

## Waste Collections Charter

### What you can expect from us:

-  We will collect your recycling and waste containers on the same day on an alternate weekly basis - and if we cannot collect we will leave an advice card to let you know why
-  We will return your containers to where they were collected from
-  We will pick up any spillages we cause
-  We will collect your waste and recycling containers from the edge of your property next to the public highway, or a place otherwise agreed by us. Where we have not collected your waste and recycling container(s) which was presented correctly and on time we will return to empty it by the end of the next working day - if the failure to empty the container(s) was our fault.

### What we can expect from you:

-  You will present your waste and recycling containers on the edge of your property next to the public highway, so they are highly visible and accessible on the correct collection day by 6am
-  You will put the right material in the right container for safety and operational reasons - to make sure your waste and recycling materials are collected
-  You will take your waste and recycling containers back in as soon as possible after collection has been made on the same collection day
-  You will use the containers appropriately e.g. put lids on red boxes, preventing waste escaping to keep the neighbourhood tidy
-  You will make your own arrangements to dispose of your waste if you did not present your waste on time.

### Two vehicles collect your recycling:



Dennis

I collect red boxes and blue bags. I also collect textiles if they're in a carrier bag, as I don't collect textiles in charity bags.



I collect your garden waste and cardboard.



Daisy

### Please keep glass separate

-  Thank you for **separating your glass bottles and jars** from plastics and cans.
-  This improves safety, and reduces traffic as it helps the crews move down the street quicker.

#### Need an extra red box for glass?

Order one online: [www.nwleics.gov.uk/container\\_request](http://www.nwleics.gov.uk/container_request)

E-mail: [customer.services@nwleicestershire.gov.uk](mailto:customer.services@nwleicestershire.gov.uk)

### Squeeze, squash and use a lid

-  By **squeezing and squashing** your plastics and cans, you can fit more in your red box. Then we can fit more on our recycling vehicle — saving fuel and mileage.
-  **Fasten your lid!** Help stop your recycling escaping into the neighbourhood on windy days.

#### Need a new lid?

Order one online: [www.nwleics.gov.uk/container\\_request](http://www.nwleics.gov.uk/container_request)

E-mail: [customer.services@nwleicestershire.gov.uk](mailto:customer.services@nwleicestershire.gov.uk)

### What happens to your recycling?

**Glass**— is collected by a lorry from our depot and taken to Berryman, who recycle it into new glass bottles and jars.

**Paper**— is collected from our depot by a lorry, which takes it to a mill owned by UPM, who recycle it into newsprint and low grade paper.

**Cardboard**— is collected by a lorry from our depot and is taken to a mill owned by Smurfit-Kappa, who recycle it into new cardboard.

**Cans and plastics**— are collected by a lorry and taken to Jayplas. They prepare them ready to recycle into new drinks bottles, food tins, food packaging and drinks cans.

### Recycling rates rise

Our recycling rate for 2013/14 has increased to:

**47%**

**Thank you!**

#### Social media



Recycle for NWLeicestershire



Recycle\_NWLeics

### Thank you to our sponsors

Jayplas recycles all of North West Leicestershire's plastics to be made into new drinks bottles, other food packaging, and textiles.



For further information visit:  
[www.jayplas.com](http://www.jayplas.com)

**Recycling fact:** In the last six months we collected 500 tonnes of plastics from you, that's equivalent to nine million plastic bottles!