



# Bin it Right

## Why has my bin/crate not been collected?

There could be several reasons why your bins/crate haven't been collected. These include not having them at the kerb on time; placing items in your bins/crate that cannot be collected; or having a bin that is overfull. Remember, the bin lids must be closed flat for them to be collected. Check the below list to make sure you have used your bin/crate correctly.

### Using your wheelie bins right

- **Check the top of your bin lid to make sure only the right items have been placed inside.**
- **Items placed next to, or on top of the bin will not be collected.**
  - » *Why? The trucks' hoppers are above head height and are not designed to be loaded manually. Stopping frequently to attend to issues like these slows the whole system down and creates unnecessary health and safety issues.*
- **Bin lids must be closed flat for bin collection.**
  - » *Over-full bins spill their material when the truck lifts the bin up high to be emptied. The driver then has to clean this up.*
  - » *The lid needs to be loose when it's lifted to be emptied properly.*
  - » *Wheelie bins are more resistant to wind and weather when the lid is closed flat. This helps stop rubbish blowing down the road.*
- **Flatten cardboard and newspapers to help reduce the amount of space they take up in your recycling bin.**
- **Ensure your bins are no heavier than 30kg. Bins heavier than this cannot be collected.**
  - » *The lifting equipment is designed to operate within the average range of weight per household.*
  - » *The trucks can only carry a load that they are legally certified to carry. If we increased the lifting capacity of the lifting arm we would need trucks that can carry bigger, heavier loads.*
- **Place your bins as close to the kerb as possible, with the bin's logo facing out on to the road.**
  - » *The bins can get damaged when they are lifted and will spill their material if they face the wrong way.*
- **Bins should be at least 50cm apart from one another, and the same distance from trees, poles, fences and letterboxes.**
  - » *The lifting arm needs room to come in and grab the bin without knocking its neighbouring bin over or causing damage to property or itself.*
- **Make sure bins are out by 7.30am on the day of collection and brought in by 11pm.**
  - » *For various reasons, the timing of the day's collection may change, your street may be later some days then collected early on another.*
- **Bins should not be placed under overhanging objects such as low trees or street signs.**
  - » *Why? The lifting arm needs room above to lift the bin and retrieve it.*
- **Each bin has a unique ID which links it to a specific property. Bins must stay at the property to which they have been allocated. If your bin does not have a label, or you have a bin that belongs to a different address, contact the Council.**
  - » *Council maintains a database of all wheelie bins and where they have been allocated. We do this so we can manage the movement of bins and keep the cost of replacing bins (and the cost charged to the rate payer) as low as we can.*
- **Please ensure bins are stored securely on your property between collection days.**

