

Important information - please keep

Changes to your collections

**A new
recycling
and rubbish
collection
service.**



call: 03000 26 1000
www.durham.gov.uk/bins



Altogether greener



Between April and June 2012 we're introducing a new collection system throughout the whole of County Durham. This means your recycling will be collected one week and your rubbish collected the next.

The day of the week our collection vehicles visit your area may change. Nearer the time we'll be giving you the specific information you need to make sure you put the correct bin out for emptying on the right day. The start date of the new system varies, depending on where you live in the county.

For now, we want to outline what's happening, and answer some of the questions you may have about the changes we're making.

How does it affect me?

Every household in the county will receive a new grey wheeled bin with a blue lid for recycling, except for people living in Derwentside area as you already have one. Carry on using your usual rubbish bin for items that cannot be recycled. One week we will collect rubbish that cannot be recycled and will end up in landfill, the next we will



collect your recycling. The following week it's back to your rubbish bin, then recycling and so on. When the new system starts you will use your usual bin for rubbish, and the grey bin with the blue lid for recycling everything except glass bottles and jars, which will need to go in your current box. Your recycling bin and box will be emptied into separate sections of the recycling vehicle; glass in one side and everything else in the other.

Why are you changing things?

We need to reduce the amount of waste we send to landfill. We believe we should try to reduce, re-use and recycle as much waste as possible in order to safeguard our environment for future generations. It is also very expensive for the council to bury rubbish in landfill, so we want to minimise this by increasing the amount we recycle.

When can I start using my bin?

You can start using your new blue lidded bin for recycling as soon as you receive it. It will be emptied on your recycling day as usual. However, you should check the sticker and calendar you will get with your new bin. These will tell you if your collection day is changing and the date your new collections start.

If you live in this area see the green information panel to the right of this map.

Recycling bin delivered during February and March. Collection changes: **April**

If you live in Derwentside...

You already have your recycling collected one week and your rubbish the next. Because the rest of the county is changing to the system you've got, it means that from the beginning of April there will be some changes for you too.

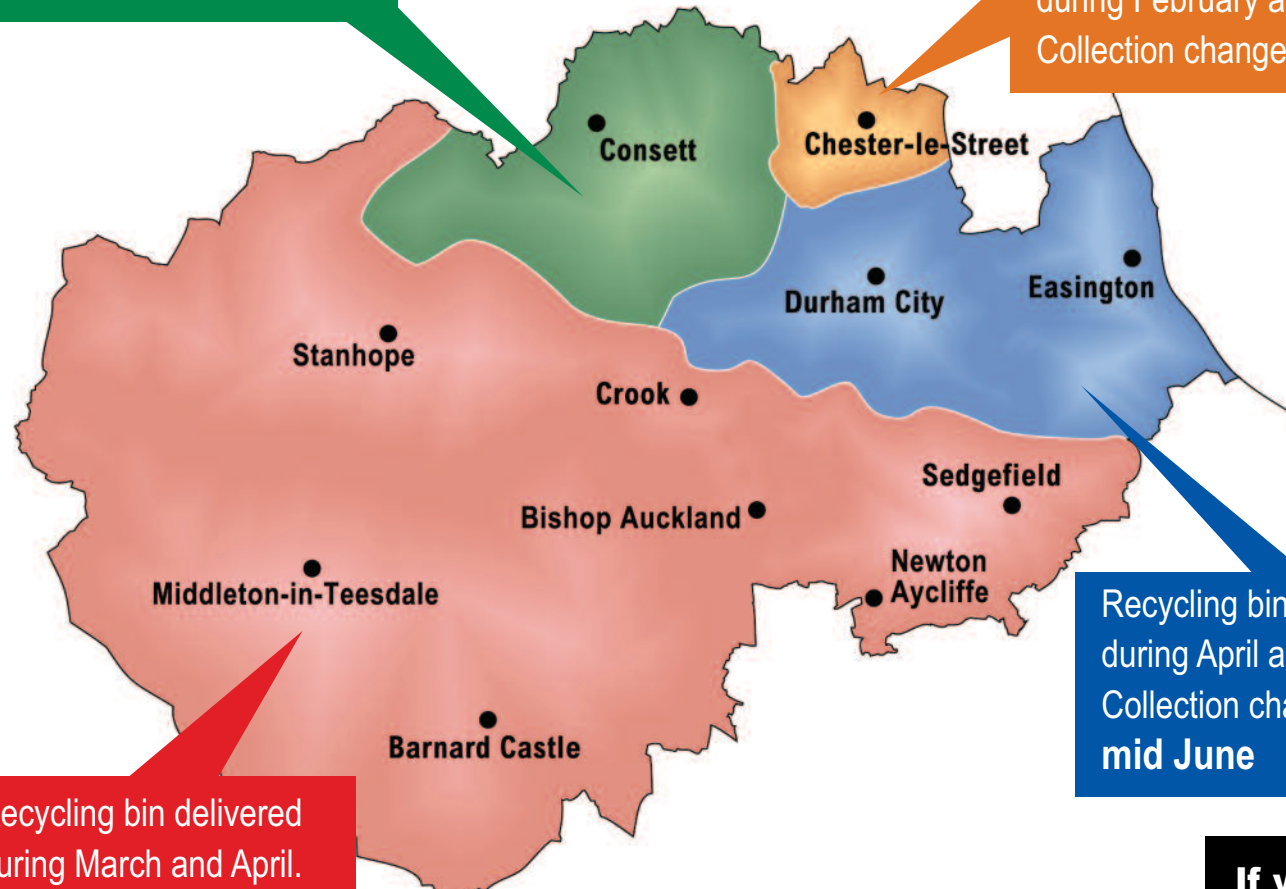
- Please use your recycling box for glass bottles and jars only.
- You won't be getting any new bins, but your collection day may change.
- During March, we'll let you know exactly what this means for your collections.

Recycling bin delivered during April and May. Collection changes: **mid June**

Recycling bin delivered during March and April. Collection changes: **May**

If you live somewhere like...

a property with minimal outside space or one with limited or no vehicle access, we will be contacting you separately to let you know if there will be any changes to your current arrangements.



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Boundary lines are illustrative. Enter your postcode on 'My Durham' via our website to find out exactly what's happening where you live.



What can I put in my recycling bin?

What do I do with my old recycling containers?

In some areas, your new recycling bin replaces the bags or boxes you are using now. If you have a bag, you can keep it and reuse it, or if you can't find a use for it at home, just put it in your new recycling bin. Residents in Wear Valley and Teesdale areas can reuse your spare box for something else, or take it to your local Household Waste Recycling Centre.

I'm going to need some help on my collection day.

If you meet certain eligibility criteria and don't have someone over the age of 16 to help you, we can pull out your bins and return them after they've been emptied. Contact us to find out about the options available to you.

Garden waste

Residents who get garden waste collected will receive a calendar before the service starts in spring. Collections will not necessarily match up with your rubbish or recycling collection day, so please check your garden waste calendar carefully when it arrives.



Do not put glass in the recycling bin.

Instead, please use your box for glass bottles and jars.

What happens next?

You will receive collection calendar information and a bin sticker with your new blue lidded recycling bin. This will tell you everything you need to know about the new collection arrangements. It will tell you your collection day and which bin to put out for collection when the new system starts.

We'll be updating our website with information and the most frequently asked questions as the changes take place. Just visit www.durham.gov.uk/bins to find out more.



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Please ask us if you would like this document summarised in another language or format.

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www.durham.gov.uk/bins
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