

New Kerbside Recycling Scheme – from 1st April 2008

Frequently asked questions list/answers

- 1. What do I put in the new green bag?**
This is for paper, cardboard and plastic.
- 2. What do I use my box for now?**
Glass and cans.
- 4. What do I need to do?**
Please wash and squash all plastic items, rip cardboard into smaller manageable pieces and flatten as much as possible for your green bag. Rinse out your glass and cans and place into your green box.
- 5. Can I have more than one bag/box?**
Yes, as long as these are being used for recycling.
- 6. Where will I keep my new bag?**
They are fine to keep outside if you have nowhere else for them, as they are weatherproof.
- 7. Can I put out extra recycling?**
Yes you can put out extra in carrier bags or clear bags, however try to keep to one commodity per bag e.g. all plastic in one bag, all cardboard in one bag, **black bags are not collected.**
- 8. Why can't I put out extra recycling in black bags?**
This is due to Health and Safety reasons as the crews cannot see through the black bags and they could be contaminated with food waste etc.
- 9. When will my green bag be collected?**
Your collection day will remain the same as your green box collection day once per fortnight.
- 10. What happens to my normal refuse collection?**
This remains the same on a weekly collection.
- 11. Where do I place my bag/box for collection?**
At your nearest kerbside where you would put your refuse bin now.
- 12. What if I need help to put out my bin/box/bag?**
You need to contact us and we can provide assistance where it is needed.
- 13. What time does my bag/box/bin need to be out for collection?**
7am on the day of collection.
- 14. Can I recycle carrier bags in the Reusable green bag?**
Yes.
- 15. Can I recycle yellow pages/telephone directories in the bag?**
Yes.

16. How do I arrange for a new or replacement box or bag?

If you require additional boxes/bags please contact the Environmental Hotline and we will arrange a delivery to your door.

17. Who do I complain to if I have a problem?

You would need to contact the Environmental Hotline and we will investigate your complaint. (**0191 301 8669**)

18. What happens if I forget to put my box/bag out for collection?

You will have to wait until your next collection, otherwise take your items to your nearest bring site or a household waste recycling centre.

19. Why do I have to rinse/clean my recyclables?

This is to avoid contamination from food waste or other products.

20. Why do I have to separate the recycling into the box/bag?

The need to separate the items is due to Health and Safety reasons; glass could smash in a bag mixed with other mixed items.

21. Is there someone who could visit me to explain what I need to do?

Yes we can arrange a visit from a Greencycle representative.

22. Will the bag blow away?

The bag has a weighted bottom so should be fine unless in strong winds.

23. What do I do about the tops from bottles?

You can recycle the bottle tops just put them in a carrier bag into your reusable green bag.

24. What will happen to the purple bags (orange bags) that I currently use for recycling plastic and cardboard. (Trial scheme operating in Newton Hall / Framwellgate Moor)

This trial scheme will stop at the end of March and you can then use your green reusable bag for your plastic and cardboard recycling. If you have any purple or orange bags left then put these in you green bag to be recycled.