

## **COVID-19 TEMPORARY COLLECTION MEASURES FREQUENTLY ASKED QUESTIONS – WHEELIE BOX SERVICE**

### ***Why can I not put out my Wheelie Box 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 Cov-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 Wheelie 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 Wheelie Boxes as they are specifically designed to clip on to the side of our collection vehicles. We can also collect from old kerbside boxes if you have any.

### ***What happens if I put the wrong items into my Wheelie Box for collection?***

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

### ***Should I clean my Wheelie Box?***

Always disinfect the handles and flaps of your Wheelie Box before and after use.

### ***Box 2 in my Wheelie box is full (plastics, food and drinks cans, foil, cartons and aerosols) – can I put these items in another section of my Wheelie Box?***

Yes, you can also put them in Box 1 or Box 3, as long as they do not contain any other items.