Landlords/Letting Agents & Tenants

Information Pack
(for Houses & HMO’s)

Rubbish & Recycling
(Wheelie bins)

Last updated 9/12/2019
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Bin Types

Managing Houses
Houses where tenants will have their own bins on their property.
Please read this document.

Managing Flats
Residents in flats usually share larger communal bins.

Please read ‘Managing and Letting Agents Information pack (Communal Bin Areas)
Document available from the Council.
Bin types - Houses

Tenants in rented houses can have 3 types of bins per property

- **General rubbish** - black bin *(there is a charge for this bin, see below)*
- **Mixed recycling** *(cans, paper, cardboard, glass, plastic packaging)* – blue bins *(free)*
- **Food & garden waste** *(compostable waste only)* – 1st Green bin *(free)*

*NOTE: Not all properties need to have a green bin, especially if there is no garden.*

What to put in each bin

Please print out the leaflet at the end of this guide, or see our website for other leaflets/posters, and complete A-Z guide to recycling.

https://www.cambridge.gov.uk/recycling-posters-and-leaflets

https://www.cambridge.gov.uk/recycling-and-rubbish-a-to-z

### Blue mixed recycling bins:

- Paper and cardboard
- Food tins and drink cans
- Glass bottles and jars
- Cartons e.g. Tetra Pak
- Plastic bottles, pots, tubs and trays, bags and film

*No Black bags, rubbish, textiles or Vegware items. (see leaflet)*

### Green compostable waste bins:

- Garden waste
- Food waste *(cooked and raw)*
- Shredded paper + Tissues
- *(these do not compost down quick enough in the process we use)*

*Free Kitchen Caddy* – the caddy sits on the kitchen unit – once full you empty into the green bin outside – to pick one up, go to Mandela House, Regent Street. Only wrap food in newspaper or paper bags *(bought in supermarkets or purchased from the Council £3 pack 50)*

### Black rubbish bins:

- Household waste that cannot be recycled in the other two bins
  - e.g. Black rubbish bags, polystyrene, hard plastic items e.g. broken toys
  - Sanitary waste, Vegware items.
  - *No Bricks or heavy items, no loose ash.*

Important Notes:

- The bins should **not be overfilled** – the **lids must be fully shut** when presented for collection.

- **We do not take side waste or excess rubbish.** We will take **1 extra bag of recycling** if it’s presented in the correct way *(in a clear sack)*, if you often have extra recycling – please order another blue bin, using our “Request a Bin” webform, or email us.
**Landlord’s responsibilities**

As a Landlord, you are responsible for your tenants' refuse & recycling provision of the properties you own. This means you must make sure that:

- The property has the correct number of bins for the number of people living there. If extra capacity is needed, you can contact us to about additional bins or changing your bin size.
- Your tenants understand how to use the bins correctly. Our website has plenty of information on recycling and literature which can be printed out and given to your tenants. There is a leaflet at the end of this Guide.
- Any problems, such as missed collections, damaged or missing bins are reported to us in good time so that we can resolve any issue as quickly as possible.
- Your tenants follow refuse & recycling collection procedures – putting the correct bin out on time on the correct day, using the bins correctly, not leaving side waste out etc. Our website has full details on our Refuse & Recycling service, including collection calendars.

**New Tenants - moving in**

Whenever you take on new tenants, we recommend you contact them as soon as possible after they arrive and inform them of the following:

- Collection day (Collection frequency: Alternate weekly etc.)
- Where bins should be moved to and when, ready for collection day.
- Where and when bins should be returned to after collection to ensure bins are not causing an obstruction for their neighbours.
- Number and colour of bins at your property, and what should be put in these bins.

Remember, particularly if you have a house full of students, many of your tenants may not know how the Refuse & Recycling Service works in a new city. Giving them all the information they need early on will help cut down the number of problems you have to report to us, and will ensure that your tenants do not inadvertently cause problems for their neighbours.

**Tenants - moving out**

If tenants move out leaving excess waste and contaminated recycling bins, it is your responsibility to sort this out. According to the Environmental Act of 1990, landlords are responsible for the removal of waste in and around their property that are remnants of the last tenancy. If they fail to dispose of the waste, they can be prosecuted for violating the law.

Bulky waste collections can be arranged with the Council (see page 8). Furniture and appliances in good working condition can be collected by some charities (like Emmaus and British Heart Foundation).
Ordering bins

To order bins
- Order from our website: [https://www.cambridge.gov.uk/request-a-bin](https://www.cambridge.gov.uk/request-a-bin)
- If there is a charge – payment can be made with a card, or if you want to be invoiced, please contact us to arrange: [waste@cambridge.gov.uk](mailto:waste@cambridge.gov.uk)

Delivery
- Bins are delivered within 10 working days, and placed outside the property (on the pavement, or driveway). If there is a secure area you'd like us to put the bin please let us know when ordering.
- Please make sure you write the house number on all the bins.

General rubbish bins (available in 2 sizes)
- **Standard bin** (240 litre, suitable for up to 5 tenants in a house) = £50 *(delivery charge)*
- **Smaller bin** (140 litre, suitable for 1-3 tenants in a house) = £25 *(delivery charge)*
- **Additional bin** (in circumstances where there are 6 or more tenants in a house, an additional bin can be requested, the same delivery charge of £50 applies. A red sticker is placed on the 2nd bin to confirm to the crews that its authorised and should be emptied.)

Blue Recycling bins (available in 2 sizes)
- Please order as above, up to 3 additional bins may be ordered, no delivery charge applies for these.
- Please visit our website for information on what can go in the bins: [www.cambridge.gov.uk/recycling-posters-and-leaflets](http://www.cambridge.gov.uk/recycling-posters-and-leaflets)

Green waste bins (available in 2 sizes)
- One green bin per property is free. If you require additional green bins there is a charge of £35 per additional bin per year, usually payable by direct debit. A permit will be on the additional bins, which is replaced each year.

Damaged / lost bins
Replacement bins can be ordered in the same way, (there is a charge to deliver the damaged/lost black bin). If you are replacing a bin – please make sure you leave the damaged bin out from 6am so we can replace it.

Alternative bin arrangements

Houses with no storage for their own bins
Some properties do not have space to store bins; if this is the case we can provide other containers to use instead. They are all collected on the same schedule as the bins.
- Black bin – **white refuse sacks** instead of a rubbish bin.
- Blue bin – **blue box or clear recycling sacks** instead of a blue bin.
- Green bin – **brown paper garden sacks** instead of a green bin.
Extra large households HMOs / bedsits / flats
For multi-occupancy dwellings we can provide either additional single bins or larger communal bins. The number and size of bins provided will depend on the size of the property, the number of occupants and access to the property. please contact us to discuss, waste@cambridge.gov.uk

Bin Collections
The Council operates an alternate week collection for rubbish and recycling. The rubbish (black bin) is collected one week and recycling (blue and green bins) the next week. Landlords and Tenants can look on our website to find their bin collection days and print off a calendar. https://www.cambridge.gov.uk/check-when-your-bin-will-be-emptied
NOTE: Christmas and bank holidays affect collections – Collections usually run a day late after a bank holiday, please check our website for Christmas collections because they can be different each year.

Bins should be:
• Placed out at the kerbside by 6am on the day of collection, or if this isn’t possible, the night before (no earlier than 6pm).
• Bins must be taken off the pavement after collection.
• Bins must be placed out for collection on the correct day only, for example; black bin on the black bin day (download calendar from our website)
• Lids should be shut, with no excess rubbish, on top or by the side of the bin.
• Recycling bins must have the correct items in.

Reasons for bins not collected:
• Bin not out on collection day by 6am
• Wrong bin put out for collection
• Bin overloaded – lids not closed
• Bin too heavy (exceeds the max limit: e.g. it has bricks/soil in it)
• Bin contaminated with wrong items (blue recycling & Green bins only)
• Additional bins don’t have the correct authorised permits.
• Bin damaged – unable to move or empty it safely.
• Missed in error.

Missed bins:
Landlords and tenants can report a “Missed bin” on our website: https://www.cambridge.gov.uk/report-a-missed-household-bin-collection.
Missed bins need to be reported by 3.30pm the day after the bin was missed, otherwise wait until the next scheduled collection.
Excess rubbish and recycling

If tenants have excess rubbish, or large items, there are a few options:

- Take it to a Household Recycling Centre – the closest ones are off the A10 near Milton or off the A505 near Thriplow.
- Pay for a ‘bulky collection’ from the Council (see below)
- Sell or give away items in good condition – Charity shops, Online selling places for example Gumtree/Facebook.
- Pay for the hire of a link tip (skip).
- Excess Recycling – we allow some excess recycling (blue bin recycling only) to be placed out next to the blue recycling bin on collection day. It must be presented correctly (in a clear sack, or a tied bundle of cardboard which would fit in the bin if it were empty) See leaflets and website for more detail.
- If you often have excess recycling – please order another blue bin.

Recycling Centres (Milton and Thriplow)
Most household items can be taken here. There are skips for recycling and general household rubbish. The Recycling Centre is free for RESIDENTS and TENANTS only. The site will not take items from a landlord or letting agents and it’s their responsibility to dispose of all waste arising from their lettings through a licensed contractor.

<table>
<thead>
<tr>
<th>Recycling Centre</th>
<th>Address</th>
<th>Opening times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milton Recycling Centre</td>
<td>Butt Lane, off the A10 CB4 6DQ</td>
<td>1st April – 30th September: weekdays 9am-8pm, weekends 9am-6pm.</td>
</tr>
<tr>
<td></td>
<td>Tel: 01223 860674</td>
<td>1st Oct – 31st March: 9am-4pm every day.</td>
</tr>
<tr>
<td>Thriplow Recycling Centre</td>
<td>Gravel Pit Hill, off the A505 Thriplow SG8 7H</td>
<td>1st April – 30th September: Mon-Sun 8am-5pm</td>
</tr>
<tr>
<td></td>
<td>Tel: 01223 839001</td>
<td>1st Oct – 31st March: Mon-Sun 8am-4pm</td>
</tr>
</tbody>
</table>

Both sites close at 1pm on 24th December, and are closed on 25th 26th December and 1st Jan.

Bulky collections
For large items that will not fit into a bin, or for additional sacks of rubbish, tenants may call our Customer Service Centre to book a bulky collection. A date will be arranged for collection, and items should be placed at the front of their property on that day.

- Prices:
  - Up to 3 Items - £30 (excludes Hazardous)
  - Each additional item, add £5
  - Please see website for more information: [https://www.cambridge.gov.uk/arrange-a-bulky-waste-collection](https://www.cambridge.gov.uk/arrange-a-bulky-waste-collection)

Some electrical items are classed as ‘Hazardous’ and have a different charge:

- TV’s, Monitors, Microwave, Fridge/freezers - £25 each

Recycling Computers/Printers – can be taken to Emmaus Reboot, Just off the A10 in Landbeach: 01223 863 657 info@emmauscambridge.org
We **CANNOT** take some items:
- American style fridge/freezers (too large for us to take)*
- Panes of glass (including green house, mirrors)*
- Paint or flammable liquids*
- Gas canisters and fire extinguishers*
- Asbestos
- Toxic waste
- Fluorescent light tubes*
- Porcelain baths *(because of weight restrictions)*

*These items can be taken to Recycling Centres free of charge by residents and tenants ONLY.

**Public recycling points**
There are various recycling sites around the city that tenants can use, to find the nearest one, visit our website: [https://www.cambridge.gov.uk/find-a-recycling-point-or-rubbish-tip](https://www.cambridge.gov.uk/find-a-recycling-point-or-rubbish-tip)

Some items that can be *recycled* at various sites (check our website first):
- Textiles/clothes and shoes
- Energy saving light bulbs
- Household batteries
- Books, tapes and discs.

**Additional Information**

**Additional collections**
If you have recycling bins that have the wrong items in (contaminated), that can't get emptied on the normal recycling collection – you can pay to have them emptied as landfill rubbish, the cost of this is £30 per bin. Please contact [waste@cambridge.gov.uk](mailto:waste@cambridge.gov.uk) to discuss and book.

**Educational Visits and Talks**
We may be able to provide educational visits if your tenants struggle to recycle, or educational talks to larger groups. Please contact us to discuss.

**Enforcement**
Our Enforcement Team may be able to deal with illegal dumping of rubbish. Report flytipping to [https://www.cambridge.gov.uk/report-flytipping](https://www.cambridge.gov.uk/report-flytipping)

**Site Visits**
If you would like to book a site visit with a waste policy officer, to come and assess the bin requirements and suggest improvements, please contact us.
Cleaning bins
Greater Cambridge Shared Waste Service does not clean bins, but you can use a private contractor, we do not recommend any company in particular, but there are two companies listed here, or search the internet for others:
Clean Bins: 01223 249696. Wheelie Fresh Bins: 01223 277747.

Recycling leaflets
We have various leaflets, posters, and stickers, (including Student specific leaflets, and different language leaflets). Please contact our Waste Policy Officer for more information (waste@cambridge.gov.uk) Or download and print them from our website: https://www.cambridge.gov.uk/recycling-posters-and-leaflets

Other leaflets available
- Flats recycling
- Student waste and recycling
- Green waste leaflets
- Preventing maggots in your bin
- Fly-tipping prevention

Bin stickers (available on request)
- Blue and Green bin stickers for House bins
- Mixed recycling sticker for bulk bins at flats
- Compostable waste sticker for bulk bins at flats
- ‘No black bags’ contamination sticker
- Bespoke stickers – contact us to discuss

Contact information

Website
You can find out lots of information from our website, including:
- What can and cannot be recycled
- What days bins are collected, (including Christmas and bank holiday collection information).
- Reporting missed bins
- Ordering new/replacement bins
https://www.cambridge.gov.uk/bins-recycling-and-rubbish

Customer Service Centre
For rubbish, recycling, and any other information, please call 01223 458282. Or email waste@cambridge.gov.uk

If your property is in South Cambs, you can contact: waste@scambs.gov.uk or 03450 450 063.
Recycling and waste

What goes in your blue bin?

Yes

Recycle
- Clean
- Empty
- Don't bag it

- Cardboard
- Paper & magazines
- Tins, cans & foil
- Aerosol cans
- Glass bottles & jars
- Cartons
- Plastic pots, tubs, trays & bags
- Plastic bottles
- Shredded paper (in envelope or clear sack)

Please put used batteries in a clear plastic bag. Tie the bag to the handle of the blue bin. Batteries must not be put inside the bin. Small portable household batteries can be put in the clear bag - e.g. AA, AAA, 6v, 9v, D, C, button, laptop and mobile phone batteries.

No

- Black bin bags or rubbish
- Nappies, tissues, kitchen paper, wipes & sanitary waste
- Polystyrene
- Glasses, flat glass or glass dishes
- Mirrors, Pyrex, plates/crockery
- Foil-lined plastic pouches e.g. from pet food

The following can be recycled elsewhere - check our website.

- Clothing and textiles
- Food, liquid or garden waste
- Wood, plasterboard & DIY waste
- Furniture or electricals
- Scrap metal e.g. pans
- Hard plastics e.g. bucket
- Crisp packets

What goes in your green bin?

Yes

Compost
- Cooked/uncooked food waste (including meat, fish and dairy)
- Untreated wood and sawdust
- Garden waste
- Used paper tissues and kitchen paper

No

- Plastic & plastic bags
- Compostable bags e.g. Biobags
- Nappies, wipes and sanitary waste
- Soil or stones
- Painted or treated wood
- Cat or dog waste
- Plant pots and seedling trays

What goes in your black bin?

Yes

Reduce
- Please try to reduce other rubbish that cannot be recycled or composted

General rubbish
including nappies, wipes, sanitary waste, polystyrene, crisp packets, pet food pouches, drinks pouches, broken crockery or glassware (wrapped)

No

- Rubble/bricks
- Soil
- Very heavy items
- Electrical items
- Batteries

Take these items to Household Recycling Centres at Milton or Thriplow

Not sure if it can be recycled? Check the ‘What goes in your bins’ page on our website, via www.scambs.gov.uk/bins for hundreds more items.