

# Recycling in flats



A guide to using the recycling facilities at your flat





# Mixed recycling bin (brown bin)

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

## **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 out any food residue. Pizza boxes, dirty foil and any other food containers with food stuck to them are not acceptable.

## YES PLEASE

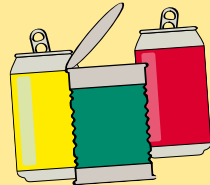
Glass bottles  
and jars



Plastic bottles, tubs,  
pots and trays



Food and drink  
cans



Cartons and Tetra  
paks



Small pieces of  
cardboard



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!’**

## NO THANKS

Nappies



Black sacks, plastic bags and soft plastic



Polystyrene, crisp packets and plastic pouches



Paper towels, kitchen towels, serviettes, tissues and wet wipes



Textiles/  
clothing,  
electrical items  
and batteries



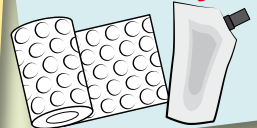
Dirty containers  
or food



Plastic toys or  
furniture



Padded envelopes,  
plastic pouches,  
bubble wrap



## Large items

Large household items are your responsibility. We cannot empty bins if they are blocked by rubbish on top of the bins or on the floor. Take items or extra waste to your local Recycling Centre, contact your managing agent or alternatively we can provide a paid for collection.

For more information please contact Customer Services on 020 8207 7480.

Tear up cardboard boxes so they fit inside the bin (not on the floor) or take larger items to a Recycling Centre.

## Your local recycling centre can be found at:

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

# Recycling in flats FAQs

## How often are the recycling bins emptied?

The recycling bins will be emptied every two weeks providing they contain only acceptable items.

## The bin hasn't been emptied, what should I do?

Please call our customer services team on 020 8207 7480 or report a missed bin online at: [www.hertsmere.gov.uk/missedbin](http://www.hertsmere.gov.uk/missedbin) You can also check with your managing agent, as we may have already notified them if the bin is contaminated.

## What if the recycling bin is full?

At some older properties the bin storage space is limited so we can't always provide as many recycling bins as we'd like. Please flatten or tear up larger pieces of cardboard and squash cartons and plastic bottles. If a recycling bin is full please use a general rubbish bin instead or take the items to one of your Recycling Centres mentioned on the previous page.

Do not leave items or bags on the floor – they will not be collected and may result in the bins not being emptied if they are causing an obstruction.

## What can I do with larger bulky items or furniture?

Consider donating items in good condition to charity, some offer a free collection service. For more information visit [www.hertsmere.gov.uk/bulkywaste](http://www.hertsmere.gov.uk/bulkywaste). Or you can take it to a Recycling Centre as mentioned on the previous page.

Alternatively we offer a chargeable collection service for large items providing there is somewhere suitable to leave them outside of your property. Please check with your managing agent first or to see if they offer their own collection. Please do not dump large items in the bin stores as this causes issues when trying to empty the bins and is unsightly.



020 8207 2277



[www.hertsmere.gov.uk/recycling](http://www.hertsmere.gov.uk/recycling)



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