

Waste collection services – frequently asked questions

Can I put soil/peat in my bin?

Soil/peat must not be placed into the green or brown bin as the bins will be too heavy to empty. (if bins are too heavy the bin men will leave them)

When will my bins be collected?

The schedule of collections is on the website at:

<http://www.boston.gov.uk/index.aspx?articleid=4485>

Why can't I use my green bin for the disposal of my garden waste any longer?

We have been collecting thousands of tonnes of garden waste each year in our residual (green) bins. This has all gone to landfill which is becoming increasingly expensive to all of us as council tax payers to dispose of and is totally unsustainable. All of our 'green bin' waste will shortly be taken to an Energy from Waste plant in North Hykeham near Lincoln where it will be burned and turned into energy, but many types of garden waste are not suitable for this process, especially grass cuttings. We recognise that we need to offer a sustainable alternative, and collecting garden waste separately and sending it to a composter is a much better solution.

Why has the Council brought this new service in?

As a real opportunity to offer everyone the facility to divert their compostable material.

Why do I need to pay for my bin?

Unfortunately, we did not have the monies to pay the half-a-million pound plus cost of providing everyone with a brown bin, so we are asking residents to pay for the actual cost of the bin and its delivery to their property only.

I have ordered my new brown bin but it hasn't come yet. What do I do with my garden waste in between time?

As the new service has been initiated to minimise the amount of garden waste that we collect with landfilled waste, we would ask that, wherever possible residents take their garden waste to the Household Waste Recycling Site, use space in neighbour's or friend's brown bins or simply contain it in black bags which can be emptied into your brown bin once it has been delivered. Please do not put it into your green bin.

What happens if I continue to put garden waste in my green bin?

Our collection staff are being asked to make a note of addresses and 'sticker' bins where residents continue to put garden waste in their green bins – as they do to minimise the amount of 'contamination' in our blue recycling bins. If this persists, we will simply not empty the bin until the garden waste has been taken out of it.

What alternatives are there for getting rid of garden waste as I don't wish to buy a bin?

The County Council offers subsidised Composting Bins via the following weblink:

<http://www.recycleforlincolnshire.org.uk/section.asp?catid=132>. Home Composting is the most

environmentally-friendly method of disposing of garden waste as it doesn't have a carbon footprint at all. Alternatively, the Household Waste Recycling Centre at Slippery Gowt, Wyberton, is operated by the County Council and offers residents the opportunity to minimise landfill by offering a wide range of recycling streams including green waste

If I buy a brown bin, what happens if it gets stolen or broken?

The brown bin is your property and comes with a six digit serial number stamped onto the body of the bin an inch or so under the top on one side. The idea behind this is to ensure that as these bins have been purchased by residents, rather than be provided by the Borough Council, they need to be identifiable as belonging to a particular property. We are keeping a log of these serial numbers against particular properties and this will be used should a bin 'go missing'.

Please do not overfill with really heavy material such as soil or peat as the lifting part may crack when it goes onto the vehicle lift. The bins are covered by manufacturer's guarantee for several years as long as they are used properly. Should the bin break through reasonable use, we will endeavour to get a replacement from the manufacturer.

I've paid for a bin and have been told that I will need to wait until some new stock arrives. How long will it take for me to be able to access the new service?

We initially ordered a substantial number of bins for the original deliveries in late June, but, due to the huge response from our residents, we have delivered nearly all of the bins on this order and have had to purchase several hundred more containers to keep up with demand. These should be arriving by mid-July and we will deliver to outstanding customers as soon as is practicable.

Where does the garden waste go?

All garden waste collected in the Borough will be sent to one of two Composting operators in the area - Organic Recycling at Crowland or Cranberry Composting at Eastville

Can I put extra garden waste out in bags or leave it on the ground next to my bin?

No, garden waste can only be collected in the brown bins.

Will the Saturday garden waste service continue?

No, the Saturday service will no longer be available after 6th July 2012.

Can I put food waste into my brown bin?

No, we can't take any food waste due to the animal by-products legislation (put in after the last Foot and Mouth disease outbreak in 2001) because we compost in what is known as open windrow. You can compost your vegetable waste at home or place in your green bin. Cooked food must be placed into the green bin.

Why can't I put waste into sacks or bags before putting it in the brown bin?

Sacks and bags are not permitted at the disposal site and would effectively prevent the waste from being composted or recycled.

How can I keep my bin clean?

Always put newspaper or a little cardboard at the bottom of the bin as this will help with ensuring that grass doesn't get stuck to the bottom of the bin. You may also want to prop your lid slightly open to allow air to flow.

I find that in March there is already considerable green waste to dispose of. When do you envisage the first collection of the year when the scheme is up and running and the last one of the year?

The first collection will normally be in March from now on. We would envisage collections continuing into November each year but will keep residents informed.

What happens to the brown bin if I move house?

Once you have paid for your brown bin it belongs to you. In the event of you selling your house you can either sell the brown bin with the property as part of the inventory or you can take it with you. If you take it then please let us know so that we can stop collection at your previous address. If you move to another address within the borough then let us know so that we can collect from your new address.