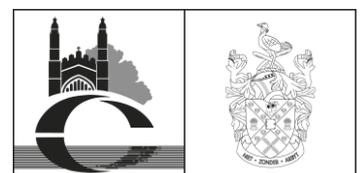


Managing & Letting Agents

Information Pack (for Flats)



Rubbish & Recycling (Communal bins)



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Bin Types

Managing Flats

Residents in flats usually share larger communal bins.

Please read this document.



Managing Houses

Houses where tenants will have their **own bins on their property.**

Please read 'Landlords, Letting Agents & Tenants Information pack Document available from the Council.



Bin types – Bin stores / Communal areas

Bins at flats consist of:

- General rubbish - black bins (various sizes) (older style bins may be silver chamberlain bins)
- **Mixed recycling** (cans, paper, cardboard, glass, plastic packaging) – blue bins (various sizes)

There is also an option for recycling food & Garden waste:

- **Food & garden waste** (compostable waste only) (various sizes)

What to put in each bin

Please visit our website for information about what can and cannot be put in the different bins. There is also a complete A-Z guide to recycling.

Posters & Leaflets: <https://www.cambridge.gov.uk/recycling-posters-and-leaflets>

A-Z of recycling: <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 Bio Plastics e.g. “Vegware” items.

Green compostable waste bins:



- Garden waste
- Food waste (cooked and raw)
- Shredded paper + Tissues

No compostable plastic “BIO” bags or Bio Plastics e.g. “VegWare” items (these do not compost down quick enough in the process we use)

Free Kitchen Caddy – the caddy sits on the kitchen unit – once full its emptied into the green bin outside – residents can pick one up from Council Office, Mandela House, Regent Street. Caddy paper liners can be 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, furniture, no loose ash.

Important Notes:

- The bins should **not be overfilled** – the **lids must be shut** for collection. Overfull bins won't be able to be loaded on the vehicle lift, and lids can be ripped off if not closed.
- We **do not take side waste** or **excess rubbish**. All waste needs to be put **in the bins**. If waste or recycling is on the floor blocking the bins in, we won't be able to access them to empty them. You will need to arrange a clearance first.

Managing agent's responsibilities

As a **Managing agent**, you are **responsible** for the properties you own, and in particular for your **tenants' refuse & recycling provision**. 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.
- 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.

Remember, particularly if you have a **students accommodation**, many students 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.

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**, Managing Agents are responsible for the removal of waste in and around their properties that are remnants of the last tenancy. If they fail to dispose of the waste, they can be prosecuted for violating the law.

Bin store design:

- Access to bin stores needs to be on a level surface (no gravel or steps)
- The walk from bin store to the vehicle collection point must not exceed 10m
- Bin store doors need to have door hooks to keep doors open while collection takes place.
- Metal strips on the walls to prevent damage to walls when bins pulled in and out.
- Locks on bin store doors - NOTE: we no longer accept keys for bin stores unless they are FB2 keys or Digital codes. You need to supply 4 sets to the Council for the different crews. Any replacement keys will be supplied by you free of charge.
- Wash down – there is a tap in the bin store – its your responsibility to keep the bin stores clean and free from vermin.
- You need to make regular visits to make sure the bin store is being used correctly.
- Adequate no parking enforcement signs etc.

Bin Capacity and Sizes:

The number of bins residents will need is worked out using the standard **50 litres per person calculation**. The size and number of bins required should have been decided and passed at planning stage, and Bin stores should have been built big enough to accommodate the number of bins required. If you require a **site visit** to determine what bins will fit in your bin areas, or you wish to request additional bins, please call the **Waste Projects Officer**.

General Rubbish & Recycling bins (size options)

- **1100 litre** – 4 wheels (H=1465mm, W=1370mm, D=1070) Cost = £350
- **660 litre** 4 wheels (H=1215mm, W=1370mm, D=770mm) = £250
- **360 litre** 2 wheels (H=1115mm, W=580mm, D=870mm) = £100
- **240 litre** 2 wheels (H=1070mm, W=570mm, D=720mm) = £50

Green waste bins (available in 4 sizes)

- **660 litre** 4 wheels (H=1215mm, W=1370mm, D=770mm) = £250
- **360 litre** 2 wheels (H=1115mm, W=580mm, D=870mm) = £100
- **240 litre** 2 wheels (H=1070mm, W=570mm, D=720mm) = £50
- **140 litre** 2 wheels (H=1066mm, W=480mm, D=558mm) = £50

Ordering bins

If it's a new block of flats – the developer should pay for the bins, this could have been done at planning stage by s106 contributions, or purchased later by the developer.

To order bins

- Please contact the **Waste Policy Officer** to check if bins have already been paid for or not, and what bins are required. (This is worked out using occupancy.)
- If bins need to be purchased, we can invoice you. Please supply invoice address.
- Lead times are usually 1-2 weeks.
- Please supply full address of the bin store location and any keys/codes for the bin store door.

Bin Collections

The Council operates an **alternate week** collection for **rubbish** and **recycling**. rubbish (black bins) are collected one week and recycling (blue and green bins) the next week. The crew will go into bin stores to get the bins and replace them afterwards (if within 10m).

To find out bin collection days you can look on our website and print off a calendar if you wish. <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 and Easter collections because they can be different each year.

To be able to empty bins we need:

- Access to all bin areas and store – any doors should be **unlocked** on the days of collection. If this is not possible you **must supply** any keys/fobs/codes to the Council.
- Access to the bin store – we can't collect if cars are parked blocking the doors.
- Access to the bins – we can't collect bins if waste/recycling/furniture is on the ground blocking access to the bins.
- Crews walk a max of 10m to get bins – if the route is more than this, it's the responsibility of the Managing agent to wheel the bins to a suitable collection point.
- **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. Contaminated bins incur a fee to have them emptied as landfill.

Reasons for bins not collected:

- No bin or Wrong bin put out for collection (if agent is putting bins out)
- Bins overloaded – lids not closed
- Bins too heavy (exceeds the max limit: ie it has bricks/soil in it)
- Bins contaminated with wrong items (blue recycling & Green bins only)
- Bins damaged – unable to move or empty it safely.
- No access for crews, ie: road closed, parked cars, locked doors and no keys supplied.
- Missed in error.

Missed bins:

Managing agents and tenants can report a “Missed bin” on our website, using the postcode: <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:

Our Refuse and Recycling crews will **ONLY empty bins**; they **DO NOT take any excess rubbish/recycling**. Any items left on the floors of bin stores or piled on top of the bins will not be collected, and it is the responsibility of you as Managing Agents to clear the excess.

- Any excess on the floor must be picked cleared by your contractors, then we can return and empty the bins (this may incur an additional cost). Please call Customer Service Centre **01223 458282** or **email**. Excessive waste can be collected at a charge, this is an invoiceable service so you would need to **email** over an order, stating collection required and invoice address.

Options for Tenants:

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

- Take it to Milton Recycling Centre (free of charge)
- Pay for a ‘Bulky collection’ from the City Council.

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 businesses.

	Address	Opening times
Milton Recycling Centre	Butt Lane, off the A10 CB4 6DQ Tel: 01223 860674	1 st April – 30 th September: weekdays 9am-8pm, weekends 9am-6pm. 1 st Oct – 31 st March: 9am-4pm daily.
Thriplow Recycling Centre	Gravel Pit Hill, off the A505 Thriplow SG8 7HZ Tel: 01223 839001	1 st April – 30 th September: Mon-Sun 8am-5pm 1 st Oct – 31 st March: Mon-Sun 8am-4pm

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 bins, or for excess waste, 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:

City: <https://www.cambridge.gov.uk/arrange-a-bulky-waste-collection>

South Cambs: <https://www.scambs.gov.uk/bins/bulky-item-collection-service>

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

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

We **CANNOT** take some items:

- 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, to find the nearest one, visit our website:

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 require additional collections due to excess waste or contaminated recycling bins – there is a charge of £30 per bin emptied. Please contact us 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 in **Cambridge City** to <https://www.cambridge.gov.uk/report-flytipping> or **South Cambs** to <https://scambs-framework.egovhub.net/ENVIROCRIMEREPORTINGFORM/launch>

Site Visits

If you would like to book a site visit with a **Waste Projects Officer**, to come and assess the bin requirements and suggest improvements, please contact us.

Cleaning bins

Cambridge City Council 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 and posters**, (*including Student specific leaflets, and different language leaflets*). Please contact our **Waste Projects Officer** for more information. 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
- Bespoke leaflets/posters

Bin stickers (available on request)

- Mixed recycling sticker for communal bins at flats
- Compostable waste sticker for communal bins at flats
- ‘No black bags’ contamination sticker
- Bespoke stickers – contact us to discuss

Contact information

Websites:

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

Customer Service Centres:

If your flats are in Cambridge City, please contact:

Tel: 01223 458282.

Email: waste@cambridge.gov.uk

Website: <https://www.cambridge.gov.uk/bins-recycling-and-rubbish>

If your flats are in South Cambs, please contact:

Tel: 03450 450 063.

Email: waste@scambs.gov.uk

Website: <https://www.scambs.gov.uk/bins/>

RECYCLING - Blue bins

YES: No Food – all items must be **empty** – please **rinse out**.



CARDBOARD



PAPER/MAGAZINES



CANS



CARTONS



**GLASS
BOTTLES + JARS**



**PLASTIC
PACKAGING ONLY**
(Food trays, tubs,
Plastic wrap)



**ALL
PLASTIC BOTTLES**

✗ NO other items – Only what is listed above



✗ NO Black bin bags, NO Rubbish, NO Polystyrene

✗ NO Nappies, Sanitary or Medical waste

✗ All items must be empty - NO food or liquid

Green Bins

YES:



Garden Waste + Dead flowers



NO Other Items

No Plastic, No plastic bags, No glass, No metal, No Wipes, No Textiles

**Please wrap food in NEWSPAPER or
BROWN PAPER SACKS**

(Paper sacks can be purchased from
Supermarkets or the Council)

**NO
"Compostible
Bio Bags"**



What can Tenants do with other items?

Furniture, Fridges, Cookers, TVs, Small electrical items, Clothes, Toys, excess cardboard?

- Take to **Milton** (Butt Lane, Off A10) or **Thriplow Recycling Centres** in your car.
- Get together with a neighbour who has a car to take items to **Milton** or **Thriplow Recycling centres**.
- If you had a **New fridge/sofa/oven, delivered - the company can take your old one away**, there could be a charge for this, starting from £15, but this is a **cheaper** option than paying the Council to remove it. (you will need to ask what recycling service they do when you order your new appliance).
- **Cardboard packaging** from new large appliance or TV delivered – some companies offer an unpacking and **removal of packaging service**, for example **ao.com** only charges £3 for this service, check when you purchase the item what recycling services they offer. Or you need to **break it up** and put it in the **Blue recycling bins** (*remove any polystyrene though and put that in the black bins*)
- **Cardboard skip** at Waitrose supermarket – please put inside the skip, not on the floor.
- If the items are in **good working order** - put them on your local selling website, like **Facebook** (search for Cambridge selling place or similar groups), **Freecycle** / **Gumtree** etc.. You could advertise them for free or even sell them and make some money, and the buyer collects from you. Or you could have a car boot sale!
- If items are in **good condition** - **Donate** them to some charity shops, like **Emmaus, British Heart foundation** or **Cambridge Re-use**. Give them a call, they can come and collect items from you – collection is usually free, or a small charge starting from £5.
- **Council removal service** (Bulky waste removal):
There is a charge of £30 for up to 3 items, and additional £5 for each additional item (as long as its Non hazardous): So you could have a cooker, a table and a chair all collected for £30 (a 3-seater sofa is classed as 3 items).
Some items are classed as **hazardous** and are charged at £25 each (Example, TVs, Fridges, Microwaves). See the website for details <https://www.cambridge.gov.uk/bins-recycling-and-rubbish> or call 01223 45 8282.
- Take **small items** to **Charity shops** (clothes, toys, books, kitchen utensils and china).
- Take **clothes** and **shoes** to **Clothing banks at supermarkets** and places around the City and district.
- **Small electrical appliances** – put in the **NEW small electrical banks** in **Trumpinton** (Hawkey Road, Fawcett Road, Glebe Farm Drive, and the Local centre of Trumpington Meadows) (Things like: Toaster, kettle, sandwich maker, hair dryer, radio, mobile phones).