

Guidance for Property Managers and Landlords (bin stores)

The following guidance is offered to Property Managers, Directors and Landlords to assist with some of the issues that are associated with **bin stores** and **communal collection points**. The guidance focusses on managing capacity and resident communication.

Communal areas can pose a number of challenges. These can include, but are not limited to, a high turnover of residents, a lack of understanding or poor layout of bins. The [Guidance for Developers](#) covers the key design features required for a safe and accessible bin store that can be easily maintained.

The list below covers some of the general aspects that are key to successfully managing bin store areas.

- **Clear signage**

To enable residents and collection crews to locate the bin store with ease. Specifying on the signage the properties that are permitted to use the bin store is usually a positive measure.

- **Limit access**

Ensure the bin store has sufficient security measure in place to control access (e.g. combi lock).

- **Waste Management Plan**

Property Managers' plans should cover essential aspects such as ensuring all waste is correctly contained and presented for collection, keeping the access and floor free from obstructions (including [bulky items](#)) and regularly reminding residents about using the bin store correctly.

Please note: Bin locations must not be changed without prior approval.

Capacity

Residents must be provided with a suitable, well-considered area for their recycling and waste needs. Developers and Property Managers are required to purchase the correct number and type of bins for each waste stream, ensuring that the bin capacity is in line with current policy.

- **New build properties**

Developers will be advised of the required capacity and location assigned to each block or collection of dwellings when they submit their application.

- **Existing bin stores and communal collection points**

Property managers may need to make reasonable adjustments to ensure that residents can separate their household waste correctly and that collection crews can access it safely.

If there is more than one bin store serving a collection of properties and guidance is required to allocate an appropriate number of properties to each bin store, please contact the Recycling and Waste team for advice on 01932 838383 or email general.enquiries@runnymede.gov.uk

It is important to regularly review the number and type of bins within the bin store or approved bin location to ensure the correct capacity is available to residents. Property Managers can use the [Household bin and waste request](#) to apply for this type of review (Bin Audit).

The review will provide useful information about:

- overall capacity in the bin store including food waste, recycling and refuse
- capacity per dwelling for each waste type over a two-week period
- number and type of bins on site, including their condition and labelling

The findings of the Bin Audit will help to identify factors, such as poor labelling or damaged bins, that may be having an adverse effect. It may also help to provide solutions for areas where bins are often overflowing or contaminated.

Property Managers can also request assistance from the Recycling and Waste Team to develop a Waste Improvement Plan, based on the findings of the Bin Audit.

Communication

While information is available to residents on the [Council website](#) about the household recycling and waste collection service, Property Managers and landlords should send regular reminders to residents about recycling and waste. Some of the key points are:

- **Engage with residents** when tenancies start and end.
A 'welcome' pack and reminders about appropriate disposal options as residents move out should be considered.
- **Remind residents regularly** about the [Household Collection Service](#)
The correct separation of food, recyclable items and refuse (rubbish, residual waste) is critical. Communications including e-notifications, posters within the building and bin store signage all help.
- **Highlight items that must not be placed in any bin** (e.g. batteries, bulky items.). See [website](#) for further guidance. The [Bulky waste](#) page can be used to direct residents appropriately. This includes information about Community Recycling Centres, options for furniture reuse or disposal and excess waste.

If contamination is an issue, understanding exactly what is going wrong is the first step.

'Contamination' can cover a wide range of incorrect content which could include, but is not limited to:

- black bags of mixed waste
- [food waste](#) that has not been removed from its packaging
- wet or dirty items
- [textiles or electrical items](#)
(These items are recyclable but must be presented separately for collection.)

If bin labels are damaged or missing, please contact Recycling and Waste Team for replacements.

Further information including the Recycling Search Tool is available from the [Household Recycling Collections](#) page. Property Managers can also contact the Recycling and Waste Team for advice and resources to support residents (e.g. bin stickers, leaflets, reusable recycling bags).