

# Your Recycling and Refuse Service Standards



# What are Service Standards?

Service Standards set out the standards that residents can expect from the Council regarding both recycling and refuse collection services.

These services have a major impact, making Lewisham a great place to live, but we need your support and commitment. This is why the standards also outline what we need from you. Please visit [www.lewisham.gov.uk/recycling](http://www.lewisham.gov.uk/recycling) for more information and keep this leaflet to refer to, thank you.

## Recycling

We will provide a weekly collection of your paper, cardboard, glass, cans, plastic bottles, mixed plastics, beverage cartons (Tetra Pak) and shredded paper from your recycling wheelie bins, green boxes, clear sacks and large communal bins.

### Our promise

One of the following will be provided for kerbside properties and flats for recycling:

- Recycling wheelie bins (kerbside).
- Clear sacks (flats).
- Communal recycling bins (estates/flats).
- Green reusable recycling estates bags (estates).

Your recycling crew will only empty recycling bins and clear transparent sacks that contain the correct materials.



### Your role

Please contact us to let us know what recycling facilities you require.

When recycling please ensure that you:

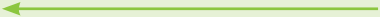
- Place the correct materials in the recycling bin, loose if possible.
- Do **not** use black refuse sacks (these will not be collected).
- Wheelie bins and sacks must be moved to the inside edge of your property and be clear of obstructions.
- Leave recycling bins and clear sacks out by 6am on the correct collection day.



## Our promise



## Your role



We will return your recycling bin to the outside edge of your property.

Please put the returned bin back to its regular position on your property by the evening on your collection day.

We will collect additional materials if they are dry and secure and can easily be identified as recycling.

Please ensure these are dry and secure and can be easily identified, e.g. boxes broken down in clear sacks or tied in a bundle.

We will provide information where you can find your nearest textile bank.

Please support your local charity shops or use textile banks. Please don't place textiles in your recycling or refuse bin.

We will provide assisted collections if required (proof of entitlement may be necessary).

Please contact us to let us know if you require an assisted collection.

We will remove any recycling bins that continually contain the incorrect materials and will let you know when this happens.

Information on the correct materials can be found on the bin sticker or on our website.

All missed collections will be emptied within two working days.

Please ensure that you tell us about your missed collection after 1pm and within 24 hours of the collection day (if not, the collection will not be done until the following week). Please note, if the bin hasn't been placed out for collection this is not classified as a missed bin.

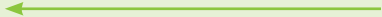
We will clean up all spillages that are made by us whilst carrying out our collection duties.

Please ensure all waste is properly contained to minimise risk of spillages with the lid down (not doing so has Health & Safety implications). Extra recycling must be placed in clear sacks or tied in bundles.

## Our promise



## Your role



We will empty your bin on the same day each week and publicise information of any changes (such as Public Holidays).

Please contact us to find out your collection day and any changes due to holidays.

We can recycle large volumes of magazines, directories and paper etc.

Large quantities must be recycled over several weeks so the bin is not too heavy, as the crews may not be able to move it.

We will ensure that the Council owned recycling banks within public areas are emptied regularly.

Place the correct materials in the recycling banks, loose if possible. Do not use black refuse sacks as these will not be collected.

We will only issue a replacement wheelie bin if the old bin is damaged or has been stolen.

Please remember, you are responsible for keeping your bin clean and stored securely between collections. Please feel free to put your house number on your bin. Report any stolen or damaged bins.

We will provide a battery bag for residents to recycle their batteries at the kerbside and leave a new bag when collecting.

Please place the full battery bag on the lid of your recycling bin on collection day.

We will provide battery collection facilities in libraries for residents without kerbside collections.

Please use your local library to drop off your used household batteries. Other locations are detailed on the website.

We will ensure that all Lewisham residents can use the Reuse and Recycling Centre at Landmann Way free of charge to dispose of their household waste. Visit website for materials accepted.

Please bring proof of identity (e.g. driving licence) and evidence that you live in the borough (e.g. utility bill). Please follow the instructions of the site staff.

## Our promise

We will provide a garden waste service through the following:

- Reuse & Recycle Centre.
- The chargeable kerbside collection service (green sacks).

We will provide some small electrical appliance banks, collect all electronic waste at our Reuse and Recycle Centre and inform you of any new service developments.

Once notified, we will collect and recycle your old mattresses free of charge.

We will answer all recycling queries within 10 working days.

We will provide a seasonal Christmas tree recycling service in many of the local parks for real Christmas trees.

## Your role

Please use the Reuse and Recycle Centre or green sacks.

Please do not use your domestic refuse or recycling bin for green waste as these will not be collected.

Please reuse working appliances through charities. For redundant electronic waste, please use the small appliance banks or the Reuse and Recycle Centre.

Please contact us to arrange a mattress collection.

Please contact us regarding recycling queries.

Please take them to a collection point in one of Lewisham's parks. Please do not place trees by the refuse or recycling bins as they will not be collected.

Lewisham Council has signed up to the Waste Resources Action Programme's (WRAP) Waste Collection Commitment. For further information, please visit: [www.wrap.org.uk](http://www.wrap.org.uk)



# Refuse

**We will provide a collection of your black domestic bin, orange sacks and large blue refuse bins on estates every week.**

## Our promise

The following will be provided for kerbside properties and flats for domestic refuse collections:

- 180 litre black refuse bins (kerbside).
- Orange sacks (flats above shops)\*.
- Communal refuse bins (estates).

\* Subject to change

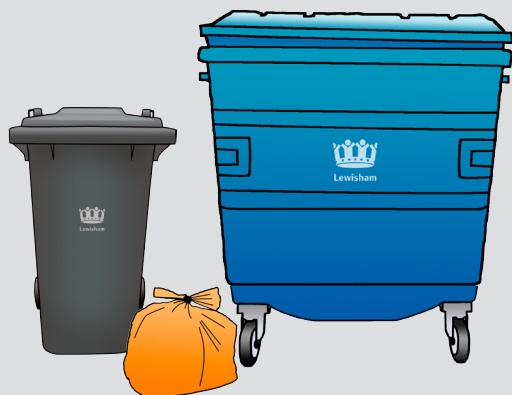
## Your role

Please contact us to let us know what refuse receptacle you require.

Your refuse crew will only empty refuse bins that contain household waste.

When using your refuse bin, please ensure you:

- Only use the bin for household waste and NOT garden waste, electrical waste or building (DIY) waste.
- Put all refuse in the bin with the lid down. Not doing so may risk it not being collected (not doing so has Health & Safety implications).
- Wheelie bins and sacks must be moved to the inside edge of your property and be clear of obstructions by 6am on collection day.
- Do not leave extra rubbish bags or large bulky items beside your bin. **These will not be collected.**



## Our promise

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## Your role

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We will return your refuse bin to the outside edge of your property.

Please put the returned bin back to its regular position on your property by the evening on your collection day.

All missed collections will be emptied within two working days.

Please ensure that you tell us about it after 1pm and within 24 hours of the collection (if not, the collection will not be done until the following week).

We will empty your bin on the same day each week and publicise information of any changes (such as Public Holidays).

Please contact us to find out your collection day and any changes due to holidays.

We will provide a garden waste service through the following:

- Reuse & Recycle Centre.
- The chargeable kerbside collection service (green sacks).

Please use the Reuse and Recycle Centre or green sacks. Please do not use your domestic refuse or recycling bin for green waste as these will not be collected.

We will clean up all spillages that are made by us whilst carrying out our collection duties.

Please ensure all waste is properly contained to minimise risk of spillages with the lid down (not doing so has Health & Safety implications).

We will provide assisted collections if required (proof of entitlement may be necessary).

Please contact us to let us know if you require an assisted collection.

## Our promise

We will only issue a replacement wheelie bin if the old bin is damaged or has been stolen.

We will provide a pre-paid collection service for large items or they can be taken to the Reuse and Recycling Centre.

## Your role

Please remember that you are responsible for keeping your bin clean and stored securely between collections. Please feel free to put your house number on your bin. Report any stolen or damaged bins.

Please contact us to arrange a collection. Please do not leave any items on the public highway, as this will be classed as flytipping and may lead to prosecution.

**Please check the Council's website for up-to-date information and changes to services at:**

**[www.lewisham.gov.uk/recycling](http://www.lewisham.gov.uk/recycling)**

**Alternatively, for any enquiries regarding your recycling and refuse service please contact us by phone:**

**020 8314 7171**

**Thank you for being respectful to all staff employed by Lewisham Council when using any of the Council's services.**

Section 46 under the Environmental Protection Act 1990 requires the occupier to place household waste and recycling for weekly collection in the appropriate receptacle.

Details of Section 46 can be found on the Council's website.

This Service Standard is funded by Recycle for London.

