

Changes to your waste collection service

Çöp Toplama
servisi yakında
değişecek

Zmiany dotyczące
wywozu śmieci

Ndryshimet në
shërbimin tuaj
të mbledhjes së
mbeturinave

Changement de
votre service de
collecte d'ordures
ménagères

Isbeddelka lagu
samaynayo ururinta
qashinkaaga

Let's all
recycle more
together!

Important
information





September 2012

Dear Resident,

Back in April 2009 the council started the process of developing a new contract to increase recycling rates, reduce carbon emissions and improve the bin collection services we offer.

In shaping the contract we asked residents what they wanted. We received the largest response to any previous consultation with 6,800 people replying. Residents wanted us to recycle a greater range of materials and provide a free bulky item collection service.

Taking all these factors into account the new contract we have with Veolia Environmental Services is set to deliver a 40 per cent recycling rate, significant reductions in carbon emissions and reduce the amount of waste going to incineration or landfill.

It also saves your money. Sending rubbish to landfill already costs more than twice as much compared to recycling. And bills to the taxpayer are set to increase as landfill taxes go up.

Early indications show that recycling rates have increased where we have introduced the new waste collection service and we are confident that with your help we can do even better. As part of this drive to recycle more in your area from the end of **October 2012**, services will include:

- **The weekly collection of all dry recyclables** - paper, card and cartons, metal tins and cans, plastic bottles, tubs and containers, glass bottles and jars.
- **The weekly collection of all food and garden waste** - bones now accepted.
- **A free bulky waste collection service for items that can be reused or recycled (new)** - this includes mattresses. You can arrange a collection by contacting the Veolia Contact Centre.
- **The introduction of a 240 litre wheelie bin so you can recycle more (new)** - if you do not have space to store a wheelie bin you will be provided with green sacks for your dry recycling. If a smaller bin works better for you, please let us know.
- **Free compostable food waste bags (new)** - to make recycling of unused food easier, we will provide you with a six month supply of biodegradable bags to line your kitchen caddy.
- **Collection of rubbish fortnightly (new)** - with improvements to our recycling services we will only have to collect items for landfill and incineration every other week, therefore reducing costs to you, the taxpayer.

We will provide you with more detailed information on the service change when you receive your new wheelie bin or green sacks, so keep an eye out for it. However, in the meantime if you have any questions or queries please do not hesitate to contact the Veolia Contact Centre.

Let's all recycle more together!

Yours faithfully,

Councillor Nilgun Canver
Cabinet Member for the Environment

Frequently asked questions

Why are these changes being made?

- To make recycling even easier - Feedback from residents suggested we could encourage more recycling in the community by further improving our services. This included requests for bigger recycling containers, such as wheelie bins, to give greater storage capacity - helping you to recycle more. Initially, we will provide compostable food waste bags to make it easier for you to recycle unused food.
- To increase recycling rates- Where fortnightly collection of rubbish for landfill and incineration has been introduced elsewhere, recycling rates have increased dramatically, helping the environment.
- To reduce carbon emissions - The new service has environmental benefits, as fewer vehicle movements are required around the borough. Also, recycling more will lower our carbon emissions as it is a greener option.
- To save taxpayers' money - Reducing the collection frequency of rubbish saves your money. By increasing recycling, we reduce incineration or landfill, which is costly and set to increase.

When will I receive my new recycling bin?

We have conducted a survey to see which properties can accommodate a second wheelie bin. If your property was deemed to have enough space you will receive a wheelie bin. Only properties that cannot accommodate a wheelie bin will be provided with green recycling sacks instead. You will receive your new bin or recycling sacks by the end of October.

What if I would like a smaller wheelie bin?

With improvements to our services we want residents to have the capacity to recycle even more but if a smaller bin works better for you, please contact the Veolia Contact Centre.

How do I make a request for a new container?

Please contact the Veolia Contact Centre should you require a new or replacement kitchen caddy, green food waste bin or garden waste sack. Kitchen caddies and outdoor food waste bins are also available to collect from your local Reuse and Recycling Centre:

- 35 High Street, Hornsey, N8 7QB
- Park View Road, Tottenham, N17 9AY

What will I do with my green recycling box?

Once the service changes, you will no longer be able to use your green box for recycling, for operational reasons. However, please use it if you wish for other storage. We will collect any unwanted green boxes from properties once the new service starts.

Veolia Contact Centre
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www.haringey.gov.uk

