

Information for Parish & Community Council newsletters

Introducing your new waste & recycling service

The new service begins at the end of March 2024 and will bring in new technology and industry improvements, whilst retaining large parts of the existing service, which helped make Ashford one of the best recycling local authorities in Kent, and beyond.

Fortnightly collections of waste and recycling will continue across the borough, with one green wheeled bin for recycling on alternate weeks from refuse collections, alongside the regular weekly food waste collections.

The new contract offers the chance to increase recycling rates, more efficient routes, lower emission vehicles and better technology to keep residents up to date on collections.

The new vehicles are being funded directly by the council to help save costs and will be more modern vehicles that use electric bin lifts. This will help reduce the consumption of diesel dramatically, helping lower the services' carbon footprint.

Our street cleansing service will also be delivered by our new contractor Suez. The new contract includes proposed improvements to the level of cleansing in rural and residential areas, as well as quicker response times on removing fly-tipping.

Answering your key questions about the new service

What will the service look like?

Waste and recycling collections in the borough consist of:

- A weekly food waste collection
- A fortnightly recycling collection
- A fortnightly general waste collection
- OPTIONAL paid-for fortnightly garden recycling collection

When will the new contract start?

From Sunday 24 March.

Will the frequency of collections change?

No. The frequency of collections will be staying the same, with fortnightly recycling and waste collections, and an optional fortnightly garden waste collection. Food waste will be collected weekly.

Will my collection day change?

Although the frequency of collections will be staying the same, it is likely that after Sunday 24 March 2024, your collection day will alter. We will notify residents of any changes well in advance of the new contract start date.

Why are collection days changing?

The changes are being made to make a more efficient collection schedule. Half the borough will have

their recycling bins collected while the other half of the borough will have their refuse bins collected.

This will be easier to process at the waste processing centre and will also mean it is easier to catch up on any missed collections.

Will the items collected for recycling change?

No, the same recyclable items will still be collected, in your green wheeled bin.

Will the collection crew staff change?

No. There is a requirement for staff to move from one contractor to the next. The majority of staff are local residents and know the area well.

Who is our new contractor?

Our new contractor is Suez. They employ more than 5,000 people in the UK and have been managing waste contracts for local authorities since 1988.

What if I forget what day will my bin be emptied?

Unsure which day your bin will be emptied, or which collection week it is? Use our look up calendar online at www.ashford.gov.uk/recycling-waste-and-bins/bin-collection-calendars/

Recycling collection (fortnightly)

Together we can recycle more

Please use your green wheeled bin to put all your loose recyclable materials in.

Top tip - Please flatten cardboard boxes and plastic bottles to maximise space in your bin. Where possible, please rinse clean your recycling to avoid food contamination.

Yes please

Paper, magazines & cardboard
Plastic bottles, tubs & containers
Tins & cans, including sweet & biscuit tins
Glass bottles & jars
Kitchen foil & foil trays
Clear plastic meat trays, ready meal trays
Fruit/veg punnets
Yoghurt pots
Empty aerosol cans

No thanks

Plastic or black bags
Light bulbs
Textiles
Food waste
General waste

Nappies or sanitary products

Pet waste

Garden waste

Polystyrene

Electrical items & batteries

What happens to your recycling?

Almost all recyclable waste collected is processed and separated into individual materials for recycling at local Materials Recycling Facilities.

Contamination usual suspects

Don't let our **recycling** go to **waste**. These bad guys contaminate our good work on recycling.

- Plastic bags
- Black bags
- Nappies
- Dirty packaging
- Food waste
- Garden waste

Nappies, dirty packaging, black bags and plastic bags go in your general waste bin.

Food waste goes in your food caddy.

When you place the wrong items in your recycling, your bin might not be collected, and the whole bin contents might not be recycled at the Material Recovery Facility.

This costs Ashford Borough Council and local taxpayers money.

General Waste collections (fortnightly)

Please use your grey wheeled bin for general waste that cannot be recycled. You will be surprised just how little general waste you have left after you separate your recycling and food waste.

Place the items in your bin loose or you can use black sacks or carrier bags if you wish. The bin lid must be closed, and we will not collect ANY side or extra waste not placed inside the closed bin.

Yes please

Any waste that does not go into your recycling bin or food caddy

Nappies

Pet waste

Polystyrene

Used Tissues

General waste from your household

No thanks

Food waste
Electrical items & batteries
Paint tins
Garden waste
DIY waste
Hazardous materials
Clinical waste & needles

What happens to your general waste?

It is not sent to landfill. Our household general waste is sent to an Energy from Waste Plant to be used to generate electricity.

Feed your food caddy – every week

Empty your food waste into the black/orange caddy when required, which should be placed outside for collection. The orange lid can be locked with the handle to prevent pests or animals accessing it.

If you wish, you can use special compostable bags or line your caddy with newspaper or compostable liners.

Yes please

All cooked & raw food including:

Meat, fish & bones
Fruit & veg, including peelings
Teabags & coffee grounds
Bread, pasta & pulses
Eggshells
Dairy products
Solid butter & lards
Leftovers from meals
Foods past their sell by date
Compostable liners

No thanks

Plastic bags
Liquids or oils
Any packaging
Pet waste or litter
Garden waste or clippings

What happens to it?

All food waste is taken to an anaerobic digester in Kent to be turned into biogas. The biogas is fed to the national grid as well as powering the plant itself.

Large item collections

Suez are partnering with the charity Demelza and items will be re-used where possible rather than go to waste.

We will collect large household items such as: furniture, white goods and electrical appliances. Items need to be put out by 6am on the day of collection on the boundary of your property and be clearly visible for the crews collecting. White goods are collected separately to your other large items.

Alternatively, you can take your waste to Kent County Council's Household Waste and Recycling Centre. Please visit their website for more information on what can be taken, and where limits and charges apply - www.kent.gov.uk/environment-waste-and-planning/rubbish-and-recycling/household-waste-recycling-centres

To book a large item collection at www.ashford.gov.uk www.ashford.gov.uk/recycling-waste-and-bins/large-item-collection/ or call 01233 331111.

Textiles & small electrical items

Textiles, small electrical items (WEEE) and batteries will no longer be collected at the kerbside. Instead, you can take them to our roadshow events, recycle them elsewhere, or take them to the household waste centre.

You will be able to book a collection of textiles or your small electrical items free of charge when booking a paid for large item collection. Batteries need to be placed in a separate clear tied bag.

Garden waste service (fortnightly)

You can sign up for our paid for garden recycling collection (fortnightly). When you sign up, you will receive a 240-litre brown wheeled bin.

The garden waste service operates on a rolling year basis. This means you will renew your service annually exactly one year from the date of joining. Register at: www.ashford.gov.uk/garden-waste

The service is entirely optional so that people who do not have gardens do not have to pay for the service. You can pay for more than one bin or share one with neighbours. We will only collect from properties that have paid for the service.

Garden waste can also be taken to the Household Waste Recycling Centre on the Cobbs Wood Industrial Estate or alternatively, you can try home composting.

What happens to it?

All garden waste is composted down to be used as an agricultural soil improver.

For further information about the new service visit our website or follow us on social media. www.ashford.gov.uk/waste