

New Kerbside Recycling System FAQs
Bin/Box Collection



Question	Answer
<p>1. I currently get my wheelie bin pulled out – will this continue?</p>	<p>Yes. Your green/grey wheelie bin will be pulled out one week and your brown wheelie bin the next</p>
<p>2. Can I get assistance with putting my recycling box out for collection?</p>	<p>Yes. There are two options for assistance with your recycling box. If you are able to put your wheelie bins out for collection but cannot lift and/or carry your recycling boxes, then we can provide you with a small blue wheeled bin for your recyclables. If you are unable to put wheeled bins out for collection then a pullout service can be provided so that the recycling crews take your recycling box out for you. This service is only provided if there are no able-bodied persons living in your household. If you require this service, please phone 08452 777 000 and a request form will be posted to you.</p>
<p>3. Will my wheelie bin collection day remain the same?</p>	<p>Yes. Your bins and recycling box will continue to be emptied on your normal collection day, with recycling box collected weekly and each wheeled bin being collected fortnightly on alternate weeks. The leaflet delivered with your brown wheelie bin contains a collection calendar showing which bin is to be collected each week for the next year.</p>
<p>4. I have 2 green bins. Will you continue to empty both?</p>	<p>No. We will only empty one green wheelie bin. This applies to all households, including those previously given a second green wheelie bin by the Council, or who purchased one. However, you can exchange your second bin for a home composter or an additional brown wheelie bin. You can also have as many additional recycling boxes as you reasonably require for your household's needs. Please do not put any black bags or other items beside your green/grey wheelie bin, as these will not be uplifted.</p>
<p>5. I have a very big family. Can I have additional bins?</p>	<p>You can have an additional brown wheelie bin and as many recycling boxes as you reasonably require, however only one green wheelie bin will be uplifted fortnightly. If there are six or more people living in your household all the time, your household is eligible to request a larger (360L) green or grey wheelie bin for your mixed waste – please phone 08452 777 000 and a request form will be sent to you.</p>
<p>6. If I phone to say that you have missed my bin or recycling box, how soon will you return to collect it?</p>	<p>If your brown wheelie bin has not been emptied because it contains unsuitable items, you must remove the unsuitable items and it will be emptied on your next brown bin collection day. If you have put the right items in the bin and it has been missed, the bin lorry will come back round and empty it within a day. Please remember that if you put the wrong bin out, i.e. brown wheelie bin out during green/grey wheelie bin week, it will not be collected. Also, if you have two mixed waste (green/grey) wheelie bins, we will only empty one of them or if the bin is too heavy, we will not lift it.</p>

<p>7. What happens if I put items of waste in the wrong bins?</p>	<p>If you put compostable and recyclable items in your green or grey wheelie bin, it will still be emptied. If you put non-compostable items in your brown wheelie bin, it will not be emptied until your next collection day and only if these items have been removed.</p>
<p>8. Where do the bin contents go?</p>	<p>Lower Polmaise, Fallin – Mixed waste from the green or grey wheelie bins goes into the landfill site and brown wheelie bin contents are composted. The compost will be used to help with the remediation of the landfill site once it closes in June of 2004. Recycling box contents are sorted at a central facility and sent to various locations to be recycled:</p> <ul style="list-style-type: none"> • Cans and foil are sorted and sent to be recycled into cans, sheet metal and building materials. • Glass is crushed in Alloa and recycled into new glass products. • Paper is sorted in Croy and sent to paper mills to be recycled into a variety of paper products. • Plastic milk bottles are sorted and recycled into railway ties, garden furniture, compost and waste bins. • Textiles are sorted and cleaned in Denny and passed on to charity shops or recycled into industrial rags.
<p>9. Aren't there health and hygiene issues with a fortnightly collection system?</p>	<p>Stirling Council's Environmental Operations has issued the following statement: "Public Health should not be an issue with this system that has been thoroughly tried and tested over a long number of years, both in this country and on the continent. Householders have a responsibility to make sure their waste containers are kept clean and waste is not allowed to overflow. If this is done, there should be no problems. Nevertheless, Environmental Health will maintain a watching brief over the process."</p> <p>The fortnightly collection of residual waste, alternating with the collection of compostable waste, has been identified as good practice by the Scottish Executive in their <i>Separate Waste Collection Systems Best Practice Review (2003)</i> (www.scotland.gov.uk/library5/environment/sepwaste.asp).</p> <p>The following is an excerpt from a fact sheet by industry body Recoup (www.recoup.org): "When pioneering local authorities first considered introducing fortnightly refuse collections, concerns were raised regarding the health and safety issues of leaving refuse in bags and bins for a 2 week period prior to collection; bad smells, flies and vermin were the biggest worries. These concerns have proved to be unfounded; all the evidence from councils already operating fortnightly collections for residual refuse confirms this is not a health hazard. Bagging refuse and tying bags shut prior to placing them in the bin will prevent spillage's and will not attract vermin."</p> <p>It is also worth pointing out that various rural areas throughout Stirling have been operating on a fortnightly collection system for a number of years without any resulting health concerns. The wheeled bins are designed to keep smells well contained. The important thing is to wrap waste such as fish, meat and cooked food carefully.</p>

If you have any further questions please telephone 08452 777 000, email waste@stirling.gov.uk or continue to browse through our website.