

Frequently Asked Questions

What is happening?

Councils across Wales are encouraging those households that recycle very little or nothing at all, to deal with their rubbish properly. This means sorting their rubbish into what can be recycled, leaving only the remaining items in their wheelie bin. We're offering all the help, advice, information and recycling containers needed to take part. Households that continue not to recycle what they can from their home after receiving a fair number of warnings from us, will be issued with a fixed penalty notice. This means the resident must pay a fixed penalty of £150 or appear in court.

Why is this happening?

We need everyone to take part. When households *don't* recycle it costs everyone in the community. Last year, the cost of not recycling was approximately £1,000,000 in Merthyr Tydfil County Borough Council. This could have been spent on protecting vital front-line services, such as schools, libraries, housing, parks and social services. Overflowing rubbish bags or bins cause problems with smells and vermin. It's a nuisance and expensive to clear up. Recycling is easy with frequent recycling collections services from the home. Most people recycle - it's not too much to ask.

Recycling is an extremely important part of Wales' national waste policies. The materials not currently being recycled need to be captured if councils are to meet Welsh Government's recycling targets, avoid disposal costs and avoid potential fines.

What does this mean for me?

If you are not recycling, you need to start today. You don't have to wait to receive a letter from us. You can contact us at wasteservices.merthyr.gov.uk or telephone 01685 726264 or visit <https://www.merthyr.gov.uk/joneses>

if you need to find out:

- How to order the free bags, or boxes you need, if you don't already have them
- The day of the week your recycling (and other rubbish that can't be recycled) is collected
- What you can and can't recycle
- What other support or extra services we can give you. <https://www.merthyr.gov.uk/resident/bins-and-recycling/>

Also, if you know someone that may need our support in a different format, such as in another language, please let us know by contacting us as above.

I've received a letter – what should I do?

Don't ignore it! To avoid the hassle of a possible penalty notice, which means a fine of £300 and potentially a court appearance, you need to recycle your rubbish. Please contact us, even if you think that you recycle your rubbish properly, and we will help you avoid a penalty notice. I or others that I know find recycling difficult. Who can I contact for more help? Please contact the above email address or telephone number.

We don't want vulnerable members of our community to worry. Therefore, if you or someone you know may be finding recycling difficult or confusing, please contact us so that we can help and reassure you. We are more than happy to visit you at your home and show you how to recycle your rubbish correctly.

I recycle some of my rubbish, but I'm not sure about a few items. I'm worried I'll get a fixed penalty if I make a small mistake?

We won't be penalising residents that make an occasional mistake and are focussing our efforts on those households that recycle very little or nothing at all.

If you're unsure if something can be recycled, or an item's packaging says something different to the information we've given you, it's always best to follow the guidance we've given you, which has been produced specifically for your recycling service. If you've lost your information leaflet and need to order a new one, please contact us, as above.