



Please read
and keep
for future
reference

IMPORTANT:

Information about changes
to your **waste** and **recycling**
collections inside



Welcome to alternate weekly collections

Malvern Hills District Council will soon be operating the alternate weekly collection system. Your waste will be collected one week and your recycling the next. This booklet is designed to help you use the service correctly, reduce the amount of waste you generate and maximise your recycling.

Collections start week commencing 2 April 2018. This is Easter Bank Holiday Monday but collections will still be taking place on that day. The first week we will be collecting **black bins/sacks**.

Your collection day will not change. Please place your black bin/sacks out by 7am on your usual collection day during this week at the boundary of your property.

The system will then continue with recycling collections week commencing 9 April 2018 before returning to black bins/sacks the following week and rotating again.

Please check the collection calendar on the back of the letter received with this booklet for more information or visit www.malvern hills.gov.uk/refuse-and-recycling and click on 'find your day of collection'.



Missed collections

- Was your bin/sacks placed at the front edge of your property by 7am?
- Is your recycling bin free from contaminated items?
- Is the correct bin/sacks out? (check calendar)

If the answer to all of these questions is yes then report it to us online 24/7 by visiting www.malvern hills.gov.uk/refuse-and-recycling



Larger bins/additional sacks

If you meet any of the following criteria you can request a larger 240 litre black bin:

- Families with 6 or more people permanently living at the same address
- Families with 1 or more children under 3-years-old using disposable nappies permanently living at the address
- Persons with medical reasons that create large amounts of non-hazardous medical waste

To request a larger black bin visit www.malvern hills.gov.uk/refuse-and-recycling, select Deliver/Replace Bin or Sacks and fill in the form. Alternatively call the waste changes hotline on **01684 862490**. Please note requests will only be considered/processed after the system has launched on 2 April 2018.

If you are on a **sack collection** and meet the larger household criteria you can put out up to 6 sacks per fortnight.

What if my household was not eligible for a bin?

You will remain on sack collections for both waste and recycling. A roll of black and cherry sacks will be delivered to you in the usual way during May or June. You may buy your own black sacks if you wish. You will be able to put out a maximum of 4 black sacks for collection a fortnight or 6 if you are a larger household.

Blacks sacks for general waste (max 4 or 6 per fortnight) collected on week one



Never put hazardous waste or liquids such as paint or oil, hot ashes, garden waste, rubble stone, or soil, syringes, plasterboard, asbestos or recyclable items in your black bin/sacks

Cherry sacks for recycling (unlimited) collected the next week



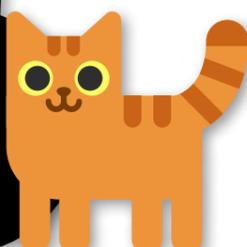
REMEMBER

for health and safety reasons **glass cannot be placed in sacks** but should be taken to Household Recycling Centres



One week the black bin for general waste is collected

- For items that cannot be recycled in green bin, such as: nappies, plastic wrapping, polystyrene...
- You can use sacks and carrier bags in this bin if you wish to help keep it clean
- All waste must be in the bin, NO side waste will be taken
- Bin lids must be fully shut or your bin may not be emptied
- Only official Malvern Hills District Council bins will be emptied
- Double bag smelly items such as used nappies or cat litter to reduce smells



The next week the green bin for recycling is collected

- Check the information on pages 4 – 9 for a reminder of what to put in your green bin
- Recycling must be put in the bin loose. NO carrier bags or sacks
- If non-recyclable items such as food waste, carrier bags or nappies are found in your green bin it will NOT be emptied. You will need to remove the items and put it out again on your next scheduled recycling collection date
- Labels can be left on
- No need to squash cans/bottles, cartons or plastics





You've told us you want more information on how to recycle specific items. So we have produced this detailed guide featuring the most common items we are asked about to help you get your recycling right.

ALUMINIUM FOIL TRAYS

such as takeaway carton bases should not be put in your green bin/cherry sack but taken to Household Recycling Centres.

ALUMINIUM FOIL

if used for covering food it can be recycled as long as it is clean. To test if any type of foil is recyclable scrunch it in your hand and if it holds its shape you can recycle it at Household Recycling Centres.

ALUMINIUM TUBES

eg for tomato puree, should be disposed of in your black bin/sack.

ASH

from wood burning fires is an excellent form of waste to add to your compost at home, or as a soil fertiliser. Do not put in your green/black bins or black/cherry sacks.

AEROSOLS

can be recycled in your green bin/cherry sack just remove the lid first. This also applies to roller balls.

BATTERIES

all household batteries including 'button' watch batteries and battery packs for mobile phones and laptops should be recycled at Household Recycling Centres and some supermarkets. Do not put in your green bin/cherry sack.

BOOKS/CDS/DVDS

can be donated to charity shops or Household Recycling Centres in Tenbury and Worcester will accept them. Do not put in your green bin/cherry sack.

BOTTLES AND JARS

made of all types of coloured glass can go in your green bin but for health and safety reasons cannot be accepted if you are on a sack collection. They can be taken to Household Recycling Centres.

BLACK PLASTIC

cannot be accepted by our recycling facility so should be disposed of in your black bin/sack.

BABY FOOD POUCHES

these should be disposed of in your black bin/sack.

BISCUIT AND SWEET TINS

can go in your green bin/cherry sack including the lids.

CANS

can be put in your green bin/cherry sack just rinse them out first.

CAR BATTERIES

these should be taken to Household Recycling Centres.

COFFEE PODS/CAPSULES

Some brands of single use plastic coffee pods/capsules offer their own returns recycling service. Otherwise dispose of in your black bin/sack.

CARDBOARD

and light white card (for example cereal boxes) can go in your green bin/cherry sack. Anything corrugated or thick will also be accepted. Small amounts are also good for composting at home.

CARRIER BAGS

can be recycled in store at most large supermarkets but use a reusable bag to reduce the need for them in the first place. Do not put them in your green bin/cherry sack.

CLOTHING AND TEXTILES

including bedding can be recycled at Household Recycling Centres or your local recycling banks but should not go in your green bin/cherry sack as they cannot be accepted this way. Good quality items can be donated to your local charity shop.

COMPUTERS

including laptops and monitors should be recycled at Household Recycling Centres.

CHRISTMAS TREES

real ones can be taken to Household Recycling Centres.

CRISP PACKETS

these cannot be recycled as they contain foil which cannot be separated. They should be disposed of in your black bin/sack.

CUTLERY AND CROCKERY

if in good condition donate to a charity shop. Otherwise broken crockery can be recycled in the hardcore and rubble container at Household Recycling Centres and metal cutlery in the metal container.

DRINKS CARTONS

can go in your green bin/cherry sack, just remove the straw which should go in your black bin/sack.

DOG FOOD TINS

please rinse out, push in the lids, and put in your green bin/cherry sack. The foil pouch versions should be disposed of in your black bin/sack.

ELECTRICAL ITEMS

such as microwaves, radios, games consoles, kettles, toasters etc should be taken to Household Recycling Centres in Malvern, Tenbury and Worcester. If an electrical appliance has a plug, uses batteries or needs charging or has a picture of a crossed out wheeled bin on it then it can be recycled.

EGG BOXES

made from cardboard are fully compostable at home or can go in your green bin/cherry sack. Plastic boxes can also go in your recycling. Polystyrene cartons should go in your black bin/sack.

EGG SHELLS

can be composted at home. When crushed they can also deter slugs from eating your plants, just sprinkle around the base.

ENERGY EFFICIENT LIGHT BULBS

can be recycled at Household Recycling Centres. If you have any of the older incandescent bulbs dispose of them in your black bin/sack. They contain a different type of glass and metal parts so cannot be recycled.

FOOD WASTE

Some food waste can be composted otherwise it should be disposed of in your black bin/sack.

FOIL POUCHES

these should be disposed of in your black bin/sack.

FISH AND CHIP PAPER

this should be disposed of in your black bin/sack.

GARDEN WASTE

can be composted at home, taken to Household Recycling Centres or sign up for our garden waste collection service www.malvernhills.gov.uk/garden-waste

GREETING CARDS

can be recycled in your green bin/cherry sack but first tear off any parts with glitter, bows or ribbon on them.

GRASS

can be composted very effectively providing that it is mixed with equal quantities of other material, for example scrunched up newspaper, or put it in your garden waste bin as it is.

GREASEPROOF PAPER

(used and scraps) free from food can be composted at home if ripped up first or in small amounts. Do not put in your green bin/cherry sack.

HAY

and other natural pet bedding can be added to your home compost heap so long as your pet is vegetarian.



HARDCORE AND RUBBLE

such as bricks and wood should be taken to Household Recycling Centres.

INKJET CARTRIDGES

are accepted by many charities that will gladly recycle them on your behalf. They can also be taken to Household Recycling Centres.

IRONING BOARDS

should be taken to Household Recycling Centres. Remove the cover and place in the textiles container and the metal board in the metals container.

JUNK MAIL

you can use the Mailing Preference Service to remove yourself from the mailing lists used by many companies. Alternatively put it in your green bin/cherry sack.

KITCHEN ROLL TUBES

can be composted at home or put in your green bin/cherry sack.

KITCHEN UTENSILS

can be recycled at Household Recycling Centres.

LIDS

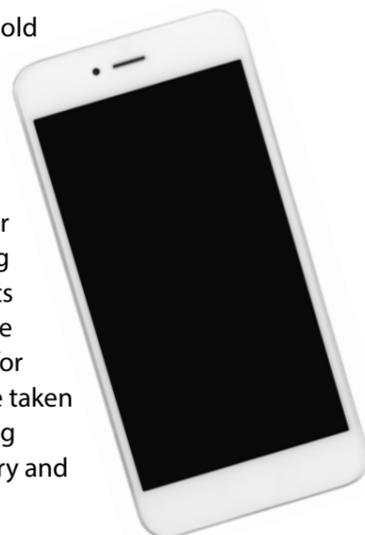
please remove and place in your green bin/cherry sack. Film lids, such as on plastic trays, should be removed and disposed of in your black bin/sack.

METAL

can be recycled at Household Recycling Centres.

MOBILE PHONES

can be donated to charities or there are companies that will pay for old handsets. Try searching online. Unwanted handsets and accessories can also be returned to phone shops for recycling. They can also be taken to the Household Recycling Centres in Malvern, Tenbury and Worcester.



MEDICINES

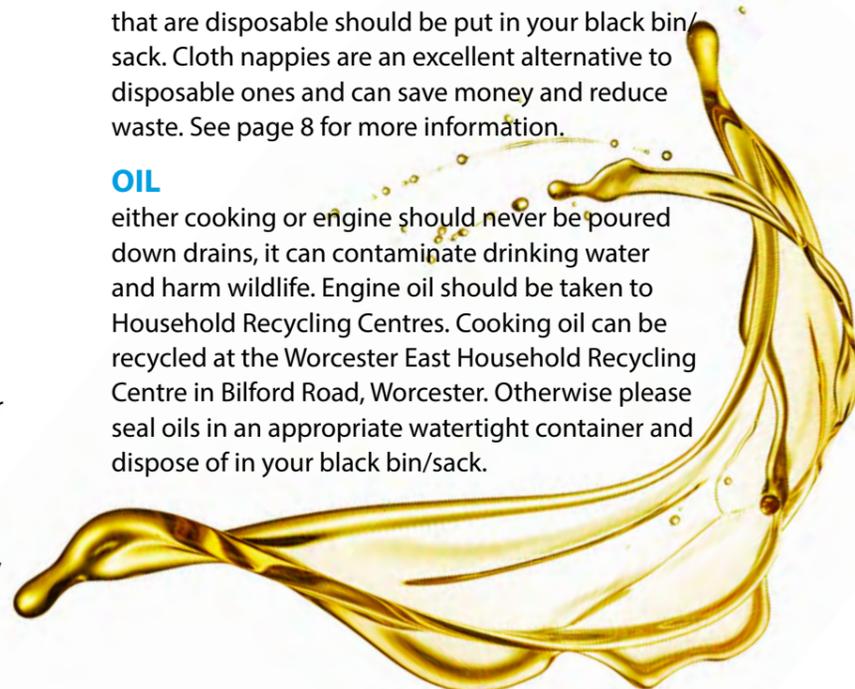
you can put empty glass medicine bottles in your green bin but not cherry sacks. Please take all other medicines to any pharmacist where they will be disposed of safely and the bottles recycled. Blister packs for tablets and pills are not recyclable.

NAPPIES

that are disposable should be put in your black bin/sack. Cloth nappies are an excellent alternative to disposable ones and can save money and reduce waste. See page 8 for more information.

OIL

either cooking or engine should never be poured down drains, it can contaminate drinking water and harm wildlife. Engine oil should be taken to Household Recycling Centres. Cooking oil can be recycled at the Worcester East Household Recycling Centre in Bilford Road, Worcester. Otherwise please seal oils in an appropriate watertight container and dispose of in your black bin/sack.



PAPER

including envelopes, magazines and catalogues can be recycled in your green bin/cherry sack. No need to remove windows from envelopes.

PAINT

can be disposed of at Household Recycling Centres.

PILLOWS

can be taken to a charity shop, or the inner feathers/down can be composted at home, and the fabric recycled at Household Recycling Centres.

PIZZA BOXES

and other cardboard based fast food containers that are stained with grease should not be recycled but disposed of in your black bin/sack.

PLASTERBOARD

can be taken to local Household Recycling Centres except for sites in Upton and Worcester West. Call ahead using the details on page 8 if you are unsure.

PLASTIC TUBS/TRAYS

including margarine tubs, yoghurt pots, ice cream tubs, fruit punnets and raw meat trays can all go in your green bin/cherry sack. All colours accepted except for black.

PLASTIC BOTTLES

including bleach, fabric conditioner and shampoo bottles can be recycled. Rinse out and then place in your green bin/cherry sack. Remember if they have a pump or other filter (such as hand soap bottles) to remove them first and put in your black bin/sack.

PLASTIC WRAPPING

such as clingfilm or polythene should be disposed of in your black bin/sack.

PYREX

while this is a type of glass it has been specially treated to withstand high temperatures and this makes it non-recyclable. Dispose of it in your black bin but do not put it in sacks for health and safety reasons. Please take to Household Recycling Centres instead and put in the landfill container.

RAGS

old fabric rags or stained t-shirts make good general rags. When they are past good use, if the material is natural, such as cotton, you can compost this material at home.

READING GLASSES

there are lots of charities that want reading glasses to give to people that need them. Try a search online. Most opticians will also accept your old glasses for reuse.

SHOES

with some wear on them should be tied together and recycled at Household Recycling Centres.

SAUCEPANS

can be taken to Household Recycling Centres.

TELEVISIONS

can be taken to Household Recycling Centres.

TOOTHPASTE TUBES

both the squeezable and pump action tubes should be disposed of in your black bin/sack.

TOOTHBRUSHES

manual ones can be disposed of in your black bin/sack or use them to scrub grout, tiles or hard to reach areas. Electric toothbrushes can be taken to Household Recycling Centres.

UMBRELLAS

if you are able to detach the fabric canopy you could recycle the metal at a Household Recycling Centre.

VACUUM DUST

can be composted at home or disposed of in your black bin/sack.

WRAPPING PAPER

can be recycled in your green bin/cherry sack if it holds its shape when scrunched. Remove any sticky tape, bows and ribbons first. If it springs back then dispose of it in your black bin/sack.

WHITE GOODS

including dishwashers, freezers, fridges, washing machines, tumble dryers, cookers etc can all be taken to Household Recycling Centres. Remember, if an electrical appliance has a plug, uses batteries or needs charging or has a picture of a crossed out wheeled bin on it then it can be recycled.

YOGHURT POTS

rinse out and then place in your green bin/cherry sack. Place film lid in your black bin/sack.





Your Household Recycling Centres

Your Household Recycling Centres will take a wide range of items from batteries and engine oil to scrap metal, soil and wood. Each one accepts slightly different things. Give them a call to check before you travel or visit www.lets Wasteless.com and click on recycle and then recycling centres.

Your nearest ones are:

Malvern Household Recycling Centre

Malvern Link, Worcestershire WR13 5AX
Open 8am to 6pm Monday to Saturday and 10am to 4pm Sunday.
Phone: 01684 892785

Tenbury Wells Household Recycling Centre

Tenbury Wells Business Park, Tenbury Wells
Worcestershire WR15 8FA
Open 8am to 6pm Thursday, Saturday and Sunday.
Phone: 01584 810198

Upton-upon-Severn Household Recycling Centre

Hanley Road Car Park, Upton-upon-Severn WR8 0HU
Open 8am to 6pm Wednesday, Saturday and Sunday.
Phone: 01684 591293

Worcester East Household Recycling Centre

Bilford Road, Worcester WR3 8PU
Open 8am to 6pm Monday to Saturday and 10am to 4pm Sunday.
Phone: 01905 453610

Worcester West Household Recycling Centre

Hallow Road, off Horsford Road, Worcester WR2 6BZ
Open 8am to 4pm Monday to Friday and 8am to 12.30pm Saturday. Not open Sundays or Bank Holidays.
Phone: 01905 421116



Time to rethink reusable nappies?



Modern reusable nappies are nothing like their terry towel counterparts of old. These days washable nappies are trim, absorbent and quick drying.

They also have the added bonuses of saving you a large amount of money and drastically reducing the amount of waste in your black bin/sacks. Each child puts almost a tonne of disposable nappies into landfill during their lifetime.

The Worcestershire Nappy Advisory Service is a volunteer run scheme that offers the opportunity to trial reusable nappies for free to see if you and your child get on with them.

You can either attend one of their public demonstrations or arrange for someone to visit you at home. They will go through the options and then loan you a suitable kit of 20 to 30 cloth nappies to trial for a month.

When it is time to return the kit, if you decide to carry on using cloth nappies then the service will also advise you on how to find the best prices for the nappy you like best.

Want to find out more?

Email malvern@worcsnas.org.uk or visit www.worcsnas.org.uk for more information.



What can I put in my green bin/cherry sack?

Your at a glance guide

Here is a brief overview of what can be put in your green bin or cherry sack. Remember you can recycle more items at your Household Recycling Centre.

✓ Yes please

✗ No thanks

 <p>food tins & drink cans</p>	<ul style="list-style-type: none"> ✓ food tins ✓ drink cans ✓ aerosol cans ✓ sweet/biscuit tins ✓ metal jar lids 	<ul style="list-style-type: none"> ✗ Foil or anything foil lined ✗ Crisp and sweet wrappers ✗ Metal tins that have contained chemicals ✗ Cutlery and other metal
 <p>mixed glass bottles & jars</p>	<ul style="list-style-type: none"> ✓ glass bottles* ✓ glass jars* <p><i>*Not sack collections please take to Household Recycling Centres</i></p>	<ul style="list-style-type: none"> ✗ Glass cookware, e.g. Pyrex ✗ Drinking glasses ✗ Light bulbs and tubes ✗ Ceramics
 <p>plastic bottles</p>	<ul style="list-style-type: none"> ✓ drinks bottles ✓ milk/juice bottles ✓ detergent bottles ✓ cleaning/bleach bottles ✓ yoghurt pots ✓ plastic meat/fish trays 	<ul style="list-style-type: none"> ✗ Black plastic ✗ Plastic carrier bags ✗ Plastic toys ✗ Polystyrene ✗ Medicine packs ✗ Chemicals plastic bottles (e.g. anti-freeze)
 <p>paper</p>	<ul style="list-style-type: none"> ✓ newspapers/magazines ✓ phone directories ✓ catalogues/brochures ✓ junk mail/leaflets ✓ letters ✓ greetings cards ✓ envelopes 	<ul style="list-style-type: none"> ✗ Paper stained with food, grease or dirt ✗ Hygiene/sanitary products (wet wipes) ✗ Sticky papers (eg post-it notes) ✗ Wallpaper ✗ Metallic wrapping paper ✗ Kitchen towel
 <p>cartons</p>	<ul style="list-style-type: none"> ✓ milk / juice / smoothie cartons ✓ fabric conditioner cartons ✓ soup/tomato cartons ✓ custard cartons 	<ul style="list-style-type: none"> ✗ Laminated plastic food/drink pouches (e.g. baby food pouches, cat food pouches, coffee pouches)
 <p>cardboard</p>	<ul style="list-style-type: none"> ✓ thin cardboard boxes e.g. cereal boxes, ready meal boxes ✓ corrugated/thick cardboard ✓ egg boxes ✓ kitchen/toilet roll tubes 	<ul style="list-style-type: none"> ✗ Card that is stained or dirty with foodstuffs, grease, paint or dirt (e.g. pizza boxes) ✗ Glitter covered greeting cards



Love food hate waste

Did you know you could be throwing £700 a year away?

That's the amount food waste is estimated to the cost the average UK household. In Worcestershire about a third of the average household's general waste is food.

Here are some top tips to help you cut down on your food waste.

Fridge right

- Do not put bread in the fridge as it goes stale quicker. Keep in a bread bin or store cupboard or freeze for use another time.
- Most fruit and veg can be stored in the fridge except bananas and pineapples (keep cool but don't refrigerate), potatoes and onions (keep in a cool, dark place).
- Apples last up to two weeks longer in the fridge and peppers up to a week longer.
- Eggs keep best in their box in the fridge.

- Once opened, food like cheese and ham keep better if they're well wrapped or in an airtight container.
- Keep your fridge between zero and five degrees Celsius. Research shows up to 70 percent of fridges are too warm meaning food goes off much quicker.

Versatile veg

- If you're only using part of a pepper, leave the stem, seeds and membrane intact. Then wrap it and keep in the fridge. The pepper will keep much longer than when you remove them.
- If you wash spinach well in cold water, shake off as much water as you can and store in an airtight container in the fridge, it will keep fresh for longer. This also revives old spinach.
- Wrap lettuce, carrots, courgettes etc. in kitchen paper then put them in plastic bags in the salad compartment of the fridge. The paper stops the condensation from softening the veg and stops mould, they will stay fresh for much longer.

Save your spuds

- If your potatoes get green patches, don't worry – cut those bits off and the rest is still fine to eat.
- If your potatoes have sprouts, they're also okay – just chop them off.
- If your potato is wrinkly, it means it has lost most of its nutrients, but it's still safe to eat.
- If you've got too many spuds, par boil and freeze them – you can take them out at a later date and roast them.
- If you were given a bigger portion than what you bargained for from the chippy, put them in the freezer and reheat them at a later date for extra crispy chips.



Learn to love a list

- Keep a pad and pen in the kitchen - when you've got through the last of your favourites such as milk or cheese scribble it down on the list.
- Shopping for specific ingredients with meals in mind and taking a list helps ensure we use what we buy.
- Look for food with the longest use by date or fresh foods which can be frozen in case you don't get round to eating them in time.
- Have a quick rummage through the fridge, freezer and store cupboard once a week - it'll end those evening runs to the local late night shop for essentials.
- Take a quick photo of your fridge as you leave home in the morning so you can see what's already in there.
- You don't have to plan every meal in the week. In fact just having an idea of what four to five meals, will be often works best allowing you to be flexible with unexpected leftovers.
- Identify a meal from the freezer each week - such as Friday night is freezer night. So if your plans change and you're eating out on Friday that meal can happily sit at home on pause waiting till next week.

Be a freezer hero

Did you know you can freeze the following?

Chillies – freeze them whole and chop while they're still frozen.

Milk – freeze as soon as possible after buying. When you need it, thaw it in the fridge. Plastic containers are okay for freezing milk in, but the milk will expand so pour out a small amount (for example, in a cup of tea) to allow for this. Shake well before using. Never freeze milk in glass bottles.

Cheese – try grating Cheddar cheese and then freezing it for use as toppings on pizza or shepherd's pie. Stilton can be frozen and defrosts just as good as fresh.

Leftover cooked meat – all sorts of leftover meat can be frozen. Thaw in the fridge and use as normal, in a risotto or curry.

Bread – slice a whole loaf and use straight from frozen in the toaster or to make sandwiches for work – by lunchtime they'll be defrosted. For sliced loaves, loosely tap the loaf on a work surface before putting it in the freezer to help the frozen slices come apart more easily.

Know your dates

Best before - These dates refer to quality rather than food safety. Foods with a 'best before' date should be safe to eat after the 'best before' date, but they may no longer be at their best.

Use by - These dates refer to safety. Food can be eaten up to the end of this date but not after even if it looks and smells fine. Always follow the storage instructions on packs.

Display until and sell by – these are for shop staff so ignore them.

Luscious leftovers

There are so many ways to turn leftover food into delicious meals. You can find scores of recipes and ideas online at www.lovefoodhatewaste.com



Become a home composter



Composting at home is a great way of minimising the waste you generate and helping the environment. In fact, composting at home for just one year can prevent greenhouse gases equivalent to all the CO2 your kettle produces annually or your washing machine in three months.

It's not as complicated as people think. For beginners, a simple compost bin is the easiest and inexpensive way to start. Just sort out the right items from your garden and household waste, place them in your compost bin, wait about 18 months and your compost will be ready to use.

You can buy a compost bin for just £12.99 plus free delivery through Worcestershire County Council. Visit www.letswasteless.com and click on recycle and then composting or call Get Composting on 0844 571 4444.



How to make compost
The key to good compost lies in getting the mix right. You need a good balance of greens and browns in your bin and to keep certain items out. If your compost is too wet add more browns, if it is too dry add more greens. Air is also essential to the process so give it a good stir to create air pockets.

GREENS (high in Nitrogen)	BROWNS (high in Carbon)
✓ Grass cuttings	✓ Crushed egg shells
✓ Tea bags	✓ Egg boxes
✓ Vegetable peelings	✓ Corrugated cardboard
✓ Salad leaves	✓ Garden prunings
✓ Fruit scraps	✓ Straw and hay
✓ Old flowers	✓ Wool
✓ Nettles	✓ Shredded paper
✓ Coffee grounds and filters	✓ Twigs and hedge clippings
✓ Old bedding plants	✓ Sawdust
✓ Horse manure	✓ Ash from wood, paper and lumpwood charcoal

These should be kept out of your compost bin

- ✗ Cooked vegetables
- ✗ Meat
- ✗ Dairy products
- ✗ Diseased plants
- ✗ Dog poo or cat litter
- ✗ Baby nappies

Other types of composting

HOTBINS



The HOTBIN is a compost bin which allows you to compost all of your food and garden waste in just 30 to 90 days. Reaching a high internal temperature of between 40 to 60 degrees Celsius, the HOTBIN provides the necessary environment, unlike traditional cold composting heaps, to break down a wider variety of waste more rapidly. As well as being able to deal with everything a standard compost bin can, a HOTBIN can also take cooked leftover food waste, mouldy bread, fish, meat, chicken bones as well as chicken waste, dog waste, cat litter and much more.

Visit www.hotbincomposting.com for more information.

Green Cone



Designed for use by an average family of up to four people, the Green Cone is a sealed unit which creates a rodent proof environment to decompose cooked and uncooked kitchen waste. This includes fish, meat, poultry, bones and cooked food scraps.

You do not get any compost from a digester. Instead, the material is broken down into a rich soil conditioner that is absorbed into the surrounding ground. As a small amount of residue is left, the Green Cone has to be moved every few years.

Bokashi



This is a fermentation system using two buckets and Bokashi active bran. It is ideal for small households as it can be done right inside your kitchen and is perfect for dealing with food waste as you can add fruit, veg and meat scraps but not bones. Add food scraps to the first bucket with a sprinkling of Bokashi active bran, push the material down and seal the lid. Keep doing this until the bucket is full and then use the second bucket. The fermentation process will take approximately two to three weeks, after which you will have a liquid collected in the bottom bin, which can be diluted and used as a fertilizer for your plants.

Visit www.letswasteless.com for more information on these and other types of composting available.



Frequently Asked Questions

We know you have a lot of questions about the changes. Here are answers to some of the key questions we get asked the most.

How will waste and recycling collections change?

Currently waste is collected every week and recycling once a fortnight. Under the new system, known as Alternate Weekly Collections (AWC), waste will be collected one week and recycling the next week on a rotating basis. Most households will also be issued with a black wheeled bin. This won't be appropriate for every property though and for those, sack collections will continue.

Why are changes being made?

As a council we need to save £1.45million by 2021. The contribution from waste and recycling is £250,000. We looked at other ways of saving the money, including bringing in a private company to run our waste and recycling collections, but it did not save enough and in some cases actually cost more.

We believe we can save in excess of £150,000 by changing the frequency of collections with another £100,000 coming from efficiencies within the service.

Will every property be given a wheeled bin?

We would love to give every household a wheeled bin but, as with the recycling service, we recognise that some properties are not suitable due to space or access issues. We will be actively reviewing current exemptions in the coming months to see if there are opportunities to move some previously exempt households from sacks to bins. If you are currently an exempt property, unless otherwise notified, presume you will continue with a sack collection from 2 April 2018.

How do I know if my household is exempt?

Unless you are notified otherwise, if you are currently using sacks for recycling and waste then your household is likely to be classed as exempt and will continue with sack collections from April 2018 but on a fortnightly basis.

Can I be given a black wheeled bin for storage only?

Unfortunately not. This would not only increase the cost of introducing the changes but pose other practical challenges. Wheeled bins are quite tall and we would not want to put people at risk of injury by asking them to reach into the bottom of the bin to collect bags of rubbish.

If a property isn't suitable for a black bin, what should I put my rubbish out in?

Each exempt household will continue to be provided with a roll of sacks every year. You can buy your own sacks to put your rubbish in but remember no more than 4 sacks of rubbish (for a standard household) should be placed out for collection per fortnight. Sacks should be placed out individually for collection and not in any bin or container.

Will the black wheeled bin be big enough for two weeks of general rubbish?

The bins will hold around 4 black sacks of rubbish. This should be enough for the vast majority of households needs, especially if they are recycling fully. Research shows half of what is thrown away in a black bag could be composted or recycled. Visit www.letswasteless.com for ideas on how to reduce the amount of waste you generate.

Do I have to use black sacks in my black wheeled bin?

Any bag, sack or carrier can be used to contain the waste you put into the black bin. You can put waste in loose but we would advise that messy items, such as food waste, is bagged. This will keep the inside of the bin clean and reduce the likelihood of smells.

How is it fair I am paying the same/more Council Tax as a household receiving a wheeled bin but I'm not getting one?

The cost of providing sacks to an exempt household will, over time, be more than the cost of providing a wheeled bin. So in the long-term the investment the council is making in exempt households will outweigh that of those receiving a wheeled bin. All households will receive the same frequency of collection. We'd love to collect wheeled bins from every household but the landscape of the district means that's not possible.

Where/how will I store my rubbish for two weeks if I do not have a wheeled bin?

Storage of black sacks will remain a matter for each individual household to consider. Many people have already bought their own containers for the storing of waste in between collections and we anticipate this will continue in the future.

Is it a health hazard to only collect household waste on alternate weeks?

The vast majority of the country is operating this system and there is no evidence of ill health connected with this type of service in other council areas running AWC.

Will you be providing bin liners?

No, this will add extra cost and liners can also cause issues including bags getting trapped in them meaning bins are not emptied properly. There are commercial cleaning companies that for a fee will clean your bin and provide a scented bin liner but it is entirely your choice whether or not you wish to do this.

Will you be providing a separate food waste collection?

No as it is expensive to provide and take up of the service is often low. We advise that food waste is 'double bagged' – placed into a bag before being put into another bag or sack – to seal in any smells. You can find tips on how to reduce food waste by visiting www.letswasteless.com

I live in a small household that doesn't generate much waste. Can I request a smaller bin?

Qualifying households will be issued with a 180 litre bin as standard. We did consider offering a smaller size bin but there is very little difference and it would complicate the roll out of the service.



What if I am not able to move a wheeled bin?

We will continue to provide an assisted collection for households who cannot physically move their wheeled bins or sacks to the edge of their property.

I live in a large household will I be able to request a larger bin?

If households recycle fully then we believe there should be enough capacity in the 180 litre bin to meet most people's needs. However, households will be able to request a larger 240 litre bin if they meet the following criteria:

- Families with 6 or more permanently living at the same address.
- Families with 1 or more children under 3-years-old using disposable nappies permanently living at the address.
- Persons with medical reasons that cause large amounts of non-hazardous medical waste to be produced.

Large households on a sack collection will be able to put out 6 sacks of waste for collection instead of the standard 4.

Will I be able to request an additional black bin?

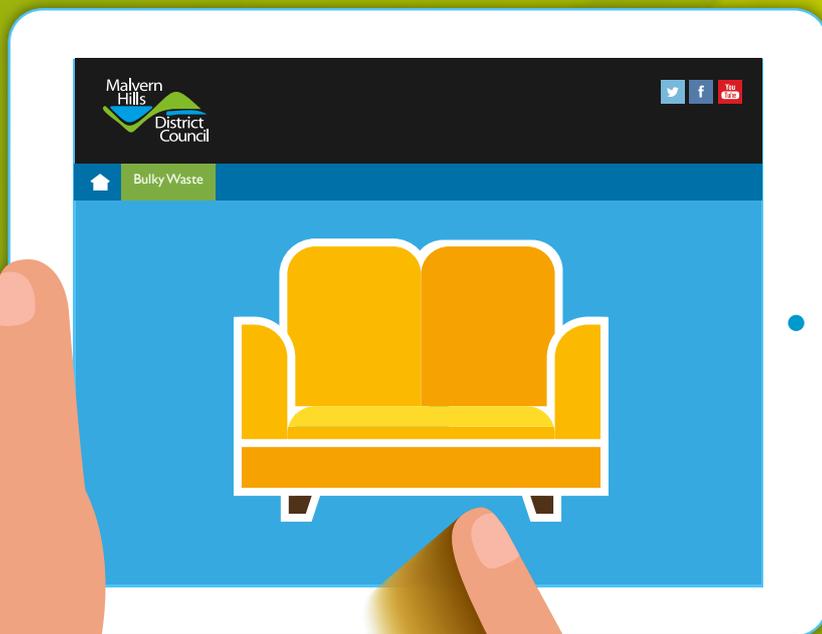
No. Qualifying larger households will be able to request to swap the standard 180 litre bin for a 240 litre bin but additional black bins will not be provided.

I live on a small private road or cul-de-sac area that is remaining on a sack collection. Will we be able to request a communal collection instead?

We have had a few requests from people living in small neighbourhood areas that are not eligible for a black bin asking to switch to a communal collection – ie one large bin is placed in an appropriate area and every household in that street places their waste in it, which will then be emptied fortnightly. These requests can be very complex and may complicate the roll out of the new system. However, we are reviewing currently exempt households over the coming months and we will review situations like this as part of that process. It is important to note that we would not support such a solution unless every household in the affected area was in agreement.



You can now order your **Garden Waste** **and Bulky Waste** collection services online



www.malvern hills.gov.uk/garden-waste
www.malvern hills.gov.uk/bulky-waste

Sign up for our waste and recycling email newsletter. It includes service updates, collection changes, weekly bin reminders, recycling tips and more

Visit www.malvern hills.gov.uk/emailalerts and sign up today

Statutory Notice to the occupier dated 1 April 2018.

Under Environmental Protection Act 1990 Section 46(1). Notice is hereby given that Malvern Hills District Council has elected to introduce a wheeled bin service for the collection of domestic waste refuse. This is required to be placed in specific bins (where provided by Malvern Hills District Council) for collection from 7:00am on the stated day and in the stated location.