



RECYCLING GUIDE



Collections in Hertsmere

We collect from your property on the same day every week and we encourage you to recycle as much of your waste as possible.

Every house should have:

- a brown bin for mixed recycling
- a black bin for non-recyclables

If you subscribe to our garden waste collection service you will also have a green bin.

**On Week 1
we will collect
your black bin**



**On Week 2
we will collect
green and
brown bins**



Please present your bin on the boundary of your property by 6am on collection day.

You can find out which week it is by visiting www.hertsmere.gov.uk/BinCollections

Recycling in flats

Your collections may vary if you live in a property with communal bin stores.
For more information please visit www.hertsmere.gov.uk/RecyclinginFlats



Black bin

Use this bin for waste that cannot go in your recycling bins.

The black bin is for general waste but there are still some items that are not acceptable including: batteries, vapes/e-cigarettes and electrical items, paint/paint containers, soil, gas cylinders and DIY waste such as bricks, rubble, asbestos and plasterboard.

You can take these items to your local Recycling Centre - see our FAQs on the back page for information on extra waste. Asbestos and other hazardous items may need specialist removal.

IMPORTANT

Hot ash in the back of our vehicles can lead to a fire. Please allow all fire/BBQ ash to cool completely before putting in your black bin.





Mixed recycling bin (brown bin)

Use this bin to recycle glass, cartons, plastic, cans, cardboard and paper.

If recycling bins contain the wrong items they will not be emptied. Please only put acceptable items in and **'if in doubt, leave it out!'**

IMPORTANT Items must be:

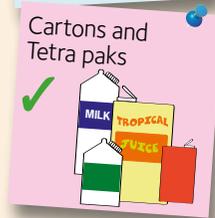
• Loose, not bagged

If you are using a bag to carry your recyclables to the bin please empty the items into the recycling bin first, then dispose of the bag in the general waste bin or reuse it.

• Clean and empty

Please rinse off any food residue. Pizza boxes, dirty foil and any other food containers with food stuck to them are not acceptable.

YES PLEASE



NO THANKS



Green recycling bin

If you have a subscription you can use your green bin for garden waste. To sign up visit www.hertsmere.gov.uk/GardenWaste

If recycling bins contain the wrong items they will not be emptied. Please only put acceptable items in and **'if in doubt, leave it out!'**

YES PLEASE



NO THANKS



Food Waste 2025

Weekly food waste collections are due to be introduced in 2025. In the meantime you can continue to put food waste in your green bin.



Kitchen caddies and compostable liners



To make it easier to collect food waste in the kitchen we provide free kitchen caddies.

You can line these with our compostable liners, which can then be tied up and put straight

into your green bin. Alternatively supermarket stocked caddy liners are accepted but they must carry the EN 13432 certified seedling logo shown here and be labelled as 'compostable'.



Not got a garden waste collection?

If you haven't signed up to have your green bin collected you can still compost at home. For helpful tips to create your own compost visit www.hertfordshire.gov.uk/composting

FAQs

My bin wasn't collected, what should I do?

There may be a reason your bin hasn't been collected, e.g. due to contamination or being overloaded. If your bin hasn't been collected by 2pm please call Customer Services on 020 8207 7480 to report it. You must report a missed bin within two working days.

I have extra waste, what can I do with it?

Recycling centres are available for any additional waste and recycling that won't fit in the bins. They can be found at a number of locations across Hertfordshire, including:

- Cranborne Road, Potters Bar, EN6 3JE
- Allum Lane, Elstree, WD6 3NN
- Waterdale, St Albans Road (near Garston), WD25 OPR

These are managed by Hertfordshire County Council and details of opening times can be found at www.hertfordshire.gov.uk/recycling. Please note, we will not remove anything left on top of or next to your bins.

Events

To keep up to date with events we run, such as clothes swaps, nappy events, bike recycling and compost giveaways, please sign up at www.hertsmer.gov.uk/newsforyou

I don't have a green bin subscription so I have to put my food waste in the black bin, is there anything I can do to reduce the amount of food I throw away?

This is a temporary arrangement until separate food waste collections are introduced in 2025. For details on saving money and reducing food waste, please see Waste Aware's Worth Saving campaign: www.wasteaware.gov.uk/WorthSaving. The average family throws away the equivalent of £60 a month in food waste, this campaign aims to provide tips and tricks to plan ahead, buy what you need, store correctly and cook so nothing is wasted.

I have a bulky item to get rid of, how can I get it collected?

Consider donating items in good condition to charity, some offer a free collection service. Or you can take it to a Recycling Centre listed left. Alternatively we offer a chargeable collection service for large items booked in and presented outside of your property. For more information visit: www.hertsmer.gov.uk/BulkyWaste

There are a lot of nappies going in my bin, are there any alternatives?

More and more parents are switching to reusable nappies. They're easy to use, sustainable and save you money as well as room in your bin! For more information and a 15% discount off a range of suppliers, visit www.hertfordshire.gov.uk/nappies

IMPORTANT

Abuse to our crew

Whilst most people recycle well and are happy with the service we offer, there are some residents who abuse our crews when they are just doing their job. **We will not tolerate aggressive or abusive behaviour aimed at our employees and may report incidents to the police. All of our vehicles are fitted with CCTV.**

-  020 8207 2277
-  www.hertsmer.gov.uk/recycling
-  @HertsmerBC
-  www.facebook.com/hertsmer
-  [hertsmerbc](https://www.instagram.com/hertsmerbc)

