces;
• Keep the waste container outdoors and out of direct sunlight where possible;
• Avoid giving shelter opportunities for rodents;
• Keep all waste tightly wrapped or in containers;
• Place newspaper in the base of the waste bin; and
• Ensure that containers holding wastes are kept closed.
Policy 2: Supply, Safe Storage and Replacement of Waste and Recycling Receptacles

2.1 Summary

Residents are responsible for the safe and secure storage of the wheeled bins provided to them by the Council. However it is recognised that if a bin becomes damaged, vandalised, lost or stolen a replacement will be needed.

Replacement grey and blue bins are provided free of charge by the Council and these can be ordered by going to (Click here) or calling the Council’s Environmental Helpline tel. 0151 443 2400.

However, the Council makes a charge for the provision of replacement maroon bins which have been lost, stolen damaged or vandalised. Further information regarding the charge and process for requesting a replacement maroon bin is provided on the Council’s web site (Click here).

A charge will also be applied for the provision of maroon bins to new build properties and those existing properties where no bin is present when a new occupier takes residence; the grey and blue recycling bins will however be provided free of charge.

There are no specified discounts for the maroon bin replacement charge for residents who receive benefits, or are elderly or disabled, or receive an assisted collection.

2.2 Purpose

The rationale for this policy is to ensure that residents take responsibility for the security of their waste receptacles and so minimises the risks of bin theft and associated anti-social behaviour whilst also encouraging the utilisation of the Council’s recycling services.

2.3 Further Information

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. Residents are entrusted to keep and maintain their allocated waste receptacles in a safe and clean condition and are encouraged to neatly label their bin so that it can be identified with their address.

The Council will replace any bins that are damaged whilst carrying out its waste collection operations, excluding any damaged as a result of prohibited waste being placed in the receptacle, as set out below:

- Where a grey, blue or maroon bin has fallen into the back of the waste collection vehicle, the resident must report their missing bin by 4pm on the following working day after the actual day of collection, to be eligible for a free replacement bin;
- Residents should telephone the Council’s Environmental Helpline on 0151 443 2400 or use the following link (Click here); and
- The waste collection crews make a record of any bins that have fallen into the back of the waste collection vehicle in order to validate any claim for a free replacement maroon bin.

Any bins that become faulty through fair wear and tear will be repaired or replaced free of charge by the Council, in the first instance these will be taken from refurbished or re-used stock.

Residents are responsible for replacing any bins that are damaged as a consequence of their misuse or failure to securely store the receptacle. In such circumstance the Council will replace bins.
on behalf of the resident, as a new unit, but a charge will be made as referenced above. Should a household decline to pay for a replacement maroon bin they will be advised that they can purchase their own receptacle but it must be a 140litre or 240litre capacity, of the correct colour and be compliant with the BS EN 840 quality standard. If their bin does not meet these criteria then the Council will not empty it. The bin will only be collected if all other relevant policies are followed.

Where a resident wishes to downsize from a 360litre to a 240litre maroon bin or a 240litre to a 140litre maroon bin, the Council will replace these free of charge recognising the waste minimisation advantages of this request. In the first instance these will be taken from refurbished stock.
Policy 3: Presentation of Waste Receptacles for Emptying

3.1 Summary

The correct presentation of waste receptacles by residents for emptying is essential for the timely and efficient delivery of waste collection service.

The Council will collect one residual (maroon) waste bin per household unless the householder has satisfied the Council’s eligibility criteria for an additional maroon bin (as set out in Policy 6) (Click here). For those homes that the Council has determined as being unsuitable for wheeled bin collection a maximum of four bin sacks may be presented for collection. Additional grey and blue bins will be emptied to support the Council’s recycling objective.

Waste receptacles must be presented by residents at the kerbside outside of their property on their notified day of collection in tidy and considerate manner; and after emptying returned by the resident onto their property by midnight on the day of collection to be stored securely. Residents that fail to follow these steps may be subject to enforcement action by the Council.

Those who receive an Assisted Collection Service as detailed in Policy 7 (Click here) are exempt from this policy.

3.2 Purpose

The Council has committed to providing an efficient and effective waste collection service and this necessitates residents 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, and minimises the risks of bin theft and associated anti-social behaviour.

3.3 Further Information

Presentation of wheeled bins
All bins must be presented by the residents at the kerbside collection by 7.00am on the resident’s notified day of waste collection; this is irrespective of what time the collection crews typically arrive in the area, as collection times can vary.

Residents should not put their bins out for collection any earlier than 6.00pm on the day before their collection day and should ensure that the bins are retrieved by midnight on the day of collection and stored securely on their property.

Once emptied, the Council’s collection teams endeavour to return bins to the kerbside in a manner that does not obstruct the footpath, or where practicably possible, driveways or gates.

In a small number of cases, due to the access or location of a property, it may not be possible for residents to place bins at the kerbside in the front of their property. In these circumstances the Council will agree an alternative collection point with the resident(s).

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. If such an indemnity is not provided, residents will be required to present their wheeled bins at an agreed collection point that can be accessed by the public highway.
Failure to remove bins from the kerbside following emptying
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.

Failure of a resident to remove their bin from the highway is treated as a serious matter by the Council which may result in enforcement action being taken against them as set below:

- Following the first incident that a resident fails to remove their bin from the highway / collection point the bin(s) will be stickered and the incident recorded by the Council – this will explain why the bin has been stickered and that if the bin remains on the highway / collection point for a further day, then enforcement action, including the issuing of a fixed penalty notice, may be taken;
- On the second incident of a householder failing to remove their bin(s) from the highway or collection point, the bin will be stickered and a letter from the Council’s Environmental Health and Public Protection Service will be posted to the householder’s address - the letter will explain that any further failure to remove their bin(s) in the manner requested by the Council will result in a visit from a Council enforcement officer and the serving of a fixed penalty notice of £75; and
- On a third incident of a householder failing to remove their bin(s) from the highway or collection point, the offending bin(s) will be removed by the Council and the instance will be reported to the Council’s Environmental Health and Public Protection Service and a Council enforcement officer will serve a fixed penalty notice of £75. The Council will also reserve the right to undertake formal court action for the no-payment of the fixed penalty notice.

Missed Collections
The Council make all reasonable effort to empty bins presented by residents in accordance with this policy. If however the Council is unable to empty bins on the scheduled day of collection then the Council will seek to return within 24 hours. However, failing this the resident’s bin will be emptied on the next scheduled collection day. Such missed collections may be attributable to road closures, severe weather, and obstructed access e.g. inconsiderate or illegal parking.

Residents should report occasions of missed collection to the Council’s Environmental Helpline tel. 0151 443 2400 or email recycling@knowsley.gov.uk for investigation. Should they be validated the Council will seek to return within 24 hours, however failing this the resident’s bin will be emptied on the next scheduled collection day. Please note that collection crews record details or issues regarding the presentation of bins for collection and managers will refer to this information to identify whether any reported missed bin requests are justified.

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 include prohibited materials (see Policy 1) [Click here];
- The wheeled bin is 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; and
- Safe access was obstructed.
In these circumstances the bins will be emptied on the next scheduled collection day if they are presented in accordance with the Council’s Recycling and Waste Collection Policies. Alternatively residents can recycle or dispose of their waste at the Merseyside Recycling and Waste Authority’s Household Waste and Recycling Centres (Click here).

**Bank Holiday working arrangements**
Where necessary the Council will make alternative arrangements for waste collection during bank holiday periods and will notify residents of these in a timely manner.

**Waste collections during severe weather**
During severe weather the Council will endeavour to maintain scheduled waste collections. However, should the Council determine that collections need to be suspended then residents should refer to the Council’s website (Click here) or Environmental Helpline tel. 0151 443 2400 for information on revised arrangements.

**Properties with restricted access**
In situations where safe, efficient and economic collections cannot be made, for example steps or slopes that make manoeuvring wheeled bins hazardous, it may be necessary for the Council to specify alternative storage and collection arrangements for the property. In determining the collection points for those affected properties, consultation will take place with the householders concerned.

**Gated properties**
Where access to a property is controlled by electronic gates and access by the collection crew is permitted, the gate should stay open long enough for a waste collection vehicle to gain access to the site. The Council will not be held responsible for any damage that occurs as a result of premature closing of gates on a waste collection vehicle; indeed the Council will take action against the owner / operator of the gate should damage be caused to the waste collection vehicle.

Where access is not permitted, residents will be required to present their wheeled bins outside the gates for collection.

Where access to a gated community / property is via buzzer entry system residents will need to be prepared to accommodate the arrival of the collection crews and provide timely entry. Due to the structure of the collection rounds it is not feasible for collection crews to wait for excessive periods of time for gates to open. If access is not permitted within five minutes, the crews will be unable to carry out the collection and residents will need to wait for their next scheduled collection.
Policy 4: Contamination of Recycling Bins with Prohibited Material (also including overweight bins and commercially generated waste)

4.1 Summary

The Council will only collect household waste and recycling that is contained in the Council provided wheeled waste bin(s) and is not contaminated with prohibited waste materials as detailed in Policy 1 (Click here) and Knowsley’s Household Waste Recycling and Waste Collection Guide. The Council requires that the responsible resident removes any prohibited waste from the identified contaminated bin and presents the now uncontaminated bin for emptying on their next scheduled collection day.

Furthermore excessively heavy bins and bins containing commercially generated waste will not be emptied.

Residents that fail to follow these steps may be subject to enforcement action by the Council.

4.2 Purpose

The purpose of this policy is to maximise recycling by ensuring that residents take responsibility for placing the correct materials in their maroon, grey and blue bins thereby following Knowsley’s Household Waste Recycling and Waste Collection Guide.

Any prohibited waste material in the grey or blue bins is classed as contamination and may result in the collection vehicle having its whole load rejected by the recycling re-processor or disposal point. This brings significant additional cost to the Council and loss of recycling performance.

4.3 Further Information

Householders presenting contaminated recycling in the grey or blue bins

The Council considers a recycling bin to be contaminated when it contains prohibited materials which are not recyclable by the Council as described in Policy 1 (Click here). If the waste collection crew identifies a recycling bin (either grey or blue) as contaminated, then the following procedure will be implemented:

- The first incident of contamination of recycling (grey or blue) bin with non-recyclable materials will result in the bin not being emptied; the waste collection crew will record the instance and place a bin sticker on this bin. The sticker will explain why the bin has not been emptied and that the householder needs to return the bin to their property, remove the prohibited material prior to their next scheduled collection day when they should re-present the uncontaminated bin for emptying.
- If a resident presents a contaminated bin on a second occasion, then the waste collection crew will sticker the bin once more and a letter from the Council's Environmental Health and Public Protection Service will be posted to the householder's address. The letter will explain that the prohibited material needs to be removed and the bin re-presented on the next scheduled collection day and that any further instance of contamination will result in a visit from a Council enforcement officer and the issue of a fixed penalty notice of £75.
- A third instance of a contaminated bin being presented by a household will be recorded by the waste collection crew and the bin stickered for a third time; the bin will not be emptied and the instance reported to the Council's Environmental Health and Public Protection Service and a Council enforcement officer will serve a fixed penalty notice of £75. The Council will also reserve the right to undertake formal court action for the non-payment of the fixed penalty notice.
Overweight bins and sacks
Where the waste collection crew cannot safely empty a wheeled bin or bin sacks then they will be left un-emptied. In these circumstances the responsible resident 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 bag before the next scheduled collection date.

Animal waste in household collection 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 blue bin for composting.

Dog faeces and cat litter is collected as part of the residual (maroon bin) waste collection and must not be placed in the recycling (grey or blue) bins. The following conditions apply to the collection of waste from domestic pets in the maroon bin:
- It is securely contained in a bin sack or pet faeces bag and then placed in the residual (maroon) 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.

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 a sticker will be left by the waste collection crew stating the reason for not collecting the bin; and
- Residents will be required to remove the offending material from the bin and re-present it on their next scheduled collection. Residents may dispose of their waste at the Merseyside Recycling and Waste Authority’s Household Waste and Recycling Centres (Click here).

Waste from businesses e.g. catteries and kennels is defined as commercial / industrial waste as such this should not be disposed of via the Council’s household waste and recycling collection services. However collections can be arranged through the Council’s commercial waste collection service on request (Click here).
Policy 5: Closed Bin-lid and No Side Waste

5.1 Summary

The Council will only collect household waste that is contained in the Council provided maroon, grey and blue wheeled bins that are presented by residents with the bin lid closed; furthermore waste presented outside of the bins either on the lid or next to the bin (side waste) will not be collected.

5.2 Purpose

The Council needs to reduce the amount of waste being sent to landfill and increase the amount of waste that can be recycled, thereby reducing costs. Collection of side waste or overfull bins provides no incentive for residents to utilise the recycling service the Council provides. Furthermore, household waste not contained in wheeled bins has a negative impact on the quality and appearance of the local environment. It also poses a potential health and safety risk to residents and waste collection staff.

The Council considers household waste not presented for collection inside the wheeled bins as fly-tipping by the residents responsible.

5.3 Further Information

The Council operates a Closed Bin-lid and No Side Waste Policy as follows:

- All residual, recyclable and green garden waste must be placed in the relevant bin in accordance with Knowsley’s Household Waste Recycling and Waste Collection Guide with the lid closed prior to it being presented at the kerbside on the scheduled collection day;
- Side waste presented next to maroon or blue bins will not be collected and this waste will be left and the householder notified of this through a bin sticker. The resident will need to dispose of this waste at the Household Waste Recycling Centres or contain this waste within their bins in preparation for their next scheduled collection;
- Excess waste placed on the top of maroon bins or waste presented in maroon bins that does not allow the lid to be closed will not be collected, this waste will be placed back into the bin once emptied by the waste collection team;
- Excess non-recyclable waste placed on the top of grey or blue bins will not be collected, this waste will be placed back on top of the bin once emptied by the waste collection team;
- Recycling side waste placed in a clear (no logos or colours) bag or a cardboard box to the side, or on top, of the grey bin will be collected. However, residents that regularly present extra recycling material in this way are advised to contact the Council for an additional grey bin which will be provided free of charge.

Exemptions to the policy include

- During the Christmas and New Year period the Council will relax this policy to allow the collection of side waste for a limited period to account for longer periods between collections as a result of bank holidays; and
- When the normal collection of household waste is delayed, for example, during severe weather conditions, the Council may make planned changes to the policy and allow the collection of side waste.
Residents presenting wheeled bins without the lids closed
Where a maroon 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:

- The first incident of a resident presenting a bin with the lid not closed due to excessive waste will result in the bin being emptied but the excess waste being placed back into the emptied bin; the waste collection crew will record the instance and place a bin sticker on this bin. The sticker will explain why the bin has not been emptied and that the householder needs to return the bin to their property, remove the excess waste so the lid closes prior to their next scheduled collection day when they should re-present it for emptying.

- If a resident presents a bin with the lid not closed on a second occasion, then the waste collection crew will sticker the bin once more and the excess waste will be placed back in the emptied bin and a letter from the Council's Environmental Health and Public Protection Service will be posted to the householder’s address. The letter will explain that the excess waste needs to be removed so the lid closes and the bin re-presented on the next scheduled collection day and that any further instance of this matter will result in a visit from a Council enforcement officer and the issue of a fixed penalty notice of £75.

- A third instance of a bin with the lid not closed being presented by the household will be recorded by the waste collection crew and the bin stickered for a third time; the excess waste placed back in the emptied bin and the instance reported to the Council’s Environmental Health and Public Protection Service and a Council enforcement officer will serve a fixed penalty notice of £75. The Council will also reserve the right to undertake formal court action for the non-payment of the fixed penalty notice.

Presentation of side waste with wheeled bin(s)
Where side waste is presented for collection alongside the wheeled bins, the Council will adopt the following procedure:

- On the first occasion of residual (maroon) or green garden (blue) side waste being presented by a resident, the bin(s) will be emptied and any residual or green side waste will be left next to the bin with an advisory sticker(s) placed on the side waste regarding the Council’s closed lid and no side waste policy. The waste collection crew will record the instance of presented side waste and that a sticker was attached to the householder’s bin(s).

- If a householder presents residual (maroon) or green (blue) side waste on a second occasion, the bin will be emptied and any residual or green side waste will be left next to the bin with a second advisory sticker(s) placed on the side waste regarding the Council’s closed lid and no side waste policy. The waste collection crew will record the instance and a letter from the Council’s Environmental Health and Public Protection Service will be posted to the householder’s address. The letter will explain that any further instance of this matter will result in a visit from a Council enforcement officer and the issue of a fixed penalty notice of £75.

- A third occasion of side waste being presented by a householder will be recorded by the waste collection crew and the side waste stickered for a third time; the bin will be emptied and any residual or green side waste will be left next to the bin and the instance reported to the Council’s Environmental Health and Public Protection Service and a Council enforcement officer will serve a fixed penalty notice of £75. The Council will also reserve the right to undertake formal court action for the non-payment of the fixed penalty notice.

- Recyclable material that is presented as side waste alongside the grey bin in either a clear sack or cardboard box will be collected. Side waste presented in coloured sacks or carrier bags will not be collected but treated as side waste and the enforcement procedure for side waste (as outlined above) will be followed.
- If the residual (maroon) bin is not present on the collection day, then side waste will be placed in the recycling (grey) bin and stickered as contaminated, and the enforcement procedure for a contaminated recycling bin will be followed (Click here).
- Residents that regularly present extra recycling material are advised to request an additional grey bin(s) free of charge (Click here).
Policy 6: Additional Bin Capacity for Household Waste Collection

6.1 Summary

The waste collection services the Council provides to residents gives the necessary capacity to manage the majority of households’ waste needs. However, where residents 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 additional maroon bin capacity. The Council will also give consideration to all households that request additional capacity for their recyclable waste.

6.2 Purpose

The Council needs to encourage residents to fully utilise their recycling services and so reduce the amount of waste being sent to landfill and increase the amount of waste that can be recycled, thereby reducing costs. Allowing residents to have unchecked access to additional maroon bin capacity does not provide the necessary incentive to recycle.

6.3 Further Information

Householders can request additional recycling bins (grey or blue) by contacting the Environmental Helpline tel. 0151 443 2400 or by visiting [Click here](#).

Requests for additional residual waste (maroon) bins will be accepted from households with six or more permanent residents. Such residents are asked to contact the Council on 443 2400. Applications will be assessed by the Council and may require the householder to undergo a household waste and recycling bin audit with a Council officer. The following conditions will apply to such an application:

- Residents will be encouraged in the first instance to accept a second recycling bin before an additional maroon bin is issued;
- In the event that this is not suitable, a free 140litre additional maroon bin will be provided to households with six or more residents upon successful application;
- All such approvals will be reviewed after two years of commencement;
- Residents will be required to notify the Council of any changes in their circumstances; and
- If a resident moves house, they will have to inform the Council so that the Council can retrieve the additional 140litre maroon bin.

If additional bins are provided to a household they will be made available free of charge for a period of two years and will remain the property of the Council. The additional bins may be removed by the Council should residents:

- Not to be recycling effectively;
- Be using the additional bin inappropriately;
- Are found to have obtained the additional bin under false circumstances; or
- Have changed circumstances affecting their entitlement to additional capacity since the bin was issued.
Policy 7: Assisted Waste Collections

7.1 Summary

The Council currently offers assisted collections to residents who are infirm or who cannot put their waste out on the collection day due to illness or disability. This means that the waste and recycling collection crews will retrieve bins from qualifying householder’s properties so that they can be emptied, and then return them.

Eligibility for this service 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. Residents will be required to make an application to the Council for this service.

7.2 Purpose

The Council must offer all households a residual and recycling waste 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 residents who are unable to present their waste for collection in this way, the Council has put in place an Assisted Waste Collection Service.

7.3 Further Information

The Council defines an assisted waste collection as the collection of a residual waste (maroon) bin or recycling bin (grey or blue) by the waste collection crews from an agreed collection point within the curtilage of the resident’s property and to return the empty bin(s) to the same place. The agreed collection point should be freely accessible without the engagement of the resident 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.

Other Council household waste collection policies will apply to assisted collections e.g. closed lid and no side waste etc.

Who qualifies for an assisted collection service?

To qualify for this service a householder must have:

- A mobility problem;
- A disability that prevents them presenting 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; and
- A letter of support from their General Practitioner (GP) or social/health/support worker.

Upon request applicants will receive a letter and application form which must be completed in full and returned to the Council (Click here). On receipt of the completed application form, and if approved, the householder will be added to the Assisted Collection List within four weeks.

A Council officer will only visit a resident if there is a discrepancy in the information provided on their application form.
Application forms will be added to the system, will be kept up to date and each resident will have to renew their application every two years. This period is recommended to reduce the volume of administrative management.

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 the assisted collection leads to significant operational difficulties or unreasonable expense for the Council to implement the collection service to the property; or
- An assisted collection cannot be provided because the applicant lives with someone who is physically capable of presenting the bin at the kerbside (and collect) or who has family members or employees living within the property or other properties within the same grounds.

Residents who are currently receiving the assisted collection service
- All Knowsley residents who are on the Council's current assisted collection service will be contacted every two years and informed that in order to remain on the Council's assisted collection service, they need to re-register by post, telephone, email, fax or via the Council's website; and
- This renewal of service will require the resident to provide a letter from their General Practitioner (GP) or social/health/support worker that demonstrates that they still qualify for the assisted collection service.

In the case of the Council refusing an application for the assisted collection service, the applicant will be provided with an explanation of the reason for the refusal, and advise them of the appeal procedure applicable to this decision.

If at any time the Council has reason to believe that the recipient no longer meets the criteria for the assisted collection service, an application form will be reissued along with a request for the information required.
Policy 8: Bulky Household Waste Collections

8.1 Summary

The Council makes special provision for the collection of bulky household waste items that cannot be contained within the receptacles provided by the Council; a charge is made for this service.

8.2 Purpose

The Council has a duty to collect bulky household waste but is able to make a charge for this collection to the resident requesting this service.

8.3 Further Information

The Council defines bulky household waste as:
- Any article of waste which exceeds 25 kilograms in weight; and/or
- 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 service for items that are too large or heavy to dispose of with the kerbside waste collection service. Residents can book a collection for their item(s) to be removed; this must be paid for in advance of the bulky item being collected.

Information regarding the cost of this service, what items can be presented for collection and arrangements for collection including bookings can be made by through the Council’s Environmental Helpline tel. 0151 443 2400 or by visiting the Council’s web site by (Clicking here).
Policy 9: Waste and Recycling Collections for Homes not suitable for wheeled bins

9.1 Summary

This policy sets out the Council’s waste collection arrangements for non-standard households where the use of wheeled bin receptacles is not suitable i.e. terraced and rural properties; flats (low rise/high rise and in converted properties); houses of multiple occupancy; and mixed hereditament properties.

9.2 Purpose

The Council is committed to ensuring that as many households as possible have access to and use the full range of its waste collection services. Therefore the Council recognises that for the properties identified in this policy, alternative arrangements for collections may be required.

9.3 Further Information

Exemptions from using wheeled bins
A household will be exempt from using wheeled bins for residual waste and recycling if there is no means of bringing a wheeled bin to the kerbside or agreed collection point. Residents whose properties fall within this exemption, will be notified in writing by the Council and alternative collection methods will be applied as follows:

- The Council will provide residents with four black bin sacks for each residual waste collection and four clear bin sacks for each recycling collection;
- These residents can request wheeled bins for the storage of their waste collected in these sacks (residual and recycling);
- The collection frequency will be as set out in Policy 1 (Click here); and
- The green garden waste collection service will not be offered.

Such residents will be expected to comply with the following:

- The total number of black sacks (for residual waste) presented at each collection shall not exceed four (that being the equivalent of the capacity of a 240litre wheeled bin);
- Any black sacks above four will be treated as side waste and not collected – see Policy 5 (Click here);
- Any clear sacks (for recycling) that contain non-recyclable items will be treated as contaminated and the procedures set out in Policy 4 (Click here) will apply;
- For properties that have six or more permanent residents the Council’s additional bin capacity Policy 6 (Click here) will apply; and
- For items that do not fit in a black sack, the resident will be required to use the Council’s bulky waste collection service or the Merseyside Waste and Recycling Authority’s Household Waste and Recycling Centres (Click here).

Service for terraced properties
The Council’s standard requirement is for wheeled bins to be stored within the curtilage of the resident’s property. It is not appropriate for wheeled bins to be stored on the public highway (footpaths) as this is considered an obstruction and constitutes a risk for other users of the public highway.

However, exemptions to this requirement are considered for properties that open directly onto the highway and also do not have any rear access. Where storage is an issue for residents who live in
terraced houses, the Council will assess properties or groups of properties to determine communal wheeled bin storage arrangements. In such circumstance residents will be informed in writing by the Council of the location of the storage and collection points.

The Council recognises that communal facilities can unintentionally create opportunities for residents to contaminate their neighbours’ recycling efforts, as well as provide little incentive for householders to recycle, due to lack of accountability. The use of a central collection point may also present a temptation to deposit excess waste at this point which would then constitute a fly tip under the Environmental Protection Act 1990. However, if contamination and fly tipping becomes a problem, it will be dealt with as an enforcement issue in the same way as any other incidents of contamination and fly tipped waste.

Where contamination of the recycling (grey) bins becomes significant the Council reserves the right to remove this service from the properties affected.

Service for rural properties

There are geographical locations within Knowsley that the use of a normal recycling collection vehicle offers an increased health and safety risk for both the waste collection crews and other road users. Such areas include un-adopted roads, tracks or private drives where the condition, surface and alignment of the highway are un-suitable for the vehicle used for the collection of the waste and recycling.

To ensure that these identified properties still receive the same level of service, the Council will use a small waste collection vehicle to collect household residual waste and recycling material.

To ensure that the Council retains an efficient and expedient level of such service, all wheeled bins should be presented by the residents at an agreed collection point with the Council which will normally be where the end of their track or property meets the public highway.

Service for flats, houses of multiple occupancy and mixed hereditament

Flats (both low rise and high rise), houses of multiple occupancy and mixed hereditament (flats above shops) properties offer a range of challenges for the effective delivery of residual waste and recycling services and a one-size fits all approach is not necessarily appropriate. The Council will therefore assess the servicing of these properties on an individual basis taking into consideration the following matters:

- The number and type of property;
- Waste and recycling container storage capacity;
- The presence of waste chutes; and
- Access for rear collecting recycling vehicles.

Low Rise Flats (a property of three storeys high or less where there are multiple occupants in individual flats)

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 240litre wheeled bins in line with the service standard set out in Policy 1 (Click here). Where space is limited, or at the request of a resident, smaller 140litre bins may be provided.

The bins will be stored at an allocated point, determined by the building design and layout of the grounds. 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 resident will be responsible for
identifying their bins and putting them out and bringing them back to the property; this must be in line with Policies 1 to 5 (Click here). The Council advises landlords that clauses should be written into tenancy agreements to encourage tenants to commit to segregating their waste for recycling and presenting bins for emptying in the required manner.

The contamination of bins and fly tipping will be dealt with as an enforcement issue in the same way as any other incidents of contamination and fly tipped waste in the borough is handled.

Where contamination of the recycling (grey) bins becomes significant; the Council reserves the right to remove this service from the properties affected.

High rise flats
The Council is committed to ensuring that all residents 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 collection point; opportunities for residents to contaminate their neighbour’s recycling efforts; and lack of visible resident accountability.

The Council will work with the property owner and / or managing agent to ensure that the location of the residual waste and recycling facilities offers an easy to use and accessible service that will include one or more of the following:

- Wherever operationally possible, waste and recyclable material from high rise flats must be stored in, and collected from, communal bins;
- Only in circumstances where it is operationally unsafe, uneconomic or inefficient, or where there are exceptional circumstances in relation to a particular property (or particular residents at a property), will alternative methods of storage and collection be offered;
- It is the responsibility of the property owner and / or managing agent to identify appropriate space for the location of these bins;
- Waste storage areas should be designed to be secure and convenient to encourage their responsible use by householders; and
- Where the residents use a chute system for the disposal of their waste, the property owner and / or managing agent will be required to manage 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.

Bin presentation will be determined by the Council on a property by property basis and will be either:

- At a designated collection point on the scheduled day of collection. If the designated collection point is within the grounds of a property it is the responsibility of the property owner and / or managing agent to arrange appropriate access before collections can be made.
- Or
- If agreed by the Council, waste collection operatives will move the communal waste and recycling bins from bin storage area to the collection point.
- Following collection, bins should be returned to storage areas by 12 midnight on the day of collection by the residents or through arrangements made by the property owner and / or managing agent. Only where agreed, the Council will return emptied bins to the bin storage area.
By way of guidance the number of communal bins for the storage of residual waste will be one 1100litre Euro bin per six flats, based on a two bedroom flat; thus the number of bins required may vary based on the number of bedrooms and type of development. Based on an approximate 50% participation rate by residents in the Council’s recycling collection service, the Council estimates that the capacity for recycling will be based on half the capacity of the residual waste communal bins. This will be provided through the provision of modular 360° recycling units (or similar) located as near to the entrance to the building as possible, but in a location where it is operationally suitable for emptying.

Where excess waste is being presented next to residual waste bins or recycling bins are being contaminated, the Council will work with residents to promote sustainable waste management but will implement the Closed Bin-lid and No Side Waste Policy as referred to in Policy 5 (Click here) and the Contamination of Recycling Bins Policy as referred to in Policy 4 (Click here). The property owner and / or managing agent will be expected to support the Council in the delivery of these messages.

The Council will not remove bulky household waste items deposited in communal bin storage areas and this should be managed through the Council’s Bulky Household Waste Collection Policy as referred to in Policy 8 (Click here).

Flats in converted houses

Flats in converted houses are defined by the Council as self contained flats as they usually have separate entrances 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 240litre wheeled bins for the storage of residual waste and recyclables. 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 pavement. In these circumstances residents are encouraged to share bins and to contact the Council if they would like unnecessary bins removed.

Residents living in these types of homes are responsible for presenting wheeled bins for collection in accordance with Policy 3 (Click here).

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.

Houses in Multiple Occupation (HMO)

Houses in Multiple Occupation (HMO) means 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 residents place their waste in a single set of waste collection bins designated for that HMO.

The control of storage and disposal of waste can be a particular problem in HMOs therefore the Council requires that the license holder, landlord or property owner and / or managing agent of the HMO ensures that waste is not allowed to accumulate within the house except where properly stored, pending its disposal by the Council. The license holder, landlord or property owner and / or managing agent must also ensure that sufficient residual waste and recycling wheeled bins are provided for the property and that these are clearly identifiable to the property so that the Council can empty them.
Where the residents of the HMO are responsible for the upkeep and maintenance of any gardens at the property, one or more 140litre or 240litre blue wheeled bins for garden waste can be provided by the Council. However, where the maintenance of the garden is undertaken through a gardening service (business); it will be the responsibility of the gardening service to remove the garden waste as this is considered to be commercial waste.

The tenants should be informed of the days their waste and recycling collections take place by the license holder, landlord or property owner and / or 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 classed as commercial waste, because it is waste 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. Please note that commercial waste is not accepted at the Merseyside Recycling and Waste Authority Household Waste and Recycling Centres (Click here).

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.

**Mixed hereditament properties**
Mixed hereditament properties are generally business properties with living accommodation 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 properties.

The bins provided by the Council for household waste collection must not be used to dispose of business waste and anyone found using bins in this way may have them removed and may be subject to prosecution under the Environmental Protection Act 1990 by the Council.

The Council’s policy is for wheeled bins to be stored within the curtilage of the property. However, for mixed hereditament properties this is not always possible. Therefore the Council will identify location specific storage and collection points and inform residents in writing.

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.
Policy 10: Newly Built Domestic Properties

10.1 Summary

In designing / constructing new properties and housing estates consideration must be given to the provision of a safe, efficient and customer focussed waste and recycling collection service. This policy outlines a number of key requirements including:

- Design and layout of the development to allow for adequate storage and collection points for household waste and recycling;
- Residents understanding when and how they can order new bins;
- Identifying properties that are eligible to receive a waste and recycling collection service; and
- A safe working area for the waste collection crews.

10.2 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 and planning stage of new developments to the storage and collection of household waste.

10.3 Further information

Advice to housing developers
The Council will provide advice to housing developers prior to them seeking planning consent / building regulation approval regarding the provision of waste and recycling facilities to domestic homes. The Council will provide advice in respect to household waste storage and collection which will include:

- Access to the development;
- Waste collection vehicle turning circle requirements;
- Road surface considerations;
- Appropriate collection points for the wheeled bins which are accessible by the waste collection crews;
- Adequate storage areas for wheeled bins for residual and recyclable waste; and
- The number of wheeled bins required for the development size and their 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, on 443 2400 to discuss the specific needs of their development.

Where development is still taking place and roads are not yet adopted but residents move onto a site, a risk assessment will be carried out by the Council’s Waste Management Service to establish whether it is safe to enter the site to make collections. Where it is deemed unacceptable to make collections due to a health and safety risk, the Council will work with the developer to agree a temporary communal collection point. The waste collection crews will only make collections from this location once a satisfactory risk assessment is passed and the developer will be responsible for informing residents of the temporary arrangement.

The postcode search of ‘Find Your Collection Day’ database on the Council website (Click here) may not include the new property until the entire development has been completed and a standard waste collection service can operate.
The delivery of the bins will trigger the waste collection service to commence the waste and recycling collection service, providing the satisfactory site risk assessment has been passed.
Policy 11: Residential Properties used for Business

11.1 Summary

The Council will not collect waste through its household waste collection services that it believes is generated by a business at a residential property.

11.2 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 through a trade waste agreement with a contractor or indeed the Council’s commercial waste collection service (Click here).

11.3 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.

The Council has a duty to collect commercial waste, where requested to do so, from any premises in Knowsley at a charge, however other registered waste companies may be able to offer a similar service.

Commercial waste is not accepted at the Merseyside Recycling and Waste Authority Household Waste and Recycling Centres (Click here) as they are only licensed to accept 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.
Policy 12: Landlord and Tenant Responsibilities

12.1 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 collection arrangements for waste and recycling at their property.

12.2 Purpose

Some landlords, tenants and residents 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 in occupancy of the property. Knowing waste arrangements are not always a new tenant’s priority and this can cause 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.

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.

12.3 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 residents aware that it is their responsibility for storing and setting out their bins in line with Council policy, this is particularly important where communal collection and storage points are used;
- Informing the residents 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);
- Providing the residents with Knowsley’s Household Waste Recycling and Waste Collection Guide and identify the day of collection and specify which week each of the bins are to be presented;
- Informing the resident where they can go for help if they have a problem with their waste and recycling; and
- Informing the resident of what they can do to dispose of bulky household waste items (Click here).

The Council also expects landlords to ensure that the property has the correct set of bins as identified in Policy 1 (Click here) 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 residents 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 resident incurring this cost when they move in.
Tenants’ duties to put waste out for collection
Tenants are required to present their waste in the manner specified by the Council (and landlord), and using the bins provided by the Council in accordance with its waste collection policies.

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. These are classed as commercial waste which is waste generated as a result of a business, and must:

• Be disposed of by a registered waste collection contractor; or
• In the case of bulky items, use the Council’s bulky waste service, for which there is a charge (Click here).

Commercial waste is not accepted at the Merseyside Recycling and Waste Authority Household Waste and Recycling Centres (Click here).

You can also get this information in other formats. Please phone Customer Services on 0151 443 3197, or email customerservices@knowsley.gov.uk