



**HERTSMERE BOROUGH COUNCIL**

**STREET SCENE SERVICES RULES**

November 2024

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## **1 Introduction**

The rules set out in this document relate to the operational activities of Hertsmere Borough Council's Street Scene Services. The rules are divided into three sections: domestic collections, bulky and hazardous waste collections, and commercial waste collections.

## **DOMESTIC COLLECTIONS**

### **2 Missed bins**

Missed collections should be reported to Customer Services (020 8207 7480) after 4pm on the day of collection and within the following 48 hours. We will return within 48 hours of receiving a report.

Missed bins reported outside of 48 hours will be collected during the next normal scheduled collection. Any bins/boxes not collected due to an over-loaded bin, contamination, not being placed on the boundary or agreed collection point, frozen bin lid or frozen contents will be collected on the next scheduled collection day – that is, a fortnight from the day it was missed – providing the householder has corrected the problem. Alternatively you may use the local Recycling Centre.

### **3 Part-emptied bins/overloaded bins**

We will not empty the bins if the bins are overloaded. That is, if it is too heavy, causing a hazard to the crew or if there is a risk of spillage. Overloading and frozen contents can also result in a bin being part-emptied. We will return to collect these on the next scheduled collection providing the householder has reduced or removed the load or blockage.

### **4 Excess waste for refuse and recycling**

All refuse and recycling including cardboard boxes must be placed in the black, brown or blue (communal) bin for collection, no excess/side waste will be collected.

Extra waste and recycling can be taken to local recycling points or Recycling Centres for recycling or disposal. These are run by Hertfordshire County Council, more information can be found at [Recycling centres | Hertfordshire County Council](#)

## **5 Home composting**

To reduce some of the waste going in the green bin and enjoy the benefits of your own compost, home compost bins are available through the Hertfordshire Waste Partnership. For more information please visit [Home composting | Hertfordshire County Council \(contensis.com\)](https://www.hertfordshire.gov.uk/home-composting)

## **6 Real nappies**

Real cloth nappies can be used to save energy, money and prevent disposable nappies going to landfill. [Herts Reusable Nappies](https://www.hertsreusable.com) provide support, advice and 15% discount on a range of reusable nappies and accessories.

## **7 Larger bins**

Households of 5 or more occupants may wish to apply for a larger 360 litre wheeled refuse bin or brown bin. An application form must be completed and copies of birth certificates for all persons aged 0-17 must be provided. Once the application has been received, a waste audit will be carried out to ensure that all receptacles are being used effectively. A 360ltr brown bin will always be supplied first and a black bin may follow if needed. Contact Customer Services (020 8207 7480) to obtain an application form.

## **8 Closed bin lids**

The lids of all bins must be completely closed for collection. If the lid is not completely closed, we will not collect the bin.

Any extra waste can be taken to [Recycling Centres](https://www.hertsmere.gov.uk/recycling-centres) for disposal. Extra recyclables can be taken to local recycling points or the Recycling Centres for recycling.

## **9 Contamination**

We cannot collect your green or brown bins if they contain the wrong items. We will leave a contamination card with details and return to collect the bin on the next scheduled collection providing the householder has removed the incorrect items. Managing agents for communal bins will be contacted where these details are held by the council. For a list of what is accepted in each bin/box please visit [What goes in my bin? - Hertsmere Borough Council](https://www.hertsmere.gov.uk/what-goes-in-my-bin)

## **10 Collection from property boundary or agreed collection point**

Bins/boxes need to be placed on the boundary or agreed collection point of the property by 6am on the scheduled collection day. Bins should be easily visible to the collection crew and side by side (not one behind the other). They should be within an arm's reach of the public footpath where the driveway meets the public footpath. They will be returned to the boundary or agreed collection point once emptied.

## **11 Assisted collections**

Assisted collections are available to residents who cannot get their bins to the boundary line for collection due to incapacity, ill health or disability. This is provided there are no able bodied members of the household in residence. A council officer may carry out an assessment. Please visit [Collections and calendar - Hertsmere Borough Council](#) for more information or complete an [Assisted bin collection form \(pdf 123 Kb\) \(hertsmere.gov.uk\)](#) Alternatively contact Customer Services (020 8207 7480) if you would like a form sent to you.

## **12 Collection of Hertsmere receptacles**

Only bins that have been provided by Hertsmere Borough Council will be collected.

## **13 Public holiday collections**

All collections in the week following a public holiday will take place a day later. For example, a Monday collection will take place on a Tuesday, a Friday collection will take place on a Saturday. Exceptions to this arrangement are Christmas and New Year collections, which will be arranged and communicated in advance to residents each year.

## **14 Adverse weather collections**

In the event of adverse weather conditions i.e. extreme heat or snow, we will do all we can to complete our scheduled work. We will endeavor to advise customers of any changes through our website and Customer Service Department.

## **15 Replacement of lost, damaged or stolen bins**

Only bins reported by crews as damaged during collections, as a result of machinery malfunction, will be replaced free of charge. If a bin is lost, stolen or damaged by the householder or a third party, a replacement can be purchased through Hertsmere Borough Council.

All money must be paid before a replacement bin will be provided. To report a lost, stolen or damaged bin or obtain charges please contact Customer Services (020 8207 7480). Additional bins that have been purchased from Hertsmere Borough Council prior to May 2006 will not be replaced if damaged, lost or stolen providing there is still one functional bin at the property. If any bins are missing when a resident moves into a property they will be treated as lost or stolen bins. The resident should contact the estate agent or solicitor if the property has been purchased or the landlord if they are renting.

## **16 Additional bins**

We do not supply second green, brown or black wheelie bins.

## **BULKY AND HAZARDOUS WASTE COLLECTIONS**

For advice on specific items refer to [A - Z of Recycling - Hertsmere Borough Council](#)

## **17 Charges for large household items**

Bookings will be made only when payment is received in full.

## **18 Items**

Each item needs to be described. No booking will be accepted without having a description of each item.

## **19 Collection points**

Items should be placed on the boundary of the property. On occasions when this is not possible, the item(s) should be visible and accessible. We are unable to collect from the inside of a property.

## **20 Cancellation**

Customer Services should be notified of cancellations a minimum of 24 hours before the due collection day and prior to 4pm. Where collection is due on a Monday, Customer Services should be notified on a Friday before 4pm.

## **21 Refunds**

Refund requests will be accepted in cases where the cancellation procedure has been followed.

## COMMERCIAL WASTE COLLECTIONS

### 22 Collection point

Containers need to be available from 6am on the day of collection. Access to the containers must not be restricted. That is, they should not be behind locked gates or parked cars. Ensuring the containers can be accessed is the customer's responsibility.

### 23 Missed collections

Missed collections should be reported to Customer Services (020 8207 7480) after 4pm on the day of collection and within the following 24 hours. We will aim to return within 48 hours of receiving a report.

### 24 Refunds

No refunds for missed collection will be offered.

## CONTACT DETAILS

To request any of these services, report any problems, obtain costs or for more information, please contact customer services either by phone, email, or writing to us.

**Phone:** 020 8207 7480

**Email:** [street.scene@hertsmere.gov.uk](mailto:street.scene@hertsmere.gov.uk)

**Hertsmere Borough Council**

**Customer Services**

Hertsmere Borough Council

Civic Offices

Elstree Way

Borehamwood

WD6 1WA