

## Contamination charges

We will not empty recycling bins at properties if they are recorded as contaminated, i.e. they contain incorrect items. For details of acceptable and non-acceptable items please download a copy of our [Recycling in Flats guide](#). This is also available along with some useful posters and information on our [Bin Collections for Flats](#) page.

If a bin is contaminated we will email you the name of the property concerned, along with details of the bin contents. It is then your responsibility to remove the contamination or arrange for the bins to be emptied. Alternatively we can return and empty the bins on your behalf, for a charge.

If you would like us to return to empty the bin(s), we require a reply to our notification email within 48 hours. We will then aim to collect within 48 hours from receiving this authorisation. Our charges are as follows and exclude VAT.

- Return charge £61.71 (per site and not per bin) plus:
  - 240ltr bin - £25
  - 360ltr bin - £30
  - 660ltr bin - £35
  - 1100ltr bin - £40

To enable us to contact the correct person, please provide the most appropriate email address. A quick response time will be essential in order for us to return and collect bins as soon as possible.

If there is no response to our notification email, no further action will be taken and we will return to collect bins as usual on the next scheduled collection (all recycling collections are fortnightly). Any excess waste, on top of or surrounding the bins, will not be collected and bins will only be collected where they are easily accessible.

To confirm, the process will be as follows:

- 1) Hertsmere recycling collection crews record any contaminated bins on round sheet.
- 2) Hertsmere notify you via email and ask if you require us to return to collect the contaminated bins as refuse, for a charge.
- 3) You reply to us to arrange a return collection or you arrange your own removal of the offending items and we collect as usual on the scheduled fortnightly collection.

### Payment

You will be invoiced on a monthly basis. Please note, if you require a works order number to be referenced on the invoice this must be provided to us at the time of the request.

We will invoice on a monthly basis for any returns we have made. **If payment is not received within four months of the original invoice date we will suspend our return service with you.**

You will still be notified if bins are contaminated but it will be your responsibility to clear the waste.