
WASTE COLLECTION SERVICE STANDARDS

- ❖ All our refuse collectors will be helpful and courteous at all times and be able to provide formal Council identification if requested.
- ❖ We will provide each household in the district with a wheeled bin. Where the Council deems this as not practical, we will supply official NWDC labels. These are to be attached to each sack, of which households on a sack collection service may present a maximum of three per week.
- ❖ All households receiving a sack service will provide and use sacks of normal dustbin size (no larger than 18"x29"x39" (inches) and deemed to be suitable for refuse collection. Sacks must have an official NWDC label attached and not be of such weight or contain sharp objects, which may cause sacks to split when lifted by collection staff.
- ❖ All households on a wheeled bin service must present their bin for collection with **all** waste contained within the bin with the lid closed.
- ❖ To comply with the Council's waste minimisation policy any sacks left beside the bin will **not** be collected.
- ❖ We will collect non-recyclable household waste from all properties on a weekly basis. If because of breakdown, vehicle access problems or unforeseen circumstances the bin is not collected on the allocated collection day, the collection will take place on the next working day.
- ❖ We will collect your rubbish on the scheduled day each week and will advise you at least one week in advance of any changes to the regular collection day.
- ❖ Refuse will be collected from the kerbside or nearest public maintained highway, or from the collection point designated by the Council.
- ❖ We will not designate collection points in front of doorways, windows or obstructing vehicular and pedestrian access to property.
- ❖ Large wheeled bins which have been provided for communal use: collection points must be within 10 metres of the vehicle access point. We have minimum standards and will conduct a Health & Safety risk assessment.
- ❖ After emptying, we will ensure that wheeled bins are returned to the property or designated collection point with the lids closed.
- ❖ We will provide an assisted collection where necessary due to disablement.
- ❖ All rubbish must be presented for collection by 07:00 hrs on the day of collection
- ❖ Refuse will be collected between the hours of 07:00 hrs and 18:00 hrs

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- ❖ Our refuse collectors will leave the street and designated collection points clean and tidy.
- ❖ Under no circumstances should you include in your refuse sack or wheeled bin any of the following: Liquids, including paint and solvents, rubble or building materials, dead animals or medical waste.
- ❖ Please be considerate when parking as refuse collections may be delayed due to vehicular access restrictions.
- ❖ Disruptions to the collection service due to vehicle breakdowns, road works, weather conditions or any unforeseen circumstances, will be publicised on the Website and the Cleansing & Amenities answer phone.
- ❖ The Council offers a rechargeable collection service for bulky household items including white goods (fridges, washing machines etc) but **not** fixtures and fittings or garden fences. Any items of bulky household waste may be taken to and disposed of at any of the Household Recycling Centres provided in the NWDC area.
- ❖ Hills Households Recycling Centre's are located at Mopes Lane, Purton, Hills Recycling Centre just off Junction 17 of the M4 Motorway signposted to Lyneham and Sutton Benger, or Honeyball, Lower Compton, Near Calne.