



We're working hard to maintain your waste and recycling services at this time.

Here are 7 top tips for how you can help:

1. Regularly check our website for updates on any changes to waste and recycling collections where you live, including what can and can't be recycled.
2. Don't stop recycling. With the global economy disrupted, it's more important than ever to recycle your cardboard, paper, glass, plastics and cans to ensure that valuable resources from these materials are recycled and turned into new products for people to buy.
3. Do not take clothes and other items to charity shops. These are now closed. Please do not leave donations on their doorsteps. If you are taking the opportunity to clear out your lofts, garages or wardrobes, please hold onto these items as charity shops will be very grateful for donations once the crisis is over.
4. Where possible, avoid doing big clear-outs while at home, which will create more rubbish and recycling for our workers to collect. Please hold onto large items, such as furniture and mattresses, until the outbreak has subsided, and services return to normal.
5. Minimise the amount of rubbish, recycling and food waste you produce. Every bit we can reduce will make a real difference to maintaining a good collections service for everyone.

- o Find tips for reducing food waste by visiting lovefoodhatewaste.com. Tips include how to store food correctly and using leftovers, to make your food last longer and reduce the frequency you need to visit the grocery store.

- o Re-use or find another use for things we might otherwise throw away. For instance, use your plastic tubs with lids to store leftovers in the freezer, or cut up old sheets and towels to use as dusters and cleaning cloths.

6. Park your car responsibly. Many more people are at home, and parked cars may block access for our collection crews to your waste and recycling containers, making their job more difficult and increasing the likelihood that your containers can't be emptied.

7. Do not burn your waste at home. This creates air pollution that could harm people nearby who may already have breathing difficulties due to COVID-19. There is also the danger that fires could get out of control. Fire services around the country are reporting an increase in callouts due to garden fires.

Frequently asked questions: COVID-19 crisis: Waste and recycling collections

Q. Is it safe for collections to continue at this time?

A. The safety of both our staff and residents is our highest concern particularly at this time of crisis. We are following government and waste industry guidelines regarding safe working practices for our staff. We have carried out assessments relating to the potential risks for each service and are reviewing these regularly. We have briefed all our staff on these procedures to ensure their and the public's safety. Your collections staff are key workers, please keep them safe. When putting out your waste and

recycling bags, bins, boxes and caddies, there are a few things you can do to ensure you're doing this as safely as possible:

- If you're self-isolating and feeling unwell, double-bag your personal waste (such as tissues) and put aside for at least 72 hours (3 days) before putting them out for collection.
- Do not put tissues into your recycling as they cannot be recycled.
- Disinfect your bag, bin, box and caddy handles before and after you touch them.
- Put out your bags, bins, boxes and caddies the evening before your collection is due, as collection times may change during this period.
- Keep your distance when our workers are collecting your waste and recycling.
- Disinfect your bag, bin, box and caddy handles again, before and after collection.
- Wash your hands thoroughly after handling and disinfecting your bags, bins, boxes and caddies.
- Put used disposable gloves, aprons, masks and other personal protective equipment ("PPE") into your non-recyclable waste bin or bag, along with any wipes, cloths, gloves, etc. used for cleaning your bags, bins, boxes and caddies, as these can't be recycled and could be contaminated.

For the latest information on COVID-19, please visit Public Health Wales:
www.phw.nhs.wales/coronavirus

Q. Are you making any changes to my waste and recycling collections?

A. We will collect your waste and recycling from your kerbside as usual, on your regular collection day. We will continue to collect all your waste and recycling – including green garden waste recycling, food waste recycling, dry recycling (such as cardboard, paper, glass, plastics and cans).

Q. What changes do I need to make to the way I put out my waste and recycling?

A. In order to respond to the current COVID-19 emergency crisis, and prepare for the challenges ahead, we have adopted some new ways of working to ensure we're able to continue providing our essential services. We aim to do this whilst protecting our most vulnerable citizens and the wellbeing of our workers, and to limit the spread of the virus. Due to many of our frontline workers being unwell or self-isolating, we have brought in workers from other service areas and teams to ensure we're able to run our essential collections as best we can. Your waste and recycling will be collected on your usual collection day. We will communicate any other changes to you through our website and social media accounts. Your green garden waste collection will continue as normal. Your food waste collection will continue as normal. You should continue to put your food waste into your food waste caddy. Your dry recycling collection (such as cardboard, paper, glass, plastics and cans) will continue as normal. Your non-recyclable waste collection will continue as normal. Please continue to sort and recycle your waste as normal, including rinsing your empty glass, plastic and can items, and placing them into the correct bags/bins/boxes/caddies. Sorting and recycling your waste correctly is particularly crucial at this time, as it will limit the amount of time our workers must spend sorting any misplaced waste, which will prevent the spread of the virus. For more information about what you can and can't recycle, please visit our website <https://www.merthyr.gov.uk/resident/bins-and-recycling/how-to-recycle-correctly/> Your waste and recycling will be collected on your usual collection day. We

will communicate any other changes to you through our website and social media accounts.

Q. Does the ‘no top hatting’ and no side waste policy still apply during this period?

A. Yes, this policy still applies. We are continuing to collect all your waste and recycling from your kerbside as usual, on your regular collection day – including green garden waste recycling, food waste recycling, dry recycling (such as cardboard, paper, glass, plastics and cans), and nonrecyclable waste, therefore you should not need to put out any more waste and recycling than normal

Q. What should I do with my food waste?

A. Your food waste collection will continue as normal. You should continue to put your food waste into your food waste caddy. You may also like to try home composting. You could create your own low-cost compost bin or heap, turning your food and garden waste into garden compost that’s perfect for mulching and conditioning your soil. Click the link below to find out how to do this. <https://walesrecycles.org.uk/recycling-knowledge/i-want-do-more/composting-home>

Q. How can I order more kitchen food waste caddy bags/liners?

A. OPTIONS: When you’re about to run out of food waste bags/liners for your kitchen caddy, tie one around your outdoor caddy handle on your collection day, and our workers will place a new roll of bags alongside it. You may also buy food waste caddy bags/liners when carrying out your weekly essential groceries shop. OR: Whilst we usually make them available for you to collect from local outlets such as libraries, during this crisis we are unable to offer this service. Instead, please wrap your food waste in old newspaper then place it directly into your outdoor food waste caddy.

Q. How can I order or collect more recycling bags/bins/boxes/caddies?

A. OPTIONS: Click the link to order more recycling bags/bins/boxes/caddies: <https://www.merthyr.gov.uk/resident/bins-and-recycling/new-bin/> or contact us on 01685 725000. Please be patient with us as we do our best to get these to you as soon as possible.

Q. Can I book a bulky green garden waste collection?

A. Yes, bulky garden waste collections are running as normal and can be booked by calling 01685 725000

Q. Can I book a bulky item (furniture etc) collection?

A. Yes, the bulky furniture and household items collections are still operating, please use the following link to book a collection: <https://www.merthyr.gov.uk/resident/bins-and-recycling/bulky-items/> alternatively, please call us on 01685 725000

Q. Can I visit my local Household Waste Recycling Centre (HWRC)?

A. All local Household Waste Recycling Centres (HWRCs) are closed for social distancing and essential travel reasons during this crisis, following instructions from the Government. Citizens must stay home apart from essential journeys, such as for food, health reasons or work (but only if you cannot work from home). *Visiting your local HWRC is not considered an essential journey.* Due to many of our frontline workers being unwell or self-isolating, we have brought in workers from other service areas and teams, including from our Household Waste Recycling Centre(s), to ensure we're able to run our kerbside collections as best we can. Please avoid doing big clear-outs while at home, which will minimise the amount of waste and recycling you create. Please hold onto large items, such as furniture and mattresses, until the outbreak has

subsidised, and services return to normal. If you have items that you'd like to take to your local HWRC to be recycled, please hold onto them until the sites re-open. -We will inform you when sites are due to re-open on our website and social media outlets. If you choose to visit your local HWRC and leave waste outside the gates whilst it's closed, this is classed as fly-tipping. You would be breaking the law, and likely to receive a fine or have to attend court.

Q. I usually take used pet litter to my local Household Waste Recycling Centre (HWRC). How should I dispose of it whilst this is closed?

A. If you have fairly small amounts of used pet litter to dispose of, you could place this out for collection in your bin for non-recyclable waste.

Or:

Whilst your local Household Waste Recycling Centre (HWRC) is closed, please hold onto your used pet litter until the site re-opens.

Q. Can I book an assisted collection?

A. If you are already registered for an assisted collection, your service will continue as normal. Leave your bags, bins, boxes and caddies in the agreed location at your home. If you haven't already registered for an assisted collection, but would like to arrange this, please use the following link: <https://www.merthyr.gov.uk/resident/bins-and-recycling/assisted-collections/> or call us on 01685 725000. If you live alone and are self-isolating, please follow the Government-set safety instructions for putting out your waste and recycling, under 'What should I do to help?' above. For the latest health and wellbeing information on COVID-19, please visit Public Health Wales: www.phw.nhs.wales/coronavirus

Q. Will the amount of Council Tax I pay lower due to the reduced collections service you're providing at this time?

A. Your Council Tax will not change as a result of any changes to your recycling and waste collections during this crisis.

Q. I've had a missed collection – what shall I do?

A. Due to an increase in the amount of recycling being placed out for collection and limited resources, we are experiencing issues with completing some of our daily rounds on time. Our crews are working hard to deliver our revised service during this crisis. Please bear with us at this time. If you've had a missed collection, we will try to return to collect it that day or by the end of the week, we are working some weekends to catch up on any missed collections. If collection is not possible, we will return to collect this waste and recycling at your next scheduled collection. Please store recyclable items safely until they can be collected. Keep paper and card dry and away from heaters, ovens and naked flames, so that it doesn't catch fire. Fold paper, flatten boxes and crush plastic bottles and other containers so that they take up less room. If you are registered for an assisted collection and we miss your bags, bins, boxes and caddies, we will do our best to return to your home but given our limited resources we may not be able to do so. Therefore, please hold onto your waste and recycling and we will ensure it's collected as part of your next collection.

If you have not received your collection, we do need to let our workers know they've missed you, so please let us know through our online form which you'll find here: <https://www.merthyr.gov.uk/resident/bins-and-recycling/missed-bin-collection/> or by telephone on: 01685 725000. Unfortunately, some missed collections have happened due to crews not being able to reach some households' waste and recycling containers

because of parked cars blocking their access. If you think this might be the reason for your missed collection, please safely move your car into a more accessible parking position in time for your next scheduled collection.

Q. I'm considering booking a private waste collection. What do I need to know?

A. Due to many of our frontline workers being unwell or self-isolating, we have brought in workers from other service areas and teams to ensure we're able to run our essential collections as best we can. If you choose to book a private waste collection, you will have a legal responsibility to make sure any waste collected from your home is disposed of correctly, and legally

You must:

- check that any waste removal contractor has a waste carrier's certificate/licence.

Always ask to see a copy of this and refuse any waste contractors who won't show you an original certificate.

- keep a record of the waste carrier's details in case they fly-tip your waste and it is traced back to you. Fly-tipping is happening near my home. How can I report this? Fly-tipping is the 'illegal depositing of any waste onto land that does not have a licence to accept it'. Anyone who 'fly-tips' is breaking the law and is likely to receive a fine or have to attend court. If you'd like to report an incident of fly-tipping, report it online at:

<https://www.merthyr.gov.uk/resident/street-cleaning-programme/report-fly-tipping/> or

contact us on 01685 725000

Q. Where can I get the latest information?

A. For the latest information about your waste and recycling collections, visit:

<https://www.merthyr.gov.uk/coronavirus>