

# MERTHYR TYDFIL COUNTY BOROUGH COUNCIL



Cyngor Bwrdeistref Sirol  
**MERTHYR TUDFUL**  

---

**MERTHYR TYDFIL**  
County Borough Council

## REFUSE & RECYCLING POLICY

Date approved by Council: 27<sup>th</sup> April 2011  
Date of implementation: 28<sup>th</sup> April 2011  
Date of first review: April 2013  
Date of next review: 27<sup>th</sup> April 2015  
Date of review 14<sup>th</sup> November 2022

# **CONTENTS**

<b>Page 3</b>	<b>The Rationale Behind the Policy</b>
<b>Page 9</b>	<b>Refuse &amp; Recycling Policy</b>
	<b>Section 1 – Refuse (non-recyclable)</b>
<b>Page 11</b>	<b>Section 2 – Dry Recyclables</b>
<b>Page 13</b>	<b>Section 3 – Food Waste</b>
<b>Page 15</b>	<b>Section 4 – Garden Waste</b>
<b>Page 17</b>	<b>Section 5 – Special Assistance Service Arrangements</b>
<b>Page 18</b>	<b>Section 6 – Hard to Reach Properties</b>
<b>Page 19</b>	<b>Section 7 – Other Issues</b>
	<b>Households with 6 or more Householders</b>
	<b>Property without a Pavement</b>
	<b>Private/Un-adopted Roads</b>
<b>Page 22</b>	<b>Section 8 – Bulky Waste Collection Service</b>
<b>Page 23</b>	<b>Section 9 – Bulky Garden Waste Collection Service</b>
<b>Page 24</b>	<b>Section 10 – Heavy Compacted Bin/Box/Containers</b>
<b>Page 25</b>	<b>Section 11 – Service Requests, Compliments, Comments or Complaints</b>
<b>Page 26</b>	<b>Section 12 – Miscellaneous</b>

## **RATIONALE BEHIND THE COLLECTION POLICIES**

In order to deal with Merthyr Tydfil's waste in a sustainable manner following the waste hierarchy principle and to adhere to existing and changing legislation we needed a policy in order to provide a clear steer towards this.

The Authority operates household waste collection services across the County Borough and provides advice to residents on how, where and when their waste and recycling should be presented. The Authority also offers special assistance service arrangements, additional recycling containers and replacement containers.

There is no single policy document that sets out what residents with individual wheeled refuse bins, kerbside recycling and the garden & food waste collections can expect to receive from the Authority and how the Authority requires these waste containers to be presented.

Given the significant change to the waste collection regime that was implemented in 2011, where fortnightly refuse collections were introduced, provisions made for larger bins where required, assisted collections and non-collection of side waste (except at Christmas) the opportunity arose to bring together all existing practices and policies relating to household waste and recycling into one, clear and simple document.

In 2015, further changes were made to the kerbside services:

The standard 240 litre bins were replaced with 140 litre bins throughout the County Borough.

The co-mingled kerbside recycling collection service was changed to a source segregated system, which collects dry recyclables and food waste on a multi-stream vehicle.

The rationale behind the collection policies is set out below.

### **Refuse (Non-Recyclables)**

In accordance with the Environmental Protection Act 1990, a local Authority has a duty to collect household waste. To facilitate these collections the local Authority can either: -

- Provide receptacles free of charge.
- Propose they be provided by the Authority with the householder agreement to pay for the receptacles; or
- Require the householder to provide them at their own expense.

The local Authority can also require the householder to place waste for collection in specified receptacles of a kind and number determined by them.

In the early 1990s Merthyr Tydfil CBC took the decision to move to a containerised collection of general refuse and provide a 240litre wheeled bin free of charge.

When the bins were introduced, guidance was given to householders that all waste must be

within the wheeled bin with the lid closed. Residents were also required to present their bin for collection by 7.00 a.m. on the collection day, remove the bin as soon as possible following collection and store it within the boundary of their property wherever practicable.

Over the years, it became apparent that numerous properties across the County Borough had in excess of 1 wheeled bin for refuse and in addition presented black bags of side waste for collection. There were instances where up to 6 wheeled bins were evidenced at one property. To encourage residents to recycle/compost as much of their waste as possible all surplus bins were removed/collected in leaving one wheeled bin at all properties prior to and during the implementation of fortnightly refuse collections. Collection crews are instructed to only empty one bin per property with the lid down and as per the Policy no side waste will be collected.

If allowances are made either for a limited quantity of side waste to be taken or to allow for side waste to be collected for a limited period of time, then these allowances could potentially become barriers to maximizing the quantity of recyclate captured.

In addition, side waste has the potential to disrupt the service by overloading the rounds to the point where they are not able to complete the day's work with the knock-on effect that some bins will be left on the street at the end of the working day.

All wheeled bin lids should be closed when the bins are presented for collection in order to encourage the maximum level of recycling. Householders need to be prevented from piling additional refuse on top of the bin (known as "top-hatting") causing the lid to be wedged open or in extreme cases, folded right back.

If we allow for a limited level of the bin being open (say 30 degrees) this would cause some spillage and would also leave the service as undefined and open to interpretation as to what 30 degrees actually means.

In addition, when wheeled bins are emptied with their lids up there is a greater incidence of spillages as the process of emptying the bin partly tilts it prior to emptying and before it is positioned over the vehicle hopper.

One of the advantages of using wheeled bins is that they protect the waste from infestation and attack by vermin. If the bin lid is left open, then these advantages are negated.

Raised lids also present a greater risk of damage to bins and injury to operatives.

In order to promote maximum recycling, participation by all residents and provide a cleaner collection service, a 'closed lid' policy is necessary.

To encourage more use of the recycling services on offer and to reduce the amount of waste sent to landfill, on the 13<sup>th</sup> of March 2013 cabinet approved the downsizing of the standard issue of wheelie bin from 240 litre to 140 litre capacity. The intention was to gradually phase in the downsizing over a period of years across the County Borough.

## **Dry Recyclables**

Since 2002, 55 litre boxes have been used as the preferred option for the storage and collection of dry recyclables as they offer a good level of capacity whilst minimising the risk of contamination and remaining easy to handle by both residents and collection crew.

Whilst the Authority has already invested heavily in the provision of recycling boxes that allows 2 boxes per participating property, because additional materials have since been included in the collections it has been evidenced that additional storage capacity is required. Upon request, participating householders can receive additional boxes for recycling purposes.

The policy is to collect any recyclable side waste. Additional recycling materials should be properly contained in either a box, bag or sack marked up as “recycling” and left at the side of the official recycling box.

In order to encourage the maximum level of recycling from each home we need to allow householders to recycle all of their recyclable materials even where this exceeds the volume of the box(es) which are supplied. By encouraging householders to put all recyclables out we do not put up any perceived barriers for their maximum participation.

Contaminated materials will not be collected i.e. materials that are not specified and collected via kerbside collections. White tags will be attached to boxes informing householders of the contamination. It is the responsibility of the individual householder to remove the contamination and dispose of it in the correct manner.

### **Food Waste/Garden Waste**

As part of the service changes in 2015, food waste was included on the multi-stream kerbside sort vehicles.

#### **Food Waste**

Householders are provided with a 5 litre kitchen caddy for inside food storage and a 23 litre lockable container for presenting food waste for collection. Starch compostable caddy liners are also provided free of charge to encourage participation.

If the food waste containers are contaminated with material that cannot be collected the container will not be emptied. The householder must then remove the contaminating material and present the container for collection on the next collection day.

Information tags will be attached to boxes informing householders of the contamination. It is the responsibility of the individual householder to remove the contamination and dispose of it in the correct manner.

#### **Garden Waste**

Householders are provided with 1 green 90 litre polypropylene sack for the storage and collection of garden waste. Additional bags are available on request and assessment.

Side garden waste not contained in bags will not be collected.

## **Special Assistance Service Arrangements**

Where householders are unable to place their non-recyclable and recyclable waste out for collection due to health reasons or other acceptable reasons, their bin and containers will be collected from a convenient/mutually agreed storage point, emptied and returned to the same storage point.

In order to regulate assisted collections, householders will be required to both apply for and renew their assisted collection request by means of an application form, which must be supported by the signature of a care/medical professional.

There is a requirement to ensure that householders who, for health or other reasons, are unable to place their bins out for collection, are still able to access the services.

In order to control the number of householders that receive this service and prevent potential abuse, the system for applying for assisted collections will need to be regularly assessed through a bi-annual questionnaire, which includes a certification from a care service professional such as district nurse, social worker, doctor etc.

The use of a bi-annual certified questionnaire balances the need to ensure that changes in circumstances are incorporated into the service provision at the earliest opportunity whilst minimising the demands, which this places on care provision professionals.

Assisted collections have been in operation for many years and from experience gained during this time it is felt that whilst the service generally works well, there has been rare occasions of it being abused which could be prevented by the inclusion of a care professional signature to the application form.

## **Hard To Reach Properties**

Some properties across the County Borough may not be able to accommodate/ experience problems accommodating some of the waste services for a variety of reasons.

Examples of some of these properties include: -

- Flats above shops without access to ground floor storage
- Properties that cannot be accessed without walking up steps
- Properties without any frontage or rear area
- Farms

Some of these properties will be reviewed on a “needs” basis for collection purposes.

## **Households with up to 6 Residents**

In April 2013 the Authority introduced 140 litre wheeled bins as the standard issue. If a householder requests a replacement bin or a new bin due to moving house, then a 140-litre bin will be issued. If the householder claims that a 140-litre bin will not accommodate all of their refuse, then a 240 litre may be offered as an alternative following completion of the relevant application form.

Applications will need to be made in writing and evidence of their circumstances provided by using the application for additional household wheeled bin capacity. On receipt of the completed application form, the appropriate additional capacity will be authorised subject to the set criteria. There is an administration and delivery charge for the provision of the extra capacity bin if the application is successful. These exceptions will be reviewed on a bi-annual basis to confirm that circumstances have not changed.

Waste and Recycling Wardens will carry out waste audits for households that are struggling with the service. Advice and information will be provided to ensure that recycling is being maximised at such properties before any decision is made.

## **Households with 6 or more Residents and or Special Circumstances**

A 240-litre wheeled bin may be offered as an alternative provision and collected from households, which due to special circumstances, are unable to accommodate all of their refuse in one 140 litre bin per fortnight.

Applications will need to be made in writing and evidence of their special circumstances provided by using the application for additional household wheeled bin capacity. On receipt of the completed application form, additional capacity will be authorised subject to the set criteria. These exceptions will be reviewed on a bi-annual basis to confirm that circumstances have not changed.

Waste and Recycling Wardens will carry out waste audits for households that are struggling with the service. Advice and information will be provided to ensure that recycling is being maximised at such properties before any decision is made.

Some sections of the community, despite their best efforts, may not be able to accommodate all of their residual waste in one 140 litre/240 litre wheeled bin collected fortnightly.

In recognising that exceptional circumstances exist within the County Borough and by making allowances for such special circumstances, the Authority can demonstrate that it has shown consideration to the needs of its residents.

Whilst the level of exemptions granted will have to be controlled, not recognising that such circumstances exist within the community would be out of line with the Authority's Equality and Diversity policies.

## **Heavy Compacted Bin/Box/Containers**

A bin which has been filled to capacity with something other than domestic refuse and is therefore waste the Authority does not have a duty to remove, or waste that has been compressed in order to maximise the amount of waste in the bin, could potentially result in damage to the bin, collection equipment and or/waste treatment facility.

It is not in the interest of either the refuse collector or resident to move a heavy or compacted bin or box.

The practice of overloading bins in this way should be prevented in order to avoid breakdowns as a result of damage to vehicles or to, equipment at the waste treatment facility, which may result in additional cost to the Authority for repairs and for dealing with contaminants.

## **Contamination**

Contamination can cause serious problems for recycling, garden and food waste services if left unchecked. Loads can be completely rejected by MTCBC's contractors if there is too much contamination within it and therefore the whole batch could be landfilled/sent to EfW.

Crews cannot easily leave behind contamination found in waste and recycling containers; therefore, our collection crews are instructed to leave behind any container that contains items that cannot be collected.

Information tags will be attached to the bin to inform offending householders of the reason(s) for non-collection.

The Waste Services team works to raise householder awareness about what can and cannot be accepted. An enforcement procedure has been implemented to deal with continuous offenders.



# REFUSE AND RECYCLING COLLECTION POLICY

This policy document does not relate to the use of bring sites or trade waste customers.

## SECTION 1 - REFUSE (Non-Recyclable)

- 1.1 Grey wheeled bin waste is waste from domestic households that cannot be recycled, composted, reused or disposed of by other means. From April 2013 any household requesting a new wheeled bin will be provided with one, subject to a delivery and administration fee. One grey coloured 140 litre wheeled bin will be provided as standard for refuse (non-recyclable) household waste. In the event that the household feels that the 140-litre bin is too small they may request an alternative size. Alternatives for additional capacity will only be made available following an assessment of individual need. See Section 7 - Other Issues for householders requiring additional bin capacity.
- 1.2 The grey refuse bin must stay at the address supplied to and must stay at the property should householders vacate.
- 1.3 Grey refuse bins remain the property of the Authority at all times, but individual householders have a responsibility for keeping the wheeled bin safe and to protect them from misuse.
- 1.4 Individual householders are responsible for keeping their bin in a hygienic and serviceable condition and for ensuring the house number/name is clearly marked on the bin.
- 1.5 The grey refuse bins are emptied fortnightly; householders will be informed when the bin should be presented for collection.
- 1.6 Refuse crews will only empty **one bin per property per fortnight** unless otherwise authorised. Any waste not contained within the wheeled bin will not be removed by the refuse crews. Any surplus/additional bins in a householder's possession will be collected in by the Authority if they are the property of MTCBC. If they are not the property of MTCBC, a letter will be delivered to the householder explaining that the Authority will only collect refuse from one wheeled bin per fortnight. Only bins supplied by MTCBC will be emptied. The Authority bins are clearly identified as such.
- 1.7 **No side refuse** is collected except at Christmas time and during periods of inclement weather if collections have been suspended; this is the responsibility of the householder who should present the waste for collection on the appropriate day in the appropriate container or to dispose of accordingly e.g., the local Household Waste & Recycling Centre.
- 1.8 Grey refuse bins are designed to be emptied safely **only with lids closed**, therefore any overloaded bins will be rejected and not emptied.

- 1.9 Grey refuse bins containing waste, which is not household waste, will not be emptied. (See Appendix 1 for waste types that are prohibited).
- 1.10 It is the householder's responsibility to place the grey refuse bin on the kerbside (or in a location agreed otherwise by the Supervisor/Warden) by 7.00 a.m. on the day of collection and removed from the collection point as soon as possible. Should it be necessary for the Authority to move the bin to a position from which it can be emptied, it will be left for the householder to retrieve it as soon as they are able to do so. If the bin is not out by 7.00 a.m., the collection crews will not return to empty the bin.
- 1.11 If an incorrect waste container is presented it will not be emptied and will be left until the following collection day.
- 1.12 Refuse bins not emptied as a direct result of service failure will usually be emptied by the end of the following working day (the working week for the service being Monday to Friday). Information regarding wide scale disrupted/suspended collections will be displayed on the Authority's website.
- 1.13 A replacement grey refuse bin will only be issued free of charge if damage or loss occurs during handling by Authority staff. Where a householder damages/loses a bin a replacement will be made subject to an administration and delivery charge which is payable prior to the bin delivery.
- 1.14 All requests for grey refuse bins will be delivered within 10 working days of notification.
- 1.15 Upon delivery of a grey refuse bin, if there is already a refuse bin at the property the replacement will not be left, and it will be reported to the Waste Team who can arrange a visit to discuss recycling and waste minimisation with the householder. The administration and delivery charges will still apply.
- 1.16 Where householders do not follow the guidance given, grey refuse bins will not be emptied. Red tags will be attached to bins to inform of possible reasons for non-collection; A Customer Service number is also given should further advice be required. Waste & Recycling Wardens will also record house details of those not emptied. Where a red tag has been issued, the crews will not return to empty the bin, the householder must ensure they have rectified the problem prior to their next scheduled collection.
- 1.17 Some properties will have communal collection points, for example, flats, cul-de-sacs, back to back terrace or town houses. The same principles apply to communal collection points as any other collection point in that no overspill or side refuse will be collected.
- 1.18 If side refuse is presented at a communal collection point and evidence is found identifying ownership of the waste, a fast-track enforcement procedure will be applied i.e. a Section 46 Notice will be issued immediately evidence is gathered.

- 1.19 Where no evidence is found identifying ownership of the waste, the side refuse will be taped with red "Excess Waste" tape and left for 2 days so that householders are made aware of the offence before the operational team arranges its collection.
- 1.20 Where designated bin storage facilities are provided, householders must ensure that they dispose of their refuse items in the appropriate refuse bin. Items must not be left alongside or in the bin storage facility.
- 1.21 Failure by the householder to comply with any of the Authority's requirements above will result in the grey refuse bin not being emptied.

## **SECTION 2 - DRY RECYCLABLES**

- 2.1 Each household is provided free of charge, with three 55 litre recycling boxes with lids and a blue re-useable bag as standard for recyclable waste. There is no alternative recycling container available for certain property types.
- 2.2 Some properties have been provided with a stacker box system. Where this is the case, the household would also be provided with an additional box and re-useable bag.
- 2.3 All recycling containers must stay at the address supplied to them and should stay with the property should householders vacate.
- 2.4 Recycling containers remain the property of the Authority at all times, but individual householders have a responsibility for keeping the recycling box(s) safe and to protect them from misuse.
- 2.5 Individual householders are responsible for keeping their recycling containers in a hygienic and serviceable condition.
- 2.6 The recycling containers are emptied at the kerbside on a weekly basis and should be placed out for collection on a specified day. Upon request, information leaflets are distributed to notify householders that may be new to Merthyr Tydfil or that have not participated in recycling previously when and where the recycling containers should be presented for collection.
- 2.7 Recycling crews will empty waste contained in the recycling containers. Where householders have additional recyclables that will not fit in the box/bag, they can place these in bags/sacks at the side/on top of the containers. Bags/sacks should be clearly marked "recycling". Alternatively, householders can take them to a Household Waste & Recycling Centre or other recycling site within the County Borough where they will have to empty the bags/sacks into the relevant recycling containers. Where householders have additional materials to recycle on a frequent basis, they may request additional recycling containers through MTCBC's Customer Services Section.
- 2.8 It is the householder's responsibility to place the recycling containers on the kerbside (or in a location agreed otherwise by the Supervisor/Warden) by 7.00 a.m. on the

day of collection. Should it be necessary for the Authority to move the box to a position from which it can be emptied it will be left for the householder to retrieve as soon as they are able to do so. If the recycling containers are not out by 7.00 a.m. the crews will not return to collect it, and the householder will be informed of the option either to keep the materials until the next scheduled collection or to take the materials to the HWRC.

- 2.9 Replacement recycling containers will be delivered within 10 working days of receipt of the request.
- 2.10 First-time deliveries, e.g., new properties will be delivered within 10 working days of receipt of a request.
- 2.11 Recycling containers containing materials other than those requested (see Appendix 2 for accepted materials) will not be emptied and will be classed as contaminated containers. It is the responsibility of the individual householder to remove the contamination and dispose of it in the correct manner. Tags will be attached to containers informing householders of the contamination.
- 2.12 Recycling materials not emptied by the Authority as a direct result of service failure will usually be removed by the end of the following working day (the working week for the service being Monday to Friday). Information regarding wide scale disrupted collections will be displayed on the Authority website and social media platforms.
- 2.13 Householders are required to ensure recyclables are empty, rinsed out and placed loose in the recycling containers. Newspaper and magazines are to be kept separate and dry and placed for collection in a recycling box with a lid.
- 2.14 If an incorrect waste/recycling container is present it, will not be emptied and will be left until the following collection day for that type of waste.
- 2.15 Where householders do not follow the guidance given, green recycling boxes will not be emptied. Tags will be attached to containers to inform of possible reasons for non-collection. A customer service number is provided should further advice be required. Collection crews will also record house details on the daily register of those not emptied. Where a tag has been issued, the crews will not return to empty the container/s. The householder must ensure they have rectified the problem prior to their next scheduled collection.
- 2.16 Failure by the householder to comply with any of the Authority's requirements above will result in the recycling containers not being emptied.

### SECTION 3 - FOOD WASTE

- 3.1 Each household is provided free of charge one blue-coloured 5-litre kitchen caddy for internal food storage and one blue coloured 23-litre lockable container for outside storage.
- 3.2 For householders that are new to participating in MTCBC's food waste kerbside collections, two rolls of compostable starch caddy liners are provided free of charge to encourage the householder to participate in the scheme. Replacement liners are available for collection free of charge from various locations across the County Borough (see Appendix 3).
- 3.3 If the householder does not wish to use food waste liners, the food waste can be wrapped in newspaper provided by the household.
- 3.4 Plastic bags and biodegradable bags/liners will not be collected, as they are not accepted at the food waste treatment facility.
- 3.5 All blue food waste containers must stay at the address supplied to and must stay with the property should householders vacate.
- 3.6 Blue food waste containers remain the property of the Authority at all times, but individual householders have a responsibility for keeping the food waste containers safe and to protect them from misuse.
- 3.7 Individual householders are responsible for keeping their blue food waste containers in a hygienic and serviceable condition.
- 3.8 The blue food waste container is emptied at the kerbside on a weekly basis and should be placed out for collection on a specified day. Upon request, information leaflets are distributed to notify householders that may be new to Merthyr Tydfil or that have not participated in food waste kerbside collections previously, when and where the blue food waste container should be presented for collection.
- 3.9 Recycling crews will empty food waste contained in the blue food waste container. Where householders have additional food waste on a weekly basis, they may request an additional 23-litre container through MTCBC's Customer Services department or via the Waste & Recycling Wardens.
- 3.10 It is the householder's responsibility to place the blue food waste containers on the kerbside (or in a location agreed otherwise by the Supervisor/Warden) by 7.00 a.m. on the day of collection.

Should it be necessary for the Authority to move the container to a position from which it can be emptied it will be left for the householder to retrieve as soon as they are able to do so. If the food waste container is not out by 7.00 a.m., the crews will not return to collect it.

- 3.11 Replacement blue food waste containers will be delivered within 10 working days of receipt of requests.
- 3.12 First-time deliveries, e.g. new properties will be delivered within 10 working days of receipt of a request.
- 3.13 Blue food waste containers containing materials other than those requested (see Appendix 4 for accepted materials) will not be emptied and will be classed as contaminated. Tags will be attached to boxes informing householders of the contamination. It is the responsibility of the individual householder to remove the contamination and dispose of it in the correct manner.
- 3.14 Food waste containers not emptied by the Authority as a direct result of service failure will usually be removed by the end of the following working day (the working week for the service being Monday to Friday). Information regarding wide scale disrupted collections will be displayed on the Authority's website and social media platforms.
- 3.15 If an incorrect waste/recycling container is presented, will not be emptied and will be left until the following collection day for that type of waste.
- 3.16 Where householders do not follow the guidance given, blue food waste containers will not be emptied. Tags will be attached to containers to inform of possible reasons for non-collection. A customer service number is provided should further advice be required. Collection crews will also record house details on the daily register of those not emptied. Where a Tag has been issued, the crews will not return to empty the container(s), the householder must ensure they have rectified the problem prior to their next scheduled collection.
- 3.17 Failure by the householder to comply with any of the Authority's requirements above will result in the food waste container(s) not being emptied.

## **SECTION 4 - GARDEN WASTE**

- 4.1 The Authority are not able to offer this service to all streets of the County Borough due to logistical constraints (no garden/small garden). Where the service is available householders are supplied free of charge with one 90 litre green polypropylene re-usable bag for garden waste on a “one-off” basis.
- 4.2 The garden waste collection is currently available on a Seasonal basis (April – December) and collected fortnightly on the opposite collection week to householders refuse collections. There are some anomalies to this where the refuse and garden waste collections occur within the same week basis.
- 4.3 Householders with larger gardens may apply for additional bags per household for garden waste purposes. Where additional garden waste is generated, it will also be accepted in plastic sacks for collection as long as it can be easily identified as such. If plastic sacks are presented for collection the empty plastic sacks will be left at the property following the collection.
- 4.4 Only garden waste contained within the re-usable bag/plastic sack will be collected. Garden waste contained within the bags only, will be collected. No loose garden waste will be collected. (see Appendix 5 for accepted materials).
- 4.5 The re-usable garden waste bags must stay at the address supplied to and must stay with the property should householders vacate.
- 4.6 Re-usable garden waste bag(s) remain the property of the Authority at all times, but individual householders have a responsibility for keeping the garden waste bag(s) safe and to protect them from misuse.
- 4.7 Individual householders are responsible for keeping their re-usable garden waste bag(s) in a serviceable condition.
- 4.8 The re-usable garden waste bag(s) is/are emptied at the kerbside on a fortnightly basis and should be placed out for collection on a specified day. Upon request, information leaflets are distributed to notify householders that may be new to Merthyr Tydfil or that have not participated in garden waste kerbside collections previously, when and where the garden waste bag(s) should be presented for collection.
- 4.9 If an incorrect waste/recycling container is presented, it will not be emptied and will be left until the following collection day for that type of waste.
- 4.10 Any bags presented for collection weighing more than 50 Kg will be rejected and not emptied.

- 4.11 Re-usable garden waste bags containing waste, which is contaminated, will not be emptied (see Appendix 6 for materials not accepted).
- 4.12 It is the householder's responsibility to place the garden waste bags on the kerbside (or as agreed otherwise by the Supervisor/Warden) by 7.00 a.m. on the day of collection. Should it be necessary for the Authority to move the bags to a position from which they can be emptied they will be left for the householder to retrieve as soon as they are able to do so. If the garden waste bag(s) is/are not out by 7.00 a.m. the crews will not return to collect it/them.
- 4.13 Re-usable garden waste bags not emptied as a direct result of service failure will usually be emptied by the end of the following working day (the working week for the service being Monday to Friday). Information regarding wide scale disrupted collections will be displayed on the Authority's website.
- 4.14 Replacement of re-usable garden waste bag(s) will only be issued if damage or loss occurs during handling by Authority staff. If bag(s) is/are lost or stolen, such replacements may incur a charge to the householder.
- 4.15 Householders must contact the Authority to advise if any loss or damage has occurred.
- 4.16 Delivery of replacement re-usable bags will be on request. All requests for re-usable bags will be delivered within 10 working days of notification.
- 4.17 Where householders do not follow the guidance given, garden waste will not be collected. Tags will be attached to bags/sacks to inform of possible reasons for non-collection. The customer service number is also given should further advice be required. Where a tag/sticker has been issued, the crews will not return to empty the bags. The householder must ensure they have rectified the problem prior to the next scheduled collection.
- 4.18 Where householders have large quantities of garden waste, (maximum amount to be collected via the kerbside collection each fortnight is 10 re-useable bags or equivalent), they will be advised to take it to a Household Waste and Recycling Centre or to request a bulky garden waste collection.
- 4.19 Failure by the householder to comply with any of the Authority's requirements above will result in the garden waste bag(s) not being emptied.



## **SECTION 5 - SPECIAL ASSISTANCE SERVICE ARRANGEMENTS**

- 5.1 An enhanced service is provided whereby refuse, recycling and food waste containers are collected from within or close to a householder's property.
- 5.2 This enhanced service is provided for persons who can meet the following criteria: -
- The applicant is genuinely incapacitated either temporarily or falls within the definition of a disabled person recognised within the Equalities Act 2010.
  - There is no other able-bodied person living in the same property.
  - No family member or neighbour is available to help take the container to the collection point.
  - The applicant will, if requested to do so, provide proof of incapacity (doctor's note).
  - Access will be made available for the collection crew from 7.00 a.m.
- 5.3 If the above criteria are met, the householder must contact MTCBC's Customer Services department initially when they will be asked to complete an application form to qualify for dispensation (See Appendix 7). This will ensure that we have a signed written record of all householders within the household and a record of any genuine need for the assisted collection service. A home visit may be required for the Authority to qualify the applicant.
- 5.4 A letter and application will be sent to applicants receiving the special collection service to confirm that the service is still required on a bi-annual basis during April. If no response is received by MTCBC Customer Services department within 14 days of the applicant receiving the letter and application, the applicant's details will be removed from the special collection list and normal kerbside collection will apply.
- 5.5 Decisions regarding dispensation will be at the discretion of the Authority.

## **SECTION 6 - HARD TO REACH PROPERTIES**

- 6.1 Hard to reach properties may include amongst other things properties in a remote/isolated location, properties with steps, steep slopes, gravel drives, narrow and restricted access, private roads/driveways, roads with low bridges.
- 6.2 The Authority will assess if a property is unable to accommodate any of the waste services. If the assessment is approved, these types of properties will receive a fortnightly collection service of refuse and a weekly collection service of recycling and food waste as long as the waste is suitably contained.
- 6.3 Due to vehicle access, a wheeled bin service for refuse may be available as a standalone service and excluding a garden waste, food waste or recycling service; these properties will receive a fortnightly collection service for refuse and will be encouraged to deposit recyclables at the Household Waste & Recycling Centres.
- 6.4 For those properties identified as hard to reach, contained waste should be placed outside the property at the kerbside for collection on the scheduled day. The crews will collect waste from the kerbside unless special assistance has been agreed by the Authority.
- 6.5 Where in the Authority's opinion a property is so isolated or inaccessible (for example, a considerable distance from the public highway along a track or a driveway), it is the householders' responsibility to present refuse and recycling for collection at the curtilage (boundary) of the dwelling nearest the access road.
- 6.6 Refuse sacks will not be provided by the Authority for refuse or recycling purposes.

## **SECTION 7 - OTHER ISSUES**

### **Households with up to 6 Residents**

- 7.1 In April 2013, the Authority introduced 140 litre wheeled bins as the Authority's standard issue. If the householder claims that a 140-litre bin will not accommodate all of their refuse, then a 240 litre (depending on circumstances) may be offered as an alternative following completion of the relevant application form.
- 7.2 Applications will need to be made in writing and evidence of their circumstances provided by using the application for additional household wheeled bin capacity. On receipt of the completed application form, the appropriate additional capacity will be authorised subject to the set criteria. These exceptions will be reviewed on a bi- annual basis to confirm that circumstances have not changed.
- 7.3 Waste and Recycling Wardens will carry out waste audits for households that are struggling with the service. Advice and information will be provided to ensure that recycling is being maximised at such properties before any decision is made with regard to whether additional wheeled bin capacity is actually required.

### **Households with 6 or more Householders**

- 7.4 Where households with 6 or more householders exist, they may require additional capacity for residual waste. Householders must contact MTCBC's Customer Services department initially when they will be asked to complete an application form (See Appendix 8). This will ensure that we have a signed written record of the number of householders within the household and a record of any genuine need for additional waste capacity.
- 7.5 The application will also require householders to complete a weeklong waste diary (See Appendix 9) to identify the materials they are throwing away on a daily basis. This aims to encourage householders to think about their waste and to consider if steps could be taken to reduce it, reuse it or recycle it and to consider if they really do need additional capacity.
- 7.6 When the application form is received by the Waste Services Team, a Waste & Recycling Warden will carry out a waste audit to assess if additional capacity is necessary.

- 7.7 A waste audit will be performed by a Waste & Recycling Warden where a householder:
1. Requests additional capacity.
  2. Requests additional capacity because a householder within the household has special circumstances creating an unusual amount of household waste, which is produced on a regular basis (e.g., nappies/hygiene waste).
  3. Persistently produces side waste.
  4. Where contamination issues arise.
  5. Or any other situation where a waste audit is deemed appropriate.
- 7.8 The householder will not receive notice of the audit, as it will be carried out on the normal day of collection. The householder will receive a letter detailing the outcome of the inspection:
- (a) No easily recyclable materials in the bin: -
- Additional grey bin capacity approved and actioned. The 140-litre grey bin will be exchanged for a 240-litre grey bin.
  - Guidance on waste minimisation to be given.
- (b) Easily recyclable materials in the grey bin: -
- Additional recycling box/bag offered; no additional grey bin capacity granted
- (c) Where other materials/quantities of concern are identified: -
- Guidance to be given and advice on how to correctly deal with wastes/waste minimisation
- 7.9 Authorisation for additional capacity will be refused when: -
- The application form is returned, and the household does not fall under the first 2 categories above i.e., points 1 & 2.
  - Householders do not utilise the recycling/composting services offered.
  - Following a visit and a waste audit, it is evident that the household are not reducing waste/recycling as much as possible.
  - On visiting a household, they have no excess waste.
- 7.10 An officer visit will be offered to any household requesting additional bin capacity

- 7.11 If the householder requests such a visit, it will be scheduled to take place on or the day before their next grey bin collection
- 7.12 Waste will be sifted to identify dry recyclables, food, garden waste and non-recyclable residual waste
- 7.13 If there appears to be large amounts of dry recyclables, food waste or garden waste within the bin, the householder will be offered additional recycling/food waste containers or garden waste sacks accordingly
- 7.14 If there is more residual waste than will fit into the 140 litre grey bin after such an exercise, then a larger bin (240 litre) will be authorised subject to the terms and conditions included in the application form
- 7.15 Additional capacity will be reviewed on a bi-annual basis. Following the completion of the initial application, a letter will be sent to applicants in April of every alternate year to confirm that the additional capacity is still required. If family circumstances have changed, the additional capacity will be removed. If no response is received within 14 days of receiving the letter, the 240/360 litre bin will be removed and replaced with a 140 litre bin.

#### **Property without a Pavement**

- 7.16 Where there is no pavement or kerb adjoining a property, householders are permitted to present their containers for collection just inside the curtilage of their property (to a maximum of 1.5 metres from the edge of the road)

#### **Private/Unadopted Roads**

- 7.17 The refuse, recycling, food and garden waste collection service is primarily a public road end collection service. This means that householders are required to place their refuse on the pavement or verge of the nearest public road to their property. In certain circumstances, a service may be provided from private/unadopted roads where the following 4 conditions are met and maintained: -

- 1. Road Surface

Roads must be of sound construction to a suitable hard surface free of potholes and obstructions, which could cause damage to the vehicle.

- 2. Road Width

The minimum road width to be not less than 3 metres with no obstruction from trees, shrubs etc. which could cause damage to the side of the vehicle.

- 3. Height Clearance

The minimum clearance should not be less than 5.5 metres with no obstruction from overhanging branches, cables etc. which could cause damage to the lighting on the roof of the vehicle.

#### 4. Turning Area

Where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn. The turning area should be sufficient to allow a 10.22 metres long vehicle to turn with no more than three manoeuvres

7.18 An inspection is required to ensure the service can be offered in all instances. Householders must call MTCBC Customer services department to enquire about an inspection of a private road or drive.

7.19 The above conditions are not conclusive of whether the service can be offered, and the Supervisor's decision will be final.

### **SECTION 8 - BULKY WASTE COLLECTION SERVICE**

8.1 This service is available for the removal of large domestic household items. (See Appendix 10 for list of items collected via the service).

8.2 Hazardous waste is not collected through this service (see Appendix 10). Householders are advised to seek to dispose of this type of waste in the appropriate manner e.g., private waste disposal companies. For some hazardous wastes e.g., paint, insecticides, etc. householders are directed to the Household Waste & Recycling Centres.

8.3 A charge is made for the service and is dependent upon the number of household items to be collected. (See Appendix 11 for charging procedures).

8.4 The householder will be able to select their collection day at the time of booking/paying and told that items must be left outside by 7.00 a.m. in a location from where they can be easily retrieved using a hi-ab lifting mechanism or a tail lift vehicle. Collection staff will not enter a property to collect items unless approved by the Authorised Officer.

8.5 Collections take place within 10 working days of a request being received.

8.6 Assistance is also provided depending on circumstances. It is up to the discretion of the supervisor to decide whether assistance is necessary.

8.7 The householder is notified at the time of requesting the collection that the Authority accepts no liability for breakages caused by the crew during the collection.

## **SECTION 9 - BULKY GARDEN WASTE COLLECTION SERVICE**

- 9.1 This service is specifically aimed at compostable materials and is available for the collection of larger garden waste such as trees, large branches or large quantities of grass/plant cuttings.
- 9.2 A charge is made for the service and is dependent upon the quantity of waste to be collected. Householders are requested to cut larger items of garden waste into manageable sizes. (See Appendix 12 for specification).
- 9.3 When making the request the householder will be asked various questions relating to the garden waste. (See Appendix 13 for the list of questions). In the event there is a large quantity that requires excessive loading time, the Supervisor will quantify and provide the householder with a quote based on a “per lorry load” basis prior to arranging the collection.
- 9.4 When a booking and payment is made, the householder will be informed of the collection day and told that items must be left outside by 7.00 a.m. in a location from where they can be easily retrieved. Collection staff will not enter a property to collect garden waste unless approved by the supervisor.
- 9.5 If the householder is disabled/elderly and requires an assisted collection, arrangements are made for an officer to visit the property for payment and the issuing of a receipt. Sight of pension book/disability benefit book is requested.
- 9.6 Assistance is also provided depending on circumstances. It is up to the discretion of the Supervisor to decide whether assistance is necessary.
- 9.7 Upon collection, if there is more waste presented than has been paid for it is up to the discretion of the operational team as to whether it is collected.  
In the event it is decided not to collect, the householder is advised to contact MTCBC’s Service Support department to make the necessary arrangements for additional payment and subsequent collections.

## **SECTION 10 – HEAVY COMPACTED BIN/BOX/CONTAINERS**

- 10.1 Wheeled bins and boxes/bags which are too heavy to be emptied and those whose contents have been compacted so that they do not discharge easily when they are emptied into the vehicle will have a notice placed on them and will not be emptied until the materials have been removed by the householder.
- 10.2 The householder will need to lighten or loosen the contents of the bin and after contacting the Authority to re-present the bin as advised.

## SECTION 11 - MISCELLANEOUS

- 11.1 At any time, the Authority reserves the right to retrieve any wheeled bin, recycling box, re-useable bag, food waste container or garden waste sacks from any household where they are being used improperly or where policy dictates the containers are no longer to be serviced.
- 11.2 Commercial waste should not be placed in wheelie bins or recycling containers that have been allocated for domestic use even if the waste is being generated from a business operating from home.
- 11.3 The Authority reserves the right to amend the collection frequency where appropriate in line with tonnage and participation performance.
- 11.4 Christmas and Bank Holiday arrangements will be advertised on the Authority's web site, social media platforms and in the local newspaper. All side waste contained in black sacks will be collected during the Christmas period and will revert back to normal collection procedures from the first full working week of the New Year.
- 11.5 All side waste contained in black sacks will be collected during periods of inclement weather if collections are suspended.
- 11.6 Where householders persistently contaminate any waste/recycling container(s), Waste & Recycling Wardens will visit to explain our requirements of them before initiating enforcement action. The enforcement procedure is dealt with in the Enforcement Policy, which is not part of the policies contained within this document.
- 11.7 All policies contained within this document are subject to continuous review and may be changed accordingly.

## SECTION 12 - SERVICE REQUESTS, COMPLIMENTS, COMMENTS OR COMPLAINTS

- 12.1 Householders wishing to make service requests should: -
- **Telephone** the Service Support department on (01685) 725000.
- 12.2 Householders wishing to make compliments, comments or complaints should initially either: -
- **Email** by sending a message to: [wasteservices@merthyr.gov.uk](mailto:wasteservices@merthyr.gov.uk) or [MTCBCcomplaints@merthyr.gov.uk](mailto:MTCBCcomplaints@merthyr.gov.uk)
  - **Write to:** Merthyr Tydfil County Borough Council, Waste Services department, Unit 20, Merthyr Industrial Park, Pentrebach, Merthyr Tydfil. CF48 4DR ,



## **APPENDIX 1**

### **PROHIBITED WASTE TYPES**

Waste types that are prohibited from household wheeled bins include: -

- Recyclable materials that should go in your 55 litre green recycling box \*
- Garden waste (this must be placed in garden waste sacks) \*
- Food waste (this must be placed in the 23 litre blue food waste container)
- Commercial/trade waste
- Electrical or electronic items \*
- Household batteries\*
- Textiles\*
- Hazardous waste
- Liquids including paint and oil \*
- Car batteries and other car parts \*
- Explosive, corrosive or inflammable liquids or solids
- Rubble \*
- Stone \*
- Soil \*
- Heavy metal items e.g., gas cylinders; fire extinguishers; bicycle parts; household machinery parts \*
- Dead animals
- Clinical waste\*\*

The above is not an exhaustive list and is subject to change i.e., extended.

All items marked \* may be disposed of at the Household Waste and Recycling Centres. For other items, please phone for advice. Small amounts of animal waste may be included but must be double bagged.

\*\* The Authority operates a separate collection service for sharps and dialysis waste. If you require this service, you will be referred to the Authority by the NHS Trust.

If any bin is too heavy to be lifted by the vehicle, the bin will be left at the point of presentation with an indication as to why the wheeled bin was not emptied.

## APPENDIX 2

### MATERIALS ACCEPTED IN RECYCLING CONTAINERS

CONTAINER	MATERIAL	REQUIREMENTS
Blue Re-usable Sack	Plastic bottles Plastic food containers Food tins Punnets Take-away trays (Ready meal trays) Sweet/biscuit tins Pie trays Drink cans Aerosols (empty) Foil	Items need to be rinsed out and squashed if possible
Recycling box 1	Paper Newspapers magazines Phone directories catalogues Junk mail letters leaflets Envelopes	Keep paper dry and remove any plastic wrappers
Recycling box 2	Cardboard – (cereal boxes, egg boxes, kitchen and toilet roll tubes, corrugated card) Tetra Pak – (all cartons e.g., milk, fruit juice, fabric conditioner, soup, custard, tomato juice) Brown paper	Flatten cardboard and tubes and remove inner packaging from boxes All cartons should be rinsed out
Recycling box 3	Glass bottles Glass Jars	Need to be rinsed out
Trolley box Top	Paper Newspapers magazines Phone directories catalogues Junk mail letters leaflets Envelopes	Keep paper dry and remove any plastic wrappers
Trolley box middle	Cardboard – (cereal boxes, egg boxes, kitchen and toilet roll tubes, corrugated card) Tetra Pak – (all cartons e.g., milk, fruit juice, fabric conditioner, soup, custard, tomato juice) Brown paper	Flatten cardboard and tubes and remove inner packaging from boxes All cartons should be rinsed out
Trolley box bottom	Glass bottles Glass Jars	Need to be rinsed out

## Separately collected items

Container	Material	Requirements
White or clear bag (Bag not provided)	Small electrical items	Placed on top or beside recycling containers Must not be placed out in black bag
Purple battery bag (Available from the outlets in appendix 3)	Household Batteries	Fill bag as much as possible, seal and place on top of the recycling container for collection.
White or clear bag (bag not provided)	Textiles	Placed on top or beside recycling containers Clean, dry clothing, textiles and shoes only Must not be placed out in a charity bag or black bag

This List is not exhaustive and may be updated.

## APPENDIX 3

### LOCATIONS THAT SELL/PROVIDE FREE OF CHARGE CADDY LINERS

Replacement compostable starch liners/bags are sold at a subsidised rate or provided free of charge can be obtained from the following locations:

- **Civic Centre** - Civic Centre, Castle St, Merthyr Tydfil CF47 8AN
- **Unit 5** - Unit 5, Triangle Business Park, Pentrebach, Merthyr Tydfil, Mid Glamorgan, CF48 4TQ
- **Unit 20** - Unit 20, Merthyr Tydfil Industrial Park, Pentrebach, MERTHYR TYDFIL, CF48 4DR
- **Dowlais Library** - Church St, Dowlais, Merthyr Tydfil CF48 3HS
- **Treharris Library** - Perrott St, Treharris CF46 5ET
- **3G's Development Trust** - 15 Chestnut Way, Merthyr Tydfil CF47 9SB
- **New lease of life** - Unit 20, Merthyr Tydfil Industrial Park, Pentrebach, Merthyr Tydfil CF48 4DR
- **HWRC Aberfan** - Household Waste and Recycling Centre, Aberfan Road, Aberfan, Merthyr Tydfil, CF48 4QE
- **HWRC Dowlais** - Household Waste and Recycling Centre, The Bont, Gellifaelog Old Road, Dowlais, Merthyr Tydfil, CF48 3DA

## **APPENDIX 4**

### **MATERIALS ACCEPTED IN BLUE FOOD WASTE CONTAINERS**

All types of cooked and uncooked foods including bones can be presented for collection in the blue food waste container.

The list below highlights typical examples of acceptable food waste but is not exhaustive:

- Meat
- Tea bags
- Fish
- Bones
- Egg shells
- Fruit
- Vegetables
- Peelings
- Kitchen paper towels

### **MATERIALS NOT ACCEPTED IN THE BLUE FOOD WASTE CONTAINERS**

- No items from appendix 1 except for food waste
- No items from appendix 2
- No items from appendix 5

## **APPENDIX 5**

### **MATERIALS ACCEPTED IN KERBSIDE GARDEN WASTE SACK**

Flowers  
Plants  
Weeds  
Grass cuttings  
Shrubs  
Hedge trimmings  
Small branches cut into small pieces

(Maximum quantities for kerbside collections – equivalent to 10 sacks)

## **APPENDIX 6**

### **MATERIALS NOT ACCEPTED IN KERBSIDE GARDEN WASTE SACK**

Large branches

Food waste

Animal waste

Household waste

Stones, rubble or bricks

Soil or turf

Treated wood

Plant pots/seed trays/hanging baskets

Pesticides/weed killer

Invasive weeds e.g. Japanese Knotweed, Hogweed and Ragwort

Any waste types prohibited from the household wheeled bin and recycling and food containers excluding those mentioned in Appendix 5.

Bags / materials weighing more than 25kg will not be collected via the kerbside service

## APPENDIX 7

### APPLICATION FOR ASSISTED COLLECTIONS

**Judith Jones**

Cyfarwyddwr Gwasanaethau Cymdogaeth  
Director of Neighbourhood Services

Uned 20, Parc Diwydiannol Merthyr Tudful,  
Pentrebach, Merthyr Tudful, CF48 4DR  
Unit 20, Merthyr Tydfil Industrial Park,  
Pentrebach, Merthyr Tydfil, CF48 4DR

Ffôn/Tel: **(01685) 725000**  
[www.merthyr.gov.uk](http://www.merthyr.gov.uk)

Croesawn alwadau yn y  
Gymraeg  
We welcome calls in Welsh



Cyngor Bwrdeistref Sirol  
**MERTHYR TUDFUL**  
**MERTHYR TYDFIL**  
County Borough Council

Householder

:

**EinCyf./**Our ref.:

**EichCyf./**Your ref.:

**Dyddiad/**Date

**Gofynnwch am /**Please ask for: (01685) 725000

**Llinell Uniongyrchol /**Direct Waste Services

Line:

**e-bost /**e-mail: [Wasteservices@merthyr.gov.uk](mailto:Wasteservices@merthyr.gov.uk)

Dear Householder

### RE: Application for Assisted Collections

Please find enclosed the application for assisted collections as requested. Could you please complete and return it within 14 days of the date of this letter.

If you require any assistance completing the form, please do not hesitate to contact this office on 01685 725000.

Yours faithfully,

**For and Behalf of**  
**Director of Neighbourhood Services**

**Merthyr Tudful**  
**... lle i fod yn falch ohono**

**Merthyr Tydfil**  
**... a place to be proud of**

Croesawn ohebu yn Gymraeg a fydd gohebu yn y Gymraeg ddim yn arwain at oedi. Rhwch wybod inni beth yw'ch dewis iaith e.e Cymraeg neu'n ddwyieithog.  
We welcome correspondence in Welsh and corresponding with us in Welsh will not lead to a delay. Let us know your language choice if Welsh or bilingual.

Ref No.:

## **APPLICATION TO HAVE ASSISTED COLLECTIONS FOR WHEELED REFUSE BIN AND RECYCLING CONTAINERS**

**NB: The completed application must be returned to MTCBC Waste Services Department within 14 days of the enclosed letter.**

The council reserves the right for Officers to arrange a visit to confirm your application. If you feel that your assessment has been made unfairly, the council has a complaints system in place, which you may use to have any issue investigated.

Mr/Miss/Ms/Mrs: .....

First Name(s): .....

Surname: .....

Address:.....

Contact Tel: ..... Mobile Tel: .....

Email Address: .....

I can confirm that I am not able to place my refuse and recycling containers at the required collection point.

I agree to inform the Authority immediately if my circumstances change and I am no longer in need of the assisted collection service.

I understand that the Authority reserves the right to remove the above property from its Assisted Collection List should my circumstances change and/or any adult living at the property is found to be capable of taking the refuse and recycling containers to the required collection point.



**Please list everyone who lives at your household:**

Name	Date of Birth

**Please tick the boxes that apply: -**

	Yes	No
I need help with my wheeled bin and recycling containers		
Do you have any relatives who could help you with this?		
Do you have any neighbours who could help you with this?		
Do you have a carer who could help you with this?		

**I request permanent help because: -**

	Yes	No
I hold a blue badge entitling me to parking concessions		
I am in receipt of the Mobility Component of Disability Living Allowance		
I am in receipt of the Higher Rate of Care Component of Disability Living Allowance		
I am registered blind or partially sighted		
There is no able-bodied person living in my household		

**DATA PROTECTION**

Merthyr Tydfil County Borough council is committed to upholding your privacy rights. We will only use your personal information for lawful purposes. If you would like to find out more about how we use your personal information please read our privacy notices which are available on our website (<https://www.merthyr.gov.uk/council/data-protection-and-freedom-of-information/privacy-notices/>). If you have any concerns or would like to know more about data protection compliance please contact our Data Protection Officer on 01685 725000 or [data.protection@merthyr.gov.uk](mailto:data.protection@merthyr.gov.uk)

Please can a Social/Medical/Care professional confirm that the above information is correct?

I can confirm the information above is correct.

Sign: \_\_\_\_\_

Print: \_\_\_\_\_

Date: \_\_\_\_\_

Ref No.:

I, the applicant, confirm that the information I have provided is true and accurate to the best of my knowledge.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Sign: \_\_\_\_\_

MTCBC Visiting Officer

Date: \_\_\_\_\_

Thank you for completing the Assisted Collection Application Form. We will contact you within 7 working days to let you know whether your application has been successful and if applicable to arrange a visit to verify your supporting information.

Please return to:-

Waste Services Department,  
Merthyr Tydfil County Borough Council,  
Civic Centre  
Castle Street  
Merthyr Tydfil  
CF47 8AN

## APPENDIX 8

### APPLICATION FOR ADDITIONAL HOUSEHOLD WHEELED BIN CAPACITY

**Judith Jones**

Cyfarwyddwr Gwasanaethau Cymdogaeth  
Director of Neighbourhood Services

Uned 20, Parc Diwydiannol Merthyr Tudful,  
Pentrebach, Merthyr Tudful, CF48 4DR  
Unit 20, Merthyr Tydfil Industrial Park,  
Pentrebach, Merthyr Tydfil, CF48 4DR

Ffôn/Tel: **(01685) 725000**

[www.merthyr.gov.uk](http://www.merthyr.gov.uk)

Croesawn alwadau yn y

Gymraeg

We welcome calls in Welsh



**MERTHYR TYDFIL**  
County Borough Council

Cyngor Bwrdeistref Sirol  
**MERTHYR TYDFIL**

Householder

Our ref./**Ein Cyf.:**

Your ref./**Eich**

**Cyf.:**

Date/**Dyddiad :**

Please ask for/**Gofynnwch**  
**am:**

Direct Line/**Llinell**

**Uniongyrchol:**

e-mail/**e-bost:** **wasteservices@merthyr.gov.uk**

**Waste Services**

**(01685) 725000**

Dear Householder

### RE: APPLICATION FOR ADDITIONAL HOUSEHOLD WHEELED BIN CAPACITY

Please find enclosed your request for an 'Application for additional household wheeled bin capacity.

I must advise you that if you are a household of less than 6 permanent residents with no special circumstances your application will be denied. If you feel your household generates more non-recyclable waste that cannot be contained within a 140-litre bin you may qualify for a larger bin.

If you feel you meet this criteria please complete and return the form to: -

Waste Services, Civic Centre, Castle Street, Merthyr Tydfil. CF47 8AN

On receipt of the application form, a Waste and Recycling Warden will assess and carry out an audit of your wheeled bin. Once the audit is completed, a letter will be sent to you detailing whether you are entitled to a larger wheeled bin, or not.

If you have any queries regarding the application or any other issues regarding waste and recycling please contact 01685 725000 or email [wasteservices@merthyr.gov.uk](mailto:wasteservices@merthyr.gov.uk).

**Merthyr Tudful**  
... lle i fod yn falch ohono

**Merthyr Tydfil**  
... a place to be proud of

Yours sincerely,

**For And On Behalf Of  
Director of Neighbourhood Services**

**Merthyr Tudful**  
**... lle i fod yn falch ohono**

**Merthyr Tydfil**  
**... a place to be proud of**

Croesawn ohebu yn Gymraeg a fydd gohebu yn y Gymraeg ddim yn arwain at oedi. Rhowch wybod inni beth yw'ch dewis iaith e.e Cymraeg neu'n ddwyieithog.  
We welcome correspondence in Welsh and corresponding with us in Welsh will not lead to a delay. Let us know your language choice if Welsh or bilingual.

## APPLICATION FOR ADDITIONAL HOUSEHOLD WHEELED BIN CAPACITY

Your Details:

Ref No:

**Mr/Miss/Ms/Mrs:** .....

**First name (s):** .....

**Surname:** .....

**Address:** .....

.....

.....

**Post code:** .....

**Contact tel:** ..... **Mob tel:** .....

**Email address:** .....

Factors that will be taken into account when assessing your application: -

Please list everyone who lives at the property (excluding students living away). If special circumstances apply please state in the 'Details' column: -

<i>Name</i>	<i>Date of Birth</i>	<i>Current Age</i>	<i>Details</i>

If you have pets please list what they are, how many and how you dispose of their waste: -

<i>Pet (cat/dog/rodent/bird/reptiles)</i>	<i>No.</i>	<i>Where the waste goes.</i>

Please answer the following questions:

Please state clearly your reasons for applying for additional wheeled bin capacity: -

.....  
.....  
.....

.....  
.....

Do you use the kerbside recycling box(es)/ Reusable blue sack to recycle all your glass (bottles and jars), cans (food, drink and aerosols), plastic (bottles, tubs, pots and trays), paper, cardboard and tetra pak cartons, small electrical items, textiles and batteries? (Please circle)

Yes    No

Do you use garden waste sacks? (Please circle)

Yes    No

Do you use your local Household Waste & Recycling Centre (HWRC) to recycle larger packaging or excess recycling? (Please circle) **NB No unsorted black bag waste is accepted at the (HWRC)**

Yes    No

Please state any other ways you recycle or reduce your waste if applicable: -

.....  
.....  
.....

Please state how many side bags of waste you are producing on a weekly basis: -

.....  
.....  
.....

Please confirm how you are currently disposing of this additional waste: -

.....  
.....  
.....

Do you have access to transport? (Please circle)

Yes    No

## DECLARATION

I confirm that we fully use the kerbside recycling collection services, including food waste and where possible we use other facilities to recycle additional materials. We have also tried to reduce the waste we produce. Despite this, a 140 litre wheeled bin is not sufficient capacity

for fortnightly collections to contain the remaining refuse for the permanent residents of this household.

I confirm that all information in this application is correct and understand that you may make further enquiries as needed.

## DATA PROTECTION

Merthyr Tydfil County Borough Council is committed to upholding your privacy rights. We will only use your personal information for lawful purposes. If you would like to find out more about how we use your personal information please read our privacy notices which are available on our website (<https://www.merthyr.gov.uk/council/data-protection-and-freedom-of-information/privacy-notices/>). If you have any concerns or would like to know more about data protection compliance please contact our Data Protection Officer on 01685 725000 or [data.protection@merthyr.gov.uk](mailto:data.protection@merthyr.gov.uk)

The information I have provided is true and accurate to the best of my knowledge.

Signed \_\_\_\_\_  
Dated \_\_\_\_\_

## Terms and Conditions for Additional Wheeled Bin Capacity

1. The bin remains the property of Merthyr Tydfil County Borough Council
2. The use of additional wheeled bin capacity is free of charge. This entitles you to use the additional capacity bin for as long as you meet the criteria set out in the policy.
3. If the above circumstances change at any time (e.g. if the number of permanent occupants changes) you will inform Merthyr Tydfil County Borough Council to assess your new waste capacity needs.
4. If you move home within the Merthyr Tydfil County Borough Council area you must advise the Council of your new address so that the 240 litre refuse bin will be replaced with one of a standard size at the property and provided at your new property (depending on assessment results).
5. If you move home to outside the Merthyr Tydfil County Borough Council area, you must advise the Council and arrange for your 240 litre refuse bin to be replaced with one of a standard size.
6. The additional bin capacity is provided on the condition that it is used for non-recyclable/non-compostable household waste only.
7. Merthyr Tydfil County Borough Council reserves the right to carry out random checks to ensure that only non-recyclable/compostable household waste is presented for collection. The additional capacity may be withdrawn if its provision is misused.
8. There is a £15.81 delivery and administration (subject to change) charge for the provision of the additional capacity bin, to be paid prior to delivery. Once this bin is no longer required a standard 140 litre bin will be provided free of charge.

Please return to: -

Waste Services Department, Merthyr Tydfil County Borough Council, Civic Centre,  
Castle Street, Merthyr Tydfil, CF47 8AN

## APPENDIX 9

### WASTE DIARY

- Mark down every item of rubbish that you put in your grey wheeled bin for (1); (2); (3) or (4) weeks (to be agreed between the Waste & Recycling Warden and responsible householder)
- You will be able to see which items you throw away the most. Target these first to reduce your rubbish
- Look at the amount of rubbish that you put in your grey wheeled bin and try to reduce this amount

WEEK COMMENCING: -							
Type of Waste	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Newspaper/ magazines							
Cardboard							
Glass Bottles & Jars							
Food & Drink Cans							
Foil							
Plastic Bottles							
Other Plastic e.g., yoghurt pots, Butter/ margarine tubs, food trays							
Tetra Pak e.g., juice cartons							
Aerosols e.g., hairsprays, deodorants polish							
Textiles and shoes							
Polystyrene							
Food							
Nappies							
Incontinence Waste							



Garden Waste							
Other glass e.g., light bulbs, Pyrex							
Toys, books, videos, CDs (these could be donated to charity)							
Other e.g., plastic film, Electrical and household batteries							

## APPENDIX 10

### BULKY WASTE COLLECTION SERVICE

Any article of waste, which exceeds 25kg in weight or any article of waste, which does not fit or cannot be fitted into a receptacle for household waste provided in accordance with section 4 of the controlled waste (England and Wales) regulations 2012 can be collected via the bulky waste collection service. Any items deemed in good enough condition may be reused at the New Lease of Life store. A table with examples of bulky waste items is listed below-

Large electrical items
Furniture
BBQs
Bikes
Carpets and flooring
Children's toys

Examples items not collected via the bulky household collection services

Hazardous Waste (apart from items listed under electrical items)
Builders Rubble
Black bag waste

**NB The above lists are not exhaustive and are subject to change**

Please note that all items, except those deemed suitable for re-use must be placed on the kerbside for collection. Collection staff will not enter any property without prior agreement.

Assistance will only be provided if a request for assistance has been pre-arranged.

If the collection staff call to the property to collect items, which are not present on the time of arrival, the collection charge will still apply.

## APPENDIX 11

### CHARGING PROCEDURE FOR BULKY WASTE COLLECTION SERVICE

There is a charge for this service for up to 3 household items with no concessions and is arranged via a booking system. Payment must be made in advance of any collection being arranged.

If the householder cancels the collection a full refund is given.

For larger quantities/items requiring excessive loading time the Supervisor will need to visit and provide a price. Additional cost will be incurred for the following: -

<b>Items for Supervisors assessment before collection is agreed</b>
Piano (must be dismantled)
Green houses
Filing cabinets

**NB This is not an exhaustive list and is subject to change.**

No abnormal collection is agreed without the Supervisor's assessment being carried out.

Commercial items will incur a minimum charge to be agreed on inspection

## **APPENDIX 12**

### **BULKY GARDEN WASTE SPECIFICATION**

There is a charge for this service based on a per lorry load basis and is arranged via a booking system. Payment must be made in advance of any collection being arranged.

If the householder cancels the collection a full refund is given.

The following criterion applies to all householder requests for bulky garden waste service requests.

Garden waste to be accepted for bulky collection is: -

Large branches cut into manageable lengths and bundled i.e. 1.5 metres maximum, each length/bundle weighing no more than 25Kg

Trees cut into manageable lengths i.e., 1.5 metres maximum, each length weighing no more than 25Kg

Bagged Leaves – 6 black bags minimum, 20 black bags maximum

Bagged Hedge cuttings – 6 black bags minimum, 20 black bags maximum

Bagged Grass cuttings – 6 black bags minimum, 20 black bags maximum

Waste not to be accepted for bulky collection is:

Food waste

Animal waste

Household waste

Stones, rubble or bricks

Soil or turf

Treated wood

Invasive weeds e.g., Japanese Knotweed, Hogweed and Ragwort

This list is not exhaustive and may be updated

## **Appendix 13**

### **LIST OF QUESTIONS**

The following is a list of questions that Service Support staff asks the householder upon requesting the bulky garden waste service: -

1. What type of waste is to be collected?
2. What quantity is to be collected?
3. Is it cut into manageable lengths?
4. Is each length less than 25Kg in weight?
5. Are smaller branches bundled and grass/clippings bagged?
6. Is the waste in an easily accessible location? i.e. it should be placed at the front or rear boundary of the property and not left within the garden curtilage.
7. No contamination or other materials?
8. Person's name, address and telephone number?
9. Will there be someone at the property?