

COVID-19 TEMPORARY COLLECTION MEASURES FREQUENTLY ASKED QUESTIONS – KERBSIDE BOX SERVICE

Why can I not put out my kerbside boxes the way I normally do?

As a result of COVID-19 we are introducing temporary collection measures in order to reduce the hand sorting of materials by staff.

Is this going to be the new way we recycle or is it during COVID-19 only?

These are only temporary measures during COVID-19, and the service will go back to normal once the pandemic is over.

Can I still put clear bags of waste out with my boxes?

No, overflow bags will not be accepted at this time. We ask for boxes to be disinfected before presenting and it is not possible to do this with a bag.

I have clear plastic storage boxes, can they be used to put recycling in as long as I separate the types?

No, we can only collect materials in kerbside boxes as they are specifically designed to clip on to the side of our collection vehicles.

What happens if I put the wrong items into my boxes for collection?

If materials are not sorted properly they will not be emptied, and we will leave leaflet behind explaining how to sort your recycling properly.

Should I clean my boxes?

Always disinfect the handles/rim of your boxes before and after use.

I only have 1 or 2 kerbside boxes, how can I separate my recycling?

If you only have 1 or 2 boxes please rotate the materials you present each week.

For example, if you have 2 boxes - the first week put out paper and cardboard in one box and plastics, food and drinks cans, foil, cartons and aerosols in the other box. The next week put out glass in one box and paper and cardboard in the other box depending on your household requirements.

If you have 1 box - the first week put out paper and cardboard, the next week put out plastics, food and drinks cans, foil, cartons and aerosols and the next week put out glass depending on your household requirements.

Do I have to use the correct colour box for each recycling type?

While the temporary measures are in place it doesn't matter what colour of box you put your recyclables in.

The leaflet shows black boxes. I have 2 different coloured boxes; can I use them?

Yes, you can use any colour of box as long as the materials are sorted in the right way.