

Runnymede Household Recycling and Waste Policy 2025

1.0 Introduction

This policy relates to all household waste including waste from private homes, flats, student accommodation and caravans.

2.0 Overarching Legal position

- 2.1 The Controlled Waste Regulations 2012 define waste by three categories, household, industrial and commercial. Local authorities are not obligated to collect commercial waste but may offer a paid service for collection of commercial waste.
- 2.2 Runnymede Borough Council offers a commercial “Trade Waste” collection service. This service is not covered by this policy.
- 2.3 The Environmental Protection Act 1990 (as amended) gave local authorities a duty to collect household waste including recyclable materials. Local authorities are obligated to collect household waste free of charge. Local authorities must collect household waste including recycling at least every two weeks.
- 2.4 Under Section 45 of the Environmental Protection Act 1990, the Council has a qualified legal duty to arrange the collection of household waste in its area and commercial waste from premises in its area, if requested. The only exceptions are: -
- The property is situated at a place which in the opinion of the authority is so isolated or inaccessible that the cost of collecting is unreasonably high.
 - The authority is satisfied that adequate arrangements for its disposal have been or can reasonably be expected to be made by the person who controls the waste.
- 2.5 Industrial waste including hazardous waste such as chemical waste or asbestos can only be collected by a licenced carrier registered with the Environment Agency. Runnymede is not licenced to collect industrial waste.

3.0 Collection of recyclables.

- 3.1 Changes to the recycling regime were introduced by the Department of Food and Rural Affairs (DEFRA) within Simpler Recycling guidance in November 2024. These were enacted by the Separation of Waste (England) Regulations 2024. The changes are outlined below.
- 3.2 From 31 March 2026 all households including flats will have to separate out food waste for collection. Arrangements are already in place to deliver this activity in both households and from flats.
- 3.3 From 31 March 2027 plastic film and flexibles must be collected from households and businesses. Discussions with Surrey CC will commence once DEFRA have provided greater clarity with respect to how this new recyclable waste stream will be collected.
- 3.4 From 31 March 2026 by default paper and card should be separately collected from all other dry materials so their potential for recycling is not reduced.

- 3.5 To comply with the Environment Act 2021 and the DEFRA simpler recycling requirements post 31st March 2026 whilst continuing to co collect paper and card with other dry recyclables, Runnymede has conducted a TEEP assessment as directed within DEFRA guidance.
- 3.6 The TEEP assessment is a dynamic document which assesses the technical, economic and environmental benefits of both co-mingled and separated collections for paper and card. The latest version is available upon request from depot@runnymede.gov.uk

4.0 Roles and responsibilities

- 4.1 Surrey currently operates a 2-tier structure. The districts and boroughs are responsible for waste *collection* and Surrey County Council (SCC) is responsible for its *treatment and disposal*, including the provision of Community Recycling Centres (CRCs) for residents to recycle and dispose of their municipal waste. This arrangement will change post Local Government Reorganisation. when a review of existing arrangements is anticipated.
- 4.2 The end destinations of the recycling and waste are controlled by SCC and is out of scope for this policy.

5.0 Method of containment.

- 5.1 Under Section 46 of the Environmental Protection Act 1990, the Council is permitted to specify the method of containment/presentation and required content to facilitate household waste collections. Only bins provided by Runnymede Borough Council will be collected. Below outlines the method of containment/container type by property type.

Method of containment & container type – household waste

| Method of containment & container type – household waste | | | |
|--|---|--|---|
| Property type | Food waste | Recycling (DMR) | Refuse (nonrecyclable) |
| Houses & Street level properties | 7L indoor caddy & 23L outdoor caddy | 240L wheelie bin (blue lid/black body) | 180L wheelie bin (black lid/black body) |
| House in multiple occupation (HMO) & Supported Living – per house | 7L indoor caddy & 23L outdoor caddy | 240L wheelie bin* (blue lid/black body) | 180L wheelie bin* (black lid/black body) |
| Self-contained flat above commercial premises – per flat | 7L indoor caddy & 23L outdoor caddy | 240L wheelie bin or sack (blue lid/black body or clear sack) | 180L wheelie bin or sack (black lid/black body or RBC branded sack) |
| Properties with Communal collection points | 7L indoor caddy & 140L communal container | Shared container/s** (blue lid/blue body) | Shared container/s* (black lid/black body) |
| *Quantity and capacity defined by number of occupants (see section 2.2 for further detail) ** refer to capacity allocation tables (see section 2.4) | | | |

6.0 Collection Arrangements

6.1 The collection calendar is posted to residents every year and is also published online (www.runnymede.gov.uk/collections). RBC recommends that residents add their house number and/or name to the food waste caddy, recycling bin and refuse bin so that they can be correctly identified.

6.2 Runnymede Borough Council operates an alternate week collection of recycling/refuse with a weekly food waste collection. Optional small electricals/textiles collections, subscription-based garden waste and clinical/sharps collections are also available to residents. Further information is available on the website.

6.3 Permitted contents, collection frequencies and methods of containment are listed in the tables below.

Permitted content & collection frequency – core service.

| Permitted content & collection frequency – core service | | |
|---|--|--|
| Food waste - weekly | Recycling (Dry Mixed Recycling DMR) - fortnightly | Refuse (non-recyclable) - fortnightly |
| <p>Cooked and uncooked food waste including</p> <ul style="list-style-type: none"> • tea bags/coffee grounds • fruit/vegetable peelings • eggshells • meat - raw and uncooked • fish bones and skin • mouldy bread • food that has passed its use by date. <p>Content can be bagged. plastic/paper/compostable liner. No black bags.</p> | <p>Clean, dry, loose items including</p> <ul style="list-style-type: none"> • paper & card • Glass bottles & jars • aluminium & steel food cans • plastic bottles & pots/tubs/trays <p>What to do with an item (surreyep.org.uk)</p> <p>Content must NOT be bagged.</p> | <p>Non-recyclable <i>household</i> waste only.</p> <p>This includes wet/dirty/non-recyclable such as</p> <ul style="list-style-type: none"> • nappies • absorbent hygiene products • tissues & wipes • crisp packets • plastic wrapping <p>Bagging content to keep it contained is recommended.</p> |

| | | |
|---|--|--|
| <p>✗ No thank you The following must not be put in the food waste container</p> <ul style="list-style-type: none"> liquids packaging black bags | <p>✗ No thank you</p> <ul style="list-style-type: none"> wet/soiled items tissues and wipes plastic wrapping expanded polystyrene <p>Recycle food waste, household batteries, small electrical items and textiles separately.</p> | <p>✗ No thank you Hazardous, construction or commercial waste must be disposed of responsibly via other methods such as Community Recycling Centre (CRC) https://www.surreycc.gov.uk/wasteand-recycling/community-recyclingcentres or via a licenced waste operator</p> |
| <p>Containment: 23L caddy or communal bin. No loose excess/side waste will be collected.</p> | <p>Containment: 240L bin or communal bin/s. Excess/side waste must be contained in cardboard box.</p> | <p>Containment: 180L bin (new standard size) or communal bin/s. Excess/side waste will not be collected.</p> |

Method of containment: permitted content & collection frequency – other recycling services.

| Method of containment, permitted content & collection frequency – other recycling services | | | |
|---|---|---|--|
| Small electrical items - weekly | Household batteries - weekly | Textiles - weekly | Garden waste (subscription) - fortnightly |
| <p>For small electrical items that have a plug or are powered by batteries. Items should be small enough to fit in standard carrier bag.</p> | <p>For household batteries such as AAA or AA cells.</p> | <p>For clean, dry items suitable for reuse including.</p> <ul style="list-style-type: none"> paired shoes clothing bed linen | <p>Compostable garden waste including</p> <ul style="list-style-type: none"> Grass cuttings Weeds Leaves Pruning/hedge trimmings Twigs and small branches Cut flowers. plants Fallen fruit |
| <p>✗ No thank you This service does not include the collection of</p> <ul style="list-style-type: none"> light bulbs printer cartridges water softener cartridges | <p>✗ No thank you This service does not include the collection of</p> <ul style="list-style-type: none"> car batteries other wet cell batteries. | <p>✗ No thank you This does not include</p> <ul style="list-style-type: none"> pillows/duvets wet or dirty items | <p>✗ No thank you</p> <ul style="list-style-type: none"> flowerpots soil/earth stone/aggregates pet waste animal bedding |

| | | | |
|---|---|---|---|
| Method of containment: standard carrier bag (provided by resident) | Method of containment: bag (provided by resident) | Method of containment: standard carrier bag (provided by resident) | Method of containment: 140L or 240L bin. Terms and Conditions are set out in Appendix 1. |
| Items such as light bulbs, printer cartridges, car batteries, pillows/duvets that cannot be collected, should be taken to a Community Recycling Centre https://www.surreycc.gov.uk/waste-and-recycling/community-recycling-centres | | | |

7.0 Requirements by property type

7.1 Houses & Street-level Properties

The following section relates to residential dwellings such as detached/semidetached/terraced and other properties with ground level storage.

7.1.1 Designated point of Collection

Bin/caddy lids must be completely closed for collection to prevent littering/spillage and reduce the risk of bin damage. No side waste or additional waste will be collected and is the responsibility of the householder to dispose of.

Residents must store bins on their own property between collections in order to allow safe access for residents using the pavement. Bins left out between collections may be referred to Environmental Health for enforcement action if necessary.

Residents are required to present the appropriate bin and food caddy by 6am **at the inside edge of the property boundary or curtilage, nearest the Highway or vehicle access point**. The point of collection may be revised under the following circumstances.

- Where the agreed presentation point is within the boundary of the property for safety or operational reasons.
- Where the resident qualifies for an Assisted Collection and where there is no able-bodied resident(s) at the property who can assist. Further details regarding terms and conditions relating to assisted collections are available on the website at [Assisted household waste collection – Runnymede Borough Council](#)

In these exceptional situations, the collection point must be approved by the DSO team and the resident will be advised of its decision. In all cases, bins must be located where they can be accessed safely by the collection crew. The property owner will also need to sign for a damage liability waiver to enter the property.

Long Driveways

For areas where there is a long driveway to a single or multiple properties, residents are required to present bins/caddies at the boundary of the Highway or vehicle access point, unless it is unsafe to do so, or the resident qualifies for an Assisted Collection.

Collection points may be reviewed with decisions made on a case-by-case basis. The following factors may be considered where relevant. Safety of crews and residents, suitability of the road to safely handle vehicles weighing up to 26 tonnes gross, overhanging trees and branches, potential damage to council vehicles, visibility, and options for safe vehicle turning.

7.1.2 Missed Collection Reporting

The council collects 99% of all scheduled collections on time. Occasionally unfortunately a waste / recycling collections is missed. Residents are asked to report missed collections after 4pm on the collection day and within one working day of the scheduled collection day via the online form on the website www.runnymede.gov.uk or by phoning Customer Services. For example, if your collection was due on a Thursday and your bin was missed, you must report it to us by the end of Friday of the same week.

If you are on holiday or working away from home, arrangements should be made with a neighbour / someone else to present the waste/ recycling for collection and take the bin back after emptying.

Collection crews will aim to return within 48hrs to empty the bin, assuming the correct bin has been presented by 6am and does not contain unacceptable content. In extenuating circumstances, the return for a missed collection may be scheduled at the weekend.

If the bin is not presented at the correct location point for collection, the collection crew will not return. Excess or side waste will not be collected, and the bin lid must be firmly shut. Failure to present the bin correctly will result in the bin not being emptied until the next scheduled collection.

The crews will not return to empty bins that are frozen solid or have frozen shut lids – you should make sure the bin lid can open, and the contents are loose on the morning of collection.

A dynamic risk assessment is undertaken regarding the weight of all bins. Any bin deemed too heavy will not be collected unless some material is removed. Factors including distance, condition of the pavement/path and incline will be considered where relevant.

If the collection crew have reported an issue with your bin or you have forgotten to present it, your bin will not be emptied until the next scheduled collection day. All collection vehicles are fitted with in cab collection software and safety cameras. If there are collection delays beyond 48 hours due to severe weather or operational reasons, collections will be rescheduled. We aim to publish updates on our web page and social media pages in cases of major disruption.

7.1.3 Method of containment & capacity allowance

Every street level property should have its own individual set of containers (set out in Table 4), unless a bin-based collection is not appropriate.

| 7L indoor kitchen waste caddy | 23L outdoor food waste collection caddy | 240L recycling bin | 180L refuse bin |
|---|---|--|---|
|  |  |  |  |

7.1.4 Container for individual/street-level properties

Food waste

Indoor kitchen food caddies must not be presented for collection.

Recycling

Contents must be clean, dry and loose within the recycling bin. Plastic bags of recycling will not be collected.

Refuse

Each household may only present one refuse bin on collection day (maximum 240L), unless additional capacity has been approved.

Refuse bins may be used for the disposal of offensive waste such as animal waste/absorbent hygiene products.

Such content must be bagged to protect collection crews from any spillages that may occur and still allow bins to be safely manoeuvred to the collection vehicle.

7.1.5 Sack-based collections

Properties unsuitable for wheeled bins will be provided with a sack-based collection. Residents will be required to present sacks at designated presentation point by 6am on collection day. Sacks must be tied to limit spillages. Sacks will be supplied and delivered by RBC. Collection crews will only collect official/RBC branded refuse sacks. For refuse, a maximum of 3 sacks per fortnight will be collected. As with bin-based collections, if the sack contains unsuitable/unacceptable content, the sack will not be collected, and the sorting/disposal of the contents will be the responsibility of the resident.

If a household receiving a sack-based collection applies and qualifies for additional refuse capacity, payment will be required. In line with bin-based collections, there will be an annual fee and the household will receive an additional supply of refuse sacks of the same capacity.

A maximum limit of 6 sack per fortnight would then apply.

For recycling there is no limit to the number of sacks that can be left out for collection on recycling week. Additional recycling sacks are available on request; however, RBC reserves the right to deny a request if the household has a history of persistent contamination.

7.1.6 Replacement (missing/damaged)

Food waste & recycling

Kitchen caddies, food waste collection caddies and recycling bins are available upon request. This service may be chargeable.

Refuse

Payment is required for any missing refuse bins. Any refuse bins damaged by the collection vehicle during the collection process may be replaced free of charge.

In both cases, the replacement would be a 180L bin. Please note 240L and 360L are no longer available as standard.

Where a household has a 120L refuse bin, this may be replaced with a 180L bin.

7.1.7 Unacceptable content

Guidance on acceptable bin contents is available online www.runnymede.gov.uk/recycling or by contacting Customer Services on 01932 838383.

If a bin/caddy cannot be emptied due to incorrect content, the resident is responsible for removing the unacceptable items. The bin/caddy will then be emptied on the next scheduled collection.

Upon request contaminated bins may also be emptied upon payment of the charge as set out in RBC fees and charges.

(Permitted content & collection frequency – core service)

Food waste

Liquids must not be put in the food waste caddy. Content should be bagged to help limit spillage and reduce odour.

Recycling

Residents are responsible for ensuring only acceptable items are put in the recycling bin. Recycling bins must only contain acceptable items which must be clean, dry and loose within the bin.

If the entire content of a recycling bin is soiled or contains a large proportion of unacceptable items, a resident may request that the bin be emptied as refuse upon request. A charge would be applied in this case.

7.1.8 Refuse bin contents

Refuse bins must not contain the following types of waste; hazardous, clinical/sharps, construction, commercial, automotive or any type of liquid.

Examples of unacceptable content include but are not limited to paint, gas bottles, timber, plasterboard, car parts/automotive waste and household chemicals such as bleach. If a bin contains any of these waste types, it will not be emptied, and the resident or for communal bins the managing agent will be responsible for appropriate disposal of the waste via a CRC or licenced waste operator.

Residents should be aware of the Householders' Duty of Care. (Section 34(2a) EPA 1990).

If a bin contains any of these waste type, it will not be emptied, and the residents/Residents Associations/Property Manager will be responsible for appropriate clearance and all associated costs for the disposal of the waste.

Refuse bins may be used for the disposal of offensive waste such as animal waste/absorbent hygiene products.

However, this content must be bagged to protect collection crews from any spillages that may occur and still allow the bin to be safely manoeuvred to the collection vehicle. If the bin cannot be safely moved, it is the property managers' responsibility to reduce the weight of the content in time for the next scheduled collection.

7.1.9 Additional capacity

Food waste

Additional food waste caddies may be provided on request. This service may be chargeable.

Recycling

To enable and encourage improved recycling, residents may request additional recycling bins. There will be a charge for each additional bin. The DSO team may investigate if there has been a previous contamination event and will refuse a request if a household has more than two contamination events in the previous 6 months.

Refuse

Only one refuse bin will be emptied per property (240L or 180L), any additional unapproved bins left out for collection will not be emptied and the householder will be responsible for the legally compliant disposal of the waste.

Residents may apply for additional refuse capacity. Households that meet either of the following criteria may be allowed one additional 180L bin for one year for which payment will be required on an annual basis.

- Household of 6 or more adults
- Household containing 2 or more children in nappies.

Residents must re-apply annually, confirming no change of household circumstance, and make payment each year for the collection to continue.

7.1.10 Medical need

Households that require additional capacity due to medical need can be provided with one 140L refuse bin. This is for healthcare waste that is not hazardous or infectious. This includes.

- dressings and bandages
- incontinence pads and sanitary products
- stoma bags
- catheter waste (after contents has been disposed of in a toilet)
- ‘peg’ or stomach feeding equipment.
- home dialysis waste (empty saline or glucose IV bags and tubing)

Residents may wish to double bag these items to help contain and spillages. Payment is not required for the bin and a yearly charge does not apply.

7.2 Houses in Multiple Occupation (HMO) and Supported Living

The following section relates to street level residential dwellings that are HMOs. These are properties where at least three adult and unrelated tenants cohabit and share facilities such as a toilet, bathroom, or kitchen.

HMOs which house over 5 tenants must be licensed by Runnymede Borough Council.

This section also includes properties where the residents with complex needs are given assistance to live independently (Supported Living) and are not regulated by the Care Quality Commission (CQC).

7.2.1 Collection requirements

All requirements relating to section 2.3, Houses and street level properties apply to street level Houses in Multiple Occupation except for the following variations.

7.2.2 Method of containment & capacity allowance

For HMOs with over 5 occupants the property should have a capacity appropriate to the number of permitted occupants on the licence. The allowable refuse capacity and recycling requirements are set out in the table below. If the property receives a sack-based collection, an equivalent quantity of sacks to the capacities set out below would be provided.

| Occupants | Maximum refuse allowance (Litres) | Minimum recycling capacity (Litres) |
|-----------|-----------------------------------|-------------------------------------|
| 1 to 4 | 1 x 180 | 1 x 240 |
| 5 to 8 | 2 x 180 (360) | 2 x 240L (480) |
| 9 to 13 | 3 x 180 (540) | 3 x 240 (720) |
| 14 to 18 | 4 x 180 (720) | 4 x 240 (960) |
| 19 to 20 | 5 x 180 (900) | 5 x 250 (1200) |

7.2.3 HMO and Supported Living refuse & recycling capacity allowance.

Landlords or residents of an HMO may apply for additional bins within their allowance but must provide the HMO licence number within their application. A one-off payment is required for the initial provision of a refuse bin/s which can be paid by the Landlord or an occupant of the property. There is no yearly charge but there is a requirement to recycle and maintain the recycling/refuse balance. Any additional recycling bins needed at the property may be chargeable.

If the HMO licence expires and is not renewed, refuse bins will be removed to leave one standard set of bins at the property, as per section 2.3. (Houses & street level properties).

For Supported Living, additional refuse capacity may be provided on request to allow for residents' complex needs. The expected recycling capacity would be 2 x 360 (720L).

7.3 Self-contained flats above commercial premises

The following section relates to residential dwellings such as flats above commercial premises. This may include properties with or without an outside area at ground level.

7.3.1 Collection requirements

In line with houses and other street-level properties, residents of the above property types are required to present containers (bins/caddies) by 6am at the inside edge of the property boundary, nearest the Highway or vehicle access point, unless either of the exceptions set out in section 2.1 (Houses and street-level properties) apply. For these types of property this may be an agreed collection point or a designated storage and collection point. In all cases, bins must be located where they can be safely accessed by the collection crew.

7.3.2 Method of containment & capacity allowance

The range of materials and collection frequencies are the same as for street level properties. However, due to variations in architecture and ownership of ground level storage, there are a number of options for the method of containment.

| Containers | Individual / Communal | Suitable for |
|---|-----------------------|---|
| 23L food caddy Recycling sack Refuse sack | Individual household | Flats with limited or no ground floor storage space |
| 23L food caddy 240L recycling bin 180L refuse bin | Individual household | Flats with ground level storage (owned or rented/leased) and with distinct storage locations |
| 23L food caddy Lockable 240L recycling bin Lockable 180L refuse bin | Individual household | Flats with ground level storage (owned or rented/leased) and with history of fly – tipping |
| 140L communal food bin Lockable shared bins for recycling and refuse | Communal | Flats with ground level storage (owned or rented/leased) limited space and history of fly – tipping |

7.3.4 Method of containment options for flats above commercial premises

Lockable bins may be provided if a genuine need can be demonstrated (e.g. fly-tipping, recycling contamination or waste containment issues). Residents are expected to ensure bins remain locked between collections and that all waste is contained and presented appropriately for collection. Lockable bins and keys will be supplied by RBC. The replacement of lost keys is the responsibility of the resident, and the replacement of damaged locks is the responsibility of RBC.

Commercial waste must not be placed in domestic waste or recycling bins.

7.3.5 Additional capacity Food waste and recycling

In line with houses and other street-level properties, additional recycling and/or food waste capacity can be provided. There may be a charge for additional bins. If lockable recycling bins are required, these can be provided and there may be a charge.

7.3.5 Refuse

Only one refuse bin will be emptied per property (240L or 180L), unless the household applies, qualifies and makes payment for additional capacity. This would be in line with the section on Additional capacity that sets out household need, additional allowable capacity and payment requirements.

7.4 Properties with communal collection points

This section relates to self-contained flats/apartments that have a designated collection point.

These are usually blocks with purpose-built bin store area, with a designated Property Manager.

This section also includes designated, communal collection points for groups of properties that are inaccessible due to their location, which may be self-managing.

Due to the communal nature of these facilities, RBC would always seek agreement from Property Managers to ensure all residents are made aware any changes.

7.4.1 Collection requirements

Collection crews will collect bins from an agreed, designated collection point which is usually a dedicated bin store area. Where specified by a planning condition, bins must be presented for collection as specified by the planning condition.

Bins must be located on an area of hard standing and there must be a suitable surface between the location where bins are collected from and the vehicle access point. Areas must be accessible and maintained to ensure a clean and safe environment for all users.

This includes, but is not limited to, surfaces, lighting and access routes.

All waste types must be contained within the appropriate bin(s) to prevent littering/spillage (level load) and allow bins to be safely manoeuvred to the collection vehicle (bin weight). The key collection requirements are.

- Access to bin store free of obstructions
- Bins not blocked by waste or loose debris on floor.
- Bin lid shut (level load)
- Correct content in bin

If the area is secured by a key lock or combination lock, it is the responsibility of the property manager to advise the DSO team and provide any keys, fobs or combinations needed (minimum 4 sets). Managing agents are requested to contact depot@runnymede.gov.uk with all access information.

If any changes are not communicated, the property manager will be responsible for all collection of any excess waste or contaminated waste that accumulates.

7.4.2 Property Managers (Agents/Residents' Associations)

RBC seeks to work in partnership with property managers and residents to encourage waste minimisation and support improvements in recycling quality and quantity. Maintaining up to date contact details is essential for good communication regarding collections at these locations. The table below sets out the key roles and responsibilities.

| RBC | Residents/property managers |
|--|---|
| Collect household recycling/waste as scheduled | Property managers to arrange for the removal and appropriate disposal of any excess waste and/or bulky items |
| Provide information and guidance re: bin content | Property manager to communicate any changes with residents |
| Support recycling improvements where possible | Residents to put only acceptable content in the appropriate container and avoid leaving excess waste in bin store |

7.4.3 Method of containment & capacity allowance

For Runnymede Borough Council, standard communal containers for recycling/refuse are 660L and 1100L. The required capacity for each material is calculated based on the number of dwellings and is rounded up to the nearest standard bin size.

Methods of containment for all materials and container dimensions are set out in the table below. Please note dimensions are approximate.

| Bin Size | Material stream | Height (lid closed) | Width | Depth |
|-----------------|----------------------------|----------------------------|--------------|--------------|
| 140L | Food waste | 980mm | 480mm | 550mm |
| 240L | Small electricals/textiles | 1100mm | 580mm | 720mm |
| 660L | Recycling/Refuse | 1300mm | 1400mm | 800mm |
| 1100L | Recycling/Refuse | 1300mm | 1400mm | 1100mm |

The table below sets out the capacities and containers required for each material. A single communal food waste container is usually sufficient; however, additional capacity can be provided if requested by the property management company or agent. Recycling capacity is broadly in line with street-level properties and refuse capacity is to within a 4% tolerance.

| Dwellings | Food waste capacity | Recycling capacity | Refuse Capacity |
|------------------|----------------------------|---------------------------|------------------------|
| 5 | 1 x 120 | 1 x 1100 | 1 x 660 |
| 6-9 | 1 x 120 | 2 x 1100 | 1 x 1100 |
| 10-14 | 1 x 120 | 3 x 1100 | 1 x 1100 + 1 x 660 |
| 15-18 | 1 x 120 | 3 x 1100 | 2 x 1100 |
| 19-24 | 1 x 120 | 4 x 1100 | 2 x 1100 + 1 x 660 |
| 25-28 | 1 x 120 | 5 x 1100 | 3 x 1100 |

Bin stores and dedicated communal collection points should not serve more than 30 properties.

Where there is no Property Manager, individual bins may be provided unless it is not practical to do so due to space or operational reasons.

If a resident/s allocated to communal facilities is unable to access the recycling/waste facilities, other alternatives may be investigated.

These will be considered on a case-by-case basis, in partnership with the Property Manager.

7.4.4 Refuse capacity allocation

The capacity for each material, by number of dwellings is listed in the table in section 7.4.3. This is based on 180L per dwelling. If there are HMOs within the block, the capacity allowances defined in the HMO capacity table will apply to the HMOs.

7.4.5 Unacceptable content in Bin Stores

Food waste & Recycling

Residents are responsible for ensuring only acceptable items are put in the recycling bin and food waste caddy (Permitted content & collection frequency – core service). If a recycling bin cannot be emptied due to incorrect content, Property Managers are responsible for arranging for the unacceptable items to be removed.

If the contamination can be removed, the bin will be emptied on the next scheduled recycling collection.

Requests can be made to the depot team to empty bins containing the incorrect content as refuse if the entire content of the bin is soiled.

This would be classified as a one-off clearance and the charges as per Appendix 4 would apply.

This does not apply to bins containing any of the unacceptable waste types listed below. These items should be disposed of responsibly via a Community Recycling Centre or licenced waste contractor.

In the case of contamination, the facility to recycle will be removed. Should recycling be reintroduced the managing agent / property manager must submit an improvement plan of how they will deal with the following: engagement with residents, how they will deal with contamination as well as the disposal costs.

7.4.6 Excess waste & spillages in bin stores

As per the collection requirements, bins must not be blocked by waste or loose debris on floor and bin lids must be shut (level load). All waste must be appropriately contained to avoid spillage.

While the Council have a Duty to Collect, Residents Associations/Property Managers have a responsibility to ensure collections can operate as scheduled and that any excess waste does not adversely impact surrounding residents.

In extreme cases, Environmental Services Officers may be required to take action in the interest of Public Health in accordance with the Environmental Services Enforcement Policy.

7.5 New Developments

Developers must ensure sufficient space for the allocated capacity for the given property type. The Household Recycling & Waste Guide for Developers sets out the bin allocation by property type and highlights the key design features required for provision of space and appropriate accessibility and layout for recycling and waste collection services. Design Standard 25: Remembering 'forgotten' elements. This states that Bins should be stored in a position that meets the Council's Highways standards. ([Adopted Runnymede Design SPD July 2021](#)) sets out material considerations for developers.

Developers must allow a minimum notice period of 4 weeks before requesting bins and delivery to ensure that access to site and capacity can be confirmed.

Payment is required for all bins, prior to delivery and must be purchased from RBC, to ensure compatibility with current fleet/collection methods.

Where communal containers are required, it is the responsibility of the developer to ensure that the designated bin store area is empty and free from any debris ahead of bins being delivered.

8.0 Additional Household Collection services

Runnymede also offers the following services with additional information available on the website;

Assisted collections for eligible households;

□ [HYPERLINK "https://www.runnymede.gov.uk/requests-reports/assisted-collections"](https://www.runnymede.gov.uk/requests-reports/assisted-collections) [Assisted household waste collection – Runnymede Borough Council](#)

Green Waste collections (by subscription)

[Garden waste collections – Runnymede Borough Council](#)

Clinical Waste Collections (by subscription)

[Clinical waste – Runnymede Borough Council](#)

9.0 Fines and Non-Compliance

Penalties, such as Fixed Penalty Notices or prosecution, will be initiated in accordance with the Environmental Services Enforcement Policy.

This may include penalties for failing to comply with the householder's duty of care, littering and fly-tipping.

Where we are entitled to charge for household waste collection this is recoverable as a civil debt.