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Please contact the number below if you require further information.

01483 755855 (9am to 4.45pm)

If you require a translation, please contact:

Se avete bisogno di una traduzione si prega conattare:

Si usted requiere una traducción de esta información por favor contacte a:

اگر آپ کو ترجمے کی ضرورت ہے تو برائے مہربانی رابطہ کریں:

যদি আপনার অনুবাদের দরকার হয় তাহলে অনুগ্রহ করে যোগাযোগ করুন:

如果您需要翻译，请向下列地点联络:

wits



LINK LINE

01483 750548



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Important changes to your waste and recycling collection services

Includes your new waste collection calendar



www.woking.gov.uk



Introduction

Over the last eight years, Woking residents have increased the amount of waste that they recycle, from 17% in 2001/02 to 44% in 2008/09, which is a fantastic achievement! However, we feel that the Borough is capable of recycling more of its waste.

Back in 2008, we conducted a waste and recycling survey to understand what you thought about your collection service and what services you would welcome in the future. Some of the key headlines from this survey are reflected at the top of pages throughout this leaflet.

Whilst people were generally happy with the service provided, it was felt that improvements could be made around the issues of garden waste, food waste and household batteries.

In response to this survey, and the desire to push the recycling rate up to at least 60%, and possibly beyond, the Council has been working with its waste contractor, Biffa Waste Services, to develop and implement key changes to the service.

These changes will make it easier for you to recycle more and help us reduce the amount of household waste sent to landfill.

One of the most important changes that will affect you is the **change to your waste and recycling collection day**. The enclosed letter tells you what day your wheeled bins will be collected from **Monday 14 September**. You will still receive an alternate weekly collection of your waste and recycling wheeled bins.

Further information on important changes to your waste and recycling collection service are contained within this leaflet, specifically the new:

- garden waste collection service (available from November 2009)
- household battery collection service (available now)
- food waste collection service (available from January 2010).

You will also find information on what you can recycle in your blue-lidded wheeled bin, a handy waste collection calendar on page 11, which explains what bin you will need to put out when, and a list of frequently asked questions to help you get the most out of your new waste collection service.

If you require any further information on the new waste collection service, please visit www.woking.gov.uk. Alternatively, please call Customer Services on **01483 755855**.



Your waste and recycling



The majority of you said you are happy with your current waste and recycling collection system, so you will **still receive** an alternate weekly collection of waste and recycling. **Please note**, that from **Monday 14 September** the collection schedule will change. Please consult the letter that has been sent to you by the Council or phone Customer Services on **01483 755855** if you need to check.

Your **blue-lidded wheeled bin** or sack is for materials that can be recycled. Please only put clean, dry recyclables into this bin. Materials should be put loose into the bin and not contained in plastic bags, packing or wrapping.

■ **NEW!** Aluminium foil
(rolled up to no smaller than the size of a cricket ball)



■ **NEW!** Biscuit or sweet tins



■ Cardboard



■ Glass bottles and jars



■ Household paper
(including coloured paper like the Yellow Pages)



■ Plastic bottles*



■ Tins and cans

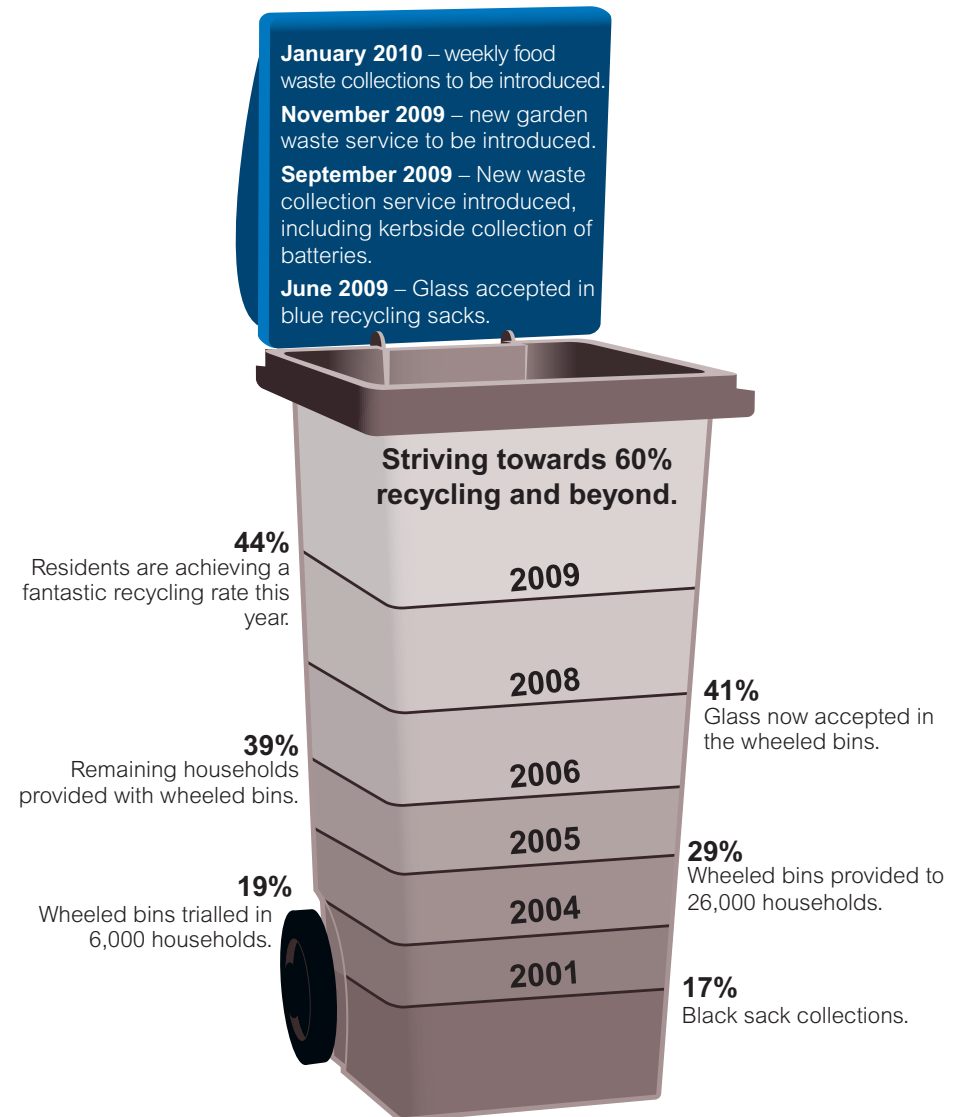


*For information on which type of plastic bottles you can recycle, please visit www.woking.gov.uk/plastics

Your **black wheeled bin** or sack is for household waste that cannot be recycled. The contents are taken to landfill. Excess waste placed by the side of the bin will not be collected.

Woking's recycling rate – let's strive for 60% and beyond

Since 2001, we have introduced schemes to help you recycle more, pushing up our Borough's recycling rate from 17% to a fantastic 44%. By introducing the new waste collection services highlighted in this leaflet, we aim to reach a recycling rate of 60% and beyond! Help us reach our goal by recycling more.



Your new garden waste service



You supported the Council in exploring alternative containers for garden waste instead of the clear plastic sacks. In response, we will be offering a new subscription scheme using green wheeled bins for the collection of your garden waste from November 2009.

What are the benefits of changing the service?

- It will have a lower carbon footprint as refuse collection vehicles will only visit those properties who have subscribed to the service.
- It will avoid the need to send thousands of plastic sacks to landfill.
- It will be easier to dispose of larger items of green waste, such as hedge trimmings.
- By removing the potential for sacks to split, be overfilled or placed out on the highway well in advance of collections, there will be an improvement in street cleanliness.
- The health and safety aspects of the service will be improved by reducing the amount of manual handling for both residents and collection crews.

- As we will know who is using the service from our list of subscribers, there will be a reduction in the number of missed collections.



How will the new garden waste service work?

If you wish to use the service, you will be asked to pay an annual fee to receive a green wheeled bin for your garden waste. The bin will then be delivered to your door, and collected from the boundary of your property every two weeks. If you cannot accommodate a green wheeled bin, you will be provided with reusable sacks.

You can put the following items into your green wheeled bin.

Yes please		No thank you	
✓	Grass cuttings	✗	Any plastic (e.g. flower pots, plastic bags, polystyrene trays)
✓	Hedge trimmings	✗	Kitchen waste
✓	Weeds and prunings	✗	Hardcore or stones
✓	Dead plants	✗	Earth and soil
✓	Twigs and small branches (less than 12cm diameter)	✗	Animal bedding
✓	Garden fruit		

Plastic sacks will continue to be sold until October 2009 and collected until Friday 18 December 2009.

Please only purchase what you know you will use until the new service starts.

What will it cost?

Hurry! We are offering the first 2,000 subscribers to the service a special introductory offer of £25 (or £15 if you receive a means-tested benefit) for the first 12 months. This is a deal not to be missed! To sign up for the service, please call **01483 755855**.

	Full charge	Residents in receipt of certain benefits***
One wheeled bin or reusable sack*	£35	£20
Each additional bin**	£15	£10

* For households unable to accommodate wheeled bins.

** Up to a maximum of six bins.

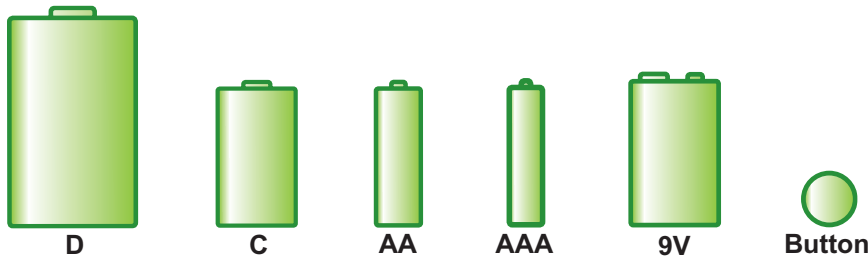
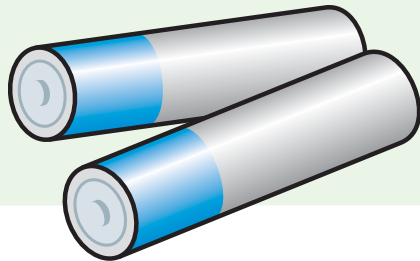
*** Council Tax Benefit and Housing Benefit only.

Kerbside collection of household batteries



You said you would use a battery collection service. That's why we are supplying you with a handy 'Be positive' battery envelope to help you recycle your household batteries.

Household batteries contain heavy metals, such as mercury, which can leak and pollute the environment if not disposed of correctly. To prevent batteries from going to landfill, why not invest in some rechargeable batteries – these can be recharged when ordinary batteries would be thrown away and will save you money over time. Alternatively, you will find a small envelope enclosed with this leaflet to help you recycle the batteries shown below.



Simply put your used batteries into the plastic envelope provided. When your envelope is full, place it on the lid of your recycling bin or beside your blue sacks on your collection day.

For replacement envelopes, please call Customer Services on **01483 755855** or visit the Civic Offices in Woking or your local centre for the community.

Coming soon...weekly collections of food waste



You said you would support weekly collections of food waste. In January 2010, we will be introducing weekly collections of food waste to most households in the Borough.

The service will initially be provided to around 34,000 households. The Council will work with its contractor to resolve how weekly food waste collections can be provided to the remaining, more difficult properties, such as multi-occupancy sites.



During January 2010, you will receive one seven-litre caddy and one 23-litre lockable outdoor bin.

You will be able to recycle all food waste, both cooked and uncooked, using this service. Once your kitchen caddy is full with food waste, simply empty it into your outdoor bin.

Collections will take place from the boundary of your property on a weekly basis, the same day as your waste and recycling.

More detailed information on this service will be enclosed in the caddy you will receive in January.

This will cover what items can and cannot be placed into the bin, as well as information on collection dates and how best to use the containers.



Frequently asked questions about your new services

I can't find my letter about day changes for my collections. How do I find out what has changed for me?

For more information about changes to your collection schedule, please visit the website at www.woking.gov.uk and look for 'Your local services' on the homepage. Alternatively, call Customer Services on **01483 755855**.

I don't really throw away lots of batteries and it will take me a long time to fill the envelope, do I really need to use it?

Although we don't throw away a lot of batteries, they are extremely harmful to the environment and for this reason we would like you to use the envelope, no matter how long it takes you to fill.

When will the collections of the new garden waste service begin? Can I subscribe earlier than this?

The new service will begin Monday 2 November 2009. You will be able to call us on **01483 755855** from Tuesday 1 September 2009 to subscribe and pay for your service. You are advised to subscribe early to take advantage of our great introductory offer.

I would like to share a green wheeled bin with my neighbour, will this be allowed?

Yes. Arrangements between neighbours to share the cost are welcome. The payment will need to be made by one individual and the bin will have to be presented at this address.



Can I keep my garden waste bin when I no longer want the service?

No. The annual fee only covers the cost of the service. If you no longer wish to receive the service, we will recover the bin from you.

Can my garden waste be collected from my door?

If you are eligible for assisted collections of your refuse and recycling, you will also receive assistance with your garden waste collection. If you no longer require assisted collections, please contact us as this type of collection places an additional burden on our crews.

What do I do with the plastic sacks I have already purchased?

We recognise that some residents will have purchased and hold stock of the clear plastic sacks. These will continue to be collected until 18 December 2009. Sacks put out on the kerbside after this date will not be collected.

Your waste and recycling collection calendar

To help you with your new waste collection schedule, the calendar below takes you from Monday 14 September to the end of January 2010. A new calendar will be delivered to your door with your new food waste containers.

September 2009					October 2009					November 2009								
M		7	14	21	28	M		5	12	19	26	M		2	9	16	23	30
T	1	8	15	22	29	T		6	13	20	27	T		3	10	17	24	
W	2	9	16	23	30	W		7	14	21	28	W		4	11	18	25	
T	3	10	17	24	T	1	8	15	22	29	T		5	12	19	26		
F	4	11	18	25	F	2	9	16	23	30	F		6	13	20	27		
S	5	12	19	26	S	3	10	17	24	31	S		7	14	21	28		
S	6	13	20	27	S	4	11	18	25	S	1	8	15	22	29			

December 2009					January 2010						
M		7	14	21	28	M		4	11	18	25
T	1	8	15	22	29	T		5	12	19	26
W	2	9	16	23	30	W		6	13	20	27
T	3	10	17	24	31	T		7	14	21	28
F	4	11	18	25	F	1	8	15	22	29	
S	5	12	19	26	S	2	9	16	23	30	
S	6	13	20	27	S	3	10	17	24	31	

- Put your recycling bin/sacks and battery envelope at the boundary of your property.
- Put your black bin/sacks at the boundary of your property.
- No collections.

- For households due to be serviced on Christmas Day, it is necessary to delay your collection until Monday 28 December.
- For households due to be serviced on Monday 28, Tuesday 29 and Wednesday 30 December – your collections will be a day later.
- For households due to be collected on Thursday 31 December it is necessary to delay your collection until Saturday 2 January.
- For households due to be serviced on New Year's Day, it is necessary to delay your collection until Monday 4 January.
- Collections week commencing 4 January will be a day later.
- Collections will return to normal week commencing Monday 11 January 2010.

You will be advised of your collection schedule for garden waste once you have subscribed to the service.

Please note: your collection schedule may have changed, please review the letter sent with this leaflet for further information.