

Dry Recycling FAQ's

1. Will labels and lids need to be taken off glass & plastic containers?

There is no need to remove labels. Please remove all lids; they can be placed separately in the blue bin. Leaving the lids on causes vacuums inside the containers that make them difficult to compact within the vehicle.

2. Do items need to be cleaned out?

Please continue to rinse items out. When sorted these items can be stored for a number of days before being reprocessed, rinsing items out prevents odours and vermin.

3. If a householder has a lot of recycling and fills the blue bin are they allowed to place excess in bags by bin or use the old recycling box?

Only recycling that is contained within the blue bin will be collected. If required, a second blue bin can be issued free of charge. Alternatively, any excess recycling can be taken to one of our Recycling Sites which are detailed in the Information Booklet.

4. If the wrong items are accidentally placed in the blue bin will the contractor still take them? If not, will the contractor inform the householder why the bin has been left?

If a bin contains the wrong items then the bin will not be emptied, the contractor will leave a label on the bin to explain why the bin has been left. When the information pack for the new service is delivered in Jan 2008 it will contain individual easy reference stickers for each bin that will list the acceptable items for each bin.

5. Can all recyclable items be put in the blue wheeled bin (i.e.) items with the recycling mark?

We are very pleased that we have been able to introduce such a wide-ranging recycling service. However, there will still be items that we are not able to recycle using the kerbside scheme (e.g.) batteries, carrier bags, aluminium foil etc. For confirmation on the items that Stafford Borough Council can recycle from the kerbside please refer to your information booklet or www.staffordbc.gov.uk or phone 01785 619873.

6. Can I put Tetra Pak type containers (orange juice/smoothie containers etc) in my recycling bin?

No, as this type of carton is very complex to recycle due to the number of different materials used in manufacture. However, in conjunction with Tetra Pak, we have installed recycling containers for this material at Sainsbury's and Burton Square in Stafford and Westbridge Park in Stone. Facilities are also available at the Household Waste Recycling Centres at St Albans Road, Stafford and Beacon Road, Stone.

7. Are textiles to be placed in bags at the side of the wheelie bin?

If you have good quality textiles that can be re-used we would suggest that you donate them to your own chosen charity. However, if the textiles are 'past their best' you can place them loose in the main body of the blue bin; these textiles will probably be turned into rag for use in garages etc.

8. Can I share with my neighbour if space is limited?

Yes, you can share bins with your neighbours. If your properties are unable to accommodate blue bins at all we will endeavour to install a communal mini recycling site where possible.

9. If I do not want, or have room, for the blue wheeled bin can I still carry on using my old recycling box?

As part of the new contract we are introducing a new 'split body' vehicle specifically to empty the blue bins. We will no longer have the means of emptying the recycling boxes, therefore if a blue bin cannot be accommodated/shared we would suggest using the Recycling Sites as detailed in the Information Booklet.

10. Where do I leave the bin for collection – front or back?

All bins (green, blue & brown) will be collected from where your green bin/black bags are collected from at present. In some cases green bins are collected from the rear of properties. Those properties have been sent a separate letter to confirm that all bins will be collected from the same location as the green bin.

General Waste & Brown Bin FAQ's

1. If a householder puts recyclable waste into the green bin my mistake will Biffa staff refuse to empty the bin?

The recycling services that Stafford Borough Council offer are not compulsory and a green bin will be emptied if it contains recyclable material. However, we would ask that all householders consider using all of the bins available to them to reduce the amount of waste we send to landfill or incineration.

2. What is the best way to wrap up food waste when the household bin is taken on alternate weeks?

Food waste can be contained in tied carrier bags and/or newspaper to prevent odours; bin bags can also continue to be used in the green bin. Where possible, keep the green bin lid closed when not in use.

3. Can I go on an assisted collection but keep my green wheeled bin instead of swapping to a black bin?

In the new waste contract it is no longer a requirement to swap the green wheeled bin for a black dustbin when receiving an assisted collection. All three bins (green, blue & brown) will be collected from your premises, emptied and returned. However, black bins are still available should they be required.

4. If a householder has a large garden and the brown bin is full of garden waste where can they put cardboard?

If the full capacity of the brown bin has been used during the growing season, loosely tied cardboard can be placed at the side of the brown bin. Please do not use plastic bags to contain the cardboard or place garden waste at the side of the bin.

Second brown bins are also available on request; there is currently an annual charge of £17.50 for this extra service provision.