STROUD DISTRICT COUNCIL
www.stroud.gov.uk

Waste Collection Policy

November 2021

Community Services

Stroud District Council
Ebley Mill
Stroud
GL5 4UB

Email: recycling @stroud.gov.uk
Website: https://www.stroud.gov.uk/
Telephone: 01453 766321

Document Responsibility		
Name	**Document title**	**Service**
Waste and Recycling Environmental Contracts Manager	Waste Collection Policy	Community Services

Document Version Control			
Date	**Version**	**Issued by**	**Summary of changes**
27 November 2021	1.1	Michael Towson	First edition
18 May 2026	1.2	Gemma Webb	Addition of service updates, enhancement of garden waste service, introduction of batteries and vapes, updated links and contact details

Policy Review			
Updating frequency	**Review date**	**Person responsible**	**Service**
3 years unless required earlier	April 2029	Waste and Recycling Environmental Contracts Manager	Community Services

Document Review and Approvals		
Name	**Action**	**Date**
Environment Committee	Approved	4 February 2021

1 INTRODUCTION

1.1 This policy provides guidance to residents regarding all domestic kerbside waste collections. This includes, the collection of waste, recycling and food waste. Stroud District Council has a statutory duty to provide residents with a waste collection service, including the collection of materials for recycling.

1.2 The EU sets targets for the UK to recycle at least 50 per cent of waste generated by households by 2020. In 2017/18 the Stroud District achieved a recycling rate of 61 per cent.

1.3 Stroud District Council will continue to work closely with its residents to provide a good waste and recycling service, which represents value for money and meets the needs of our residents. This means we will:

1. Explain clearly what services you can expect to receive;
2. Provide regular collections;
3. Provide a reliable collection service;
4. Consider any special requests that individual households may have;
5. Design our services and carry out our collections in a way that doesn't produce litter;
6. Collect as many materials for recycling as we can and explain to residents what happens to them;
7. Explain clearly what our service rules are and the reason for them;
8. Tell residents in good time if we have to make changes to the services, even temporarily;
9. Respond to complaints we receive about our services; and
10. Tell our residents about this commitment to collecting waste.

2 PURPOSE OF THE POLICY

2.1 The purpose of this policy is to detail:

- What materials can be recycled
- How to present waste (e.g., bins, boxes, bags)
- When and how collections take place

2.2 To Provide Fair, Consistent Service Standards

Residents benefit when collections are predictable, accessible, and applied consistently across the district.

- Everyone receives the same standard of service
- Rules are applied consistently (e.g., contamination, assisted collections)
- Residents know what the council will and won't collect.

3 SERVICE PROVISION

Standard service to individual properties

Service	Container	Collection Frequency
Refuse	1 x 140 litre grey wheeled bin	Fortnightly (alternate week to recycling collection)
Recycling	240 litre green wheeled bin 44 Litre green recycling box	Fortnightly (alternate week to refuse collection)
Food Waste	23 silver litre kerbside bin	Weekly

Food Waste	5 litre kitchen caddy	Container to remain in property for storage of food waste
Batteries/vapes	Residents to place batteries and vapes separately inside clear, recycled bags, on top of food waste bins Please note, this scheme is not currently available to properties using communal or shared bins.	Weekly www.stroud.gov.uk/batteries www.stroud.gov.uk/vapes

Service for properties where wheeled bins cannot be introduced (This is entirely at discretion of Stroud District Council)

Service	Container	Collection Frequency
Refuse	Annual supply of 78 x beige sacks imprinted with the Council logo	Fortnightly (alternate week to recycling collection)
Recycling	Green sack with Council logo imprinted 44 litre green recycling box	Fortnightly (alternate week to refuse collection)
Food Waste	23 litre kerbside bin	Weekly
Food Waste	5 litre kitchen caddy	Container to remain in property for storage of food waste
Batteries/vapes	Residents to place batteries and vapes separately inside clear, recycled bags, on top of food waste bins Please note, this scheme is not currently available to properties using communal or shared bins.	Weekly www.stroud.gov.uk/batteries www.stroud.gov.uk/vapes

Opt in chargeable services

(Full details of these services are available on our website. This policy focuses on standard waste services)

Service	Container	Service details
Garden waste	180 litre brown wheeled bin or 50 compostable bags per year	Fortnightly collections. To find out more about the cost of the service and whether you are eligible for bins or bags, please see https://www.stroud.gov.uk/environment/bins-rubbish-and-recycling/garden-waste-collection-service
Bulky collections	n/a	Fortnightly service. Collection days are dependent on location. To find out more about the cost of the service and collection dates, please see https://www.stroud.gov.uk/environment/bins-rubbish-andrecycling/bulky-waste-collection-service

4 WASTE CONTAINERS SUPPLIED

Service	Container	Acceptable	Not accepted
Refuse	NON RECYCLABLE HOUSEHOLD WASTE 140 litre grey wheeled bin Or 78 Beige refuse sacks imprinted with the Councils logo	✓ Cling film and bubble wrap ✓ Polystyrene ✓ Crisp packets ✓ Sanitary products ✓ Nappies ✓ Pet waste (Please make sure it is bagged) ✓ Vacuum cleaner dust	× Stones, gravel, rubble, builders' waste × Garden waste, soil × Clinical waste including sharp objects, needles × Hazardous waste, including oils and chemicals × DIY materials, such as construction waste, tiles, paint tins × Electrical goods × Waste generated from businesses × Car parts × Furniture items
Recycling bin/bag	GLASS/PLASTICS/CANS 240 litre green wheeled bin *or* Council issued sack	✓ Food and drink cans ✓ Pet food cans ✓ Foil including takeaway trays and pie cases ✓ Aerosols ✓ Biscuit and sweet tins ✓ Glass bottles ✓ Glass jars ✓ Plastic bottles and lids ✓ Plastic containers including fruit and vegetable punnets and food trays ✓ Plastic pots including yoghurt pots, margarine or butter tubs, ice cream tubs ✓ Drinks cartons/Tetra Paks ✓ Non black plant pots ✓ Toothpaste tubes	× Scrap metal × Crisp packets × Pet food pouches × Car batteries × Batteries × Glass milk bottles × Pyrex × Window and mirror glass × Light bulbs × Spectacles × Drinking glasses × Carrier bags/cling film × Plastic toys × Polystyrene × Large plastic items (e.g. buckets)
Recycling box	PAPER & CARDBOARD 44 litre green recycling box	✓ Newspaper ✓ Magazines ✓ Paper and catalogues ✓ Junk mail / envelopes ✓ All cardboard ✓ Greetings cards without foil/glitter or synthetic wrapping ✓ Wrapping paper without glitter, foil or bows See section 28– Oversized Cardboard	× Wrapping paper × Kitchen roll × Plastic wrappers × Greetings cards with glitter, foil or synthetic wrapping × Synthetic wrapping paper
Food Waste	FOOD WASTE 23 litre silver food waste bin	✓ All food cooked and raw ✓ Meat and fish bones ✓ Pet food ✓ Tea bags and coffee grounds	× Food packaging × Animal waste × Pet bedding (eg straw or wood shavings) × Nappies

Garden waste	GARDEN WASTE 180 litre brown wheeled bin	✓ Grass and hedge cuttings ✓ Cut flowers, house plants and weeds ✓ Tree stumps, bark, leaves, twig, small branches and prunings up to 10 cm diameter ✓ Untreated sawdust	× Kitchen waste × Pet waste × Large amounts of soil × Refuse sacks
Batteries and Vapes	BATTERIES AND VAPES Batteries and vapes can be presented weekly, separately in a recycled, clear plastic bag, on top of the food waste bin	✓ Batteries up to a D cell in size ✓ AA, AAA, C, D, Button cell ✓ Re-usable/single use vapes ✓ Vapes pods	× Batteries larger than D cell × Vape juice re-fill containers

To find out how to recycle, re-use, donate or dispose of items that cannot be collected at the kerbside, visit www.stroud.gov.uk/wastewizard

5 SUITABILITY FOR PROVISION OF WHEELIE BINS

5.1 Locations unsuitable for wheeled bins use will be decided by Council Officers. A wheeled bin collection service for refuse and recycling will **not** be provided where:

- There is insufficient space to store bins within the property boundary without blocking pedestrian or vehicle access and there is no reasonable rear or side access to allow off street storage of bins.
- The nature of the property makes it impractical to use wheeled bins.
- Bins would need to be wheeled through the property from storage to collection point or it would be unsafe to move the bins to a suitable collection point
- There is no suitable location to present wheeled bins for collection
- Collection vehicles equipped with a bin lift are too large to service the location
- Any other exceptional circumstances deemed appropriate by the Council

5.2 The Council reserves the right to change container type supplied to a property, if it is identified as unsuitable for the property, or presents a health and safety risk when assessed by a designated Council Officer.

5.3 Protruding hedges or greenery, or poor maintenance to paths, walls of fencing owned by the resident is not deemed as sufficient rationale to not accommodate wheeled bins.

6 COLLECTION DAY AND TIME

6.1 Details of your collection days can be found by inputting your post code into the 'My house' function at https://www.stroud.gov.uk/my-house or can be obtained from the Customer Contact Centre (see Contact section below).

6.2 With the exception of householders who qualify for 'Assisted Collections' **(see section 13),** it is the resident's responsibility to place their waste containers and sacks at the kerbside on the day of collection by 6am, as collection times will vary. Waste must not be placed out for collection any earlier than 9pm on the evening before collection.

6.3 Normal collection days for refuse and recycling take place between Tuesday and Fridays, except for garden waste and bulky waste collections which take place between Monday and Friday.

6.4 Generally refuse, recycling and food waste collections are unaffected by bank holidays due to collections taking place Tuesday to Friday. Garden waste and bulky collections continue on bank holidays. Any differences to this will be publicised.

6.5 Collections continue as normal over Easter.

6.6 Waste collections will not take place on Christmas Day, Boxing Day and New Year's Days. Residents whose waste collections fall on any of these days, will receive their collection on an alternative day.

6.7 The Council will advertise any changes to collection days during the Christmas period through a number of channels including, notices in local press, social media and via the Council website. The amended collection days will be reflected on a collection calendar, available through the 'My House' function as detailed above.

6.8 Residents are permitted to present **one** additional bag on their first refuse collection after Christmas.

7 CONTACT WITH THE COUNCIL

7.1 The first point of contact and resolution for all residents is handled by the Customer Contact Centre. This includes all communication channels including telephone, email, face to face and social media. Missed waste collections can be reported via the Councils website, visit: www.stroud.gov.uk/report-it

7.2 Residents can email recycling@stroud.gov.uk or call 01453 766321. All service requests are handled and completed at first point of contact. Any escalations are handled by officers in the Customer Contact Centre and Community Services.

7.3 If the resident is still unhappy with the service they are signposted to the Council's Corporate Complaints Policy www.stroud.gov.uk/complaints

8 MISSED COLLECTIONS

8.1 The Council will only return for a missed collection when all of the following apply:

- The container was placed out before 6am on the day of collection on the scheduled day
- The correct collection point was used
- Where the property is eligible for an assisted collection, there was access to the bin (gates unlocked, walkways to bins were accessible.)
- A rejection tag was not placed on the bin/bag/box
- The waste was not reported as overweight or contaminated by the collection crew
- The missed collection was reported within two days. Any missed collections reported after this period will only be removed on the next scheduled collection.
- The correct Council issued container was used to present the waste

8.2 Where collections are missed due to an operational incidence beyond reasonable control, the Council will update the Stroud District Council website with advice. The Council will aim to return collect a missed bin within 48 hours.

9 CONTAMINATED CONTAINERS

9.1 If any container is found at the point of collection to be contaminated with items of unacceptable waste **(section 4),** the waste contractor may not collect the container and it will be left at the kerbside with a tag identifying the problem. If a container is left because of contamination the resident may:

(i) remove the contamination and represent the uncontaminated container on the next due collection day; or

(ii) make their own arrangements for the proper & legal disposal of the containers contents.

10 COLLECTION POINT

10.1 Householders should present all waste containers at the curtilage of the nearest adopted highway. Either on the pavement (adjacent to a roadway) or on the roadway at the curtilage of the property by 6am on the morning of collection.

10.2 Once emptied, the container/s will be returned by the collection team to a safe position as close as possible to the point of presentation. It is the householder's responsibility to ensure that the container/s are retrieved as early as possible from the kerbside, but no later than the end of the same day.

10.3 The Council reserves the right to change a collection point, if deemed necessary by the designated Council Officer.

11 WASTE CONTAINERS

11.1 All waste containers remain the property of the Council with the exception of garden waste bins.

11.2 When householders move home they are required to leave all wheeled bins and boxes (with the exception of a previously purchased garden waste bin) at the property for the new occupants. Where this does not occur, new occupiers may recover costs for the payment of containers from the previous owners at their own discretion. The Council will not be involved in these negotiations.

11.3 Any containers identified as being used for any purposes other than presentation of household waste, will not be emptied and may be removed.

11.4 It is the householder's responsibility to ensure that all waste containers are stored in a secure place off the highway in between collections. Residents who persistently leave waste containers on the public highway following a collection could be issued with a fixed penalty notice.

11.5 The Council does not provide a service for cleansing of waste containers. Residents are responsible for the cleaning and hygiene of containers.

12 WASTE CONTAINERS

12.1 In order to control and reduce the number of requests for replacement waste receptacles, the Council introduced charges in 2018 to offset the costs of administration and delivery (see below). The charge is not for the cost of the container itself.

Type	Cost per delivery	Max per order	Collection for free from Ebley Mill
Green recycling wheelie bin	£10.00	1	No
Grey rubbish wheelie bin (replacement only)	£10.00	1	No
Recycling box	£10.00	2	Yes
Recycling bag	£10.00	2	Yes
Food bin or kitchen caddy	FREE	1	Yes
Beige rubbish bags (for eligible households)	FREE	N/a	N/a
Garden waste bin/bags for scheme subscribers	Bin cost for new subscribers - £20.00 per bin. Additional bins - £20.00 per bin Replacement bins – Free Garden waste bags are included within the subscription fee	1 1 1 25 bags per booking with a maximum of 50 bags per subscription year	No No

12.2 If containers go missing, either from within a property boundary or whilst presented for collection, the householder will be responsible for the replacement delivery charge, or to make arrangements to collect containers eligible for collection from Stroud District Council Offices at Ebley Mill. Reporting the loss of bins to the police will not void the charge.

12.3 Recycling boxes/bags and food waste containers can be ordered via the Council's website. Food waste bins and caddies are delivered free of charge, but if ordered with a recycling box and/or recycling bag, a £10 delivery charge applies www.stroud.gov.uk/orderbin

12.4 Additional grey wheelie bins are not permissible and cannot be purchased. If a grey wheelie bin is ordered for delivery and one is identified at the property, then the additional bin will not be delivered. In these circumstances, you will not be eligible for a refund.

12.5 To arrange collection of containers from Stroud District Council, residents must book a container collection in advance to ensure stock is available prior to travel, visit www.stroud.gov.uk/orderbin or call 01453 766321.

12.6 Containers will only be replaced free of charge by the Council, when the contractors have reported damage to a container that can no longer safely be emptied.

12.7 The Council aims to deliver replacement containers within 20 working days.

12.8 The wheeled bin provided may be new or refurbished, but will be of sufficient standard for the storage and collection of waste. The Council will deliver the replacement bin to the property if access is available. A householder does not need to sign for the bin.

12.9 If a property receiving an assisted collection reports a container is missing after a collection further investigation will be undertaken by the Council to determine the cause.

13 ASSISTED COLLECTIONS

13.1 Assisted collections can be arranged for householders who have a long term illness, infirmity or disability and are unable to present their waste to the kerbside or normal collection point. This service is only available where no other member of the household is able to present the waste.

13.2 Containers or sacks must be clearly visible from the road and not be contained within a closed/locked structure.

13.3 It is the responsibility of the householder to ensure that access to containers/sacks is clear and free of overgrown branches/shrubs and large items of debris as some collections will take place outside of daylight.

13.4 Collection crews will remove materials from the agreed collection point on the property and return containers once emptied.

13.5 The Council may carry out checks on a resident's suitability for the assisted collection scheme and may request evidence from the householder to ascertain their suitability.

13.6 Upon receipt of a request for an assisted collection, the Council or Contractor will assess whether the resident's nominated collection point is safe and suitable for waste collection. The Council will notify the resident within 14 working days whether the assisted collection has been approved.

13.7 The Council may change the containment method to ensure collections are carried out safely. For example, where operatives would be required to move containers down steps, residents may be offered a bag service as a condition of receiving an assisted collection.

14 UNADOPTED/PRIVATE ROADS

14.1 Waste collection vehicles may travel on private/un-adopted roads at the Councils discretion, where roads are of a suitable construction and a satisfactory standard, so that damage will not be incurred to either the contractor's vehicles, the road surface or any underground service infrastructure. The landowner/developer must provide written indemnity against any damage to the roads surface and/or underlying utilities.

14.2 If private/un-adopted roads fail to meet the above criteria, residents will be required to present their waste and recycling for collection at the kerbside of the nearest adopted highway.

14.3 Wherever possible, there should also be adequate provision to allow the contractor's vehicle to turn safely.

15 EXCESS WASTE

15.1 Only waste contained within the correct bin/bag provided to the householder will be collected. Excess waste outside the bin will not be collected, with exception of residents eligible for additional capacity for large households (section 17), residents who produce clinical/medical waste (section 22) or the collection following Christmas (section 6). Bin lids must be closed – bins with open lids will not be emptied.

15.2 Residents can present excess recycling in Council issued containers.

16 OVERWEIGHT BINS

16.1 Lifting equipment on collection vehicles have a weight limit, therefore any bins that cannot be safely lifted by the collection vehicle will not be emptied.

16.2 Additionally, if collection operatives are unable to safely move a bin/bag from the collection point to the vehicle due to the weight, it will not be emptied. Refuse sacks that are too heavy to lift on to the vehicle or could split due to weight will not be collected.

16.3 Where collection crews deem a bin/bag too heavy to safely move, a tag will be placed on the bag/bin. It is the responsibility of the householder to remove sufficient waste from the bin/bag and dispose of it is a responsible way. Once the weight has been reduced, the resident can present the bag/bin on the next scheduled collection – return visits will not be provided.

17 LARGE HOUSEHOLDS

17.1 Households with six or more residents in a single property, will have the option to supplement their 140 litre bin collection with one roll of Council issued sacks per annum.

17.2 This roll of 26 sacks will only be issued if householders can demonstrate the Councils recycling service is fully utilised. One additional bag per fortnight will be collected.

18 FLATS/COMMUNAL PROPERTIES

18.1 The Council will assess flat blocks to determine the most suitable waste collection regime. Dialogue with this regard will generally take place through management agents.

18.2 The Council will only provide the standard size bins, (140 litre for landfill and 240 litre for recycling), although consideration may be given to the collection of communal industrial size bins. This is wholly at the discretion of the Council and will depend on the lifting equipment installed on the appropriate collection vehicle. Any such bins would be purchased and maintained at the expense of the managing agents or appropriate.

18.3 All receptacles will be collected from a designated area as agreed by the Council and will be returned to the same location. Where the Council deems that a multi-occupancy property is unable to accommodate a standard issue wheeled bin, an annual supply of beige sacks will be provided for landfill waste and a green hessian sack for recycling.

18.4 Only items detailed in Section 4 will be collected. No loose rubbish or waste presented in black sacks around the bin will be collected or any other materials not accepted by collection services – it will be the responsibility of the resident's/management agents to remove or clear any such items. Any waste presented outside a bin in anything other than Council issued beige sacks will not be collected. Wherever possible residents will be provided with their own food waste containers.

19 BIN STORAGE AREAS

19.1 Bin Storage areas must be accessible between 6:00 and 17:00 Monday to Saturday. If security gates are present they must be left open on the scheduled collection day to enable the collection crews to gain unrestricted access. Where access is gained through the use of keypads, the collection team will need to be provided with up to date numbers.

19.2 Bulky items must be booked via a paid service (see www.stroud.gov.uk/bulky) and will not be removed by the waste collectors during weekly scheduled waste collections.

20 MIXED USE RESIDENTIAL AND COMMERCIAL PROPERTIES

20.1 Living accommodation with business properties attached, for example a flat above a shop, will be provided with Council issue containers, the type dependant on storage space. Containers provided must not be used to dispose of business waste.

20.2 The Council may prosecute any business found to be using household containers to dispose of their waste under the Environmental Protection Act 1990.

20.3 Anyone who operates a business of any kind is responsible, under the Environmental Protection Act 1990 and other related legislation, to safely contain and legally dispose of all waste produced from the business. This is known as a commercial waste duty of care.

20.4 Commercial waste includes all waste created from a commercial premises. This includes:

- recyclables including cardboard, plastic and paper
- post
- packaging
- general waste

- cleaning materials including floor sweepings
- food and drinks waste and packaging
- smoking litter
- damaged and scrapped furniture or equipment
- used oils
- any other waste created by the business

20.4 The law applies to all businesses, including anyone working from home such as child minding, nurseries and offices. It is an offence to dispose of commercial waste in domestic bins, at a household waste recycling centre or in any other way not in accordance with the Waste Duty of Care Code of Practice.

20.5 For more information on commercial waste duty of care see;

www.gov.uk/dispose-business-commercial-waste

21 ENFORCEMENT

21.1 The Council may implement enforcement action where resident's behaviour causes a detrimental impact to the environment.

21.2 The Council will always aim to offer support, advice and education in the first instance, by ensuring residents are made aware of the Council's expectation and providing residents reasonable time to address issues regarding presentation of waste.

22 CLINICAL/MEDICAL WASTE

22.1 Residents who have significant medical problems that will necessitate the storage of soiled waste will have the option of an additional bin.

22.2 Residents who require the removal of personal clinical waste from their property will be entitled to a collection fortnightly. Residents requiring a clinical waste collection will need to be referred by their hospital or NHS practice.

23 NEEDLES/SHARPS

23.1 Hazardous waste such as syringes, diabetic needles and lancets pose a significant health risk and need to be disposed of safely. Diabetic needles, syringes or lancets should not be placed in any waste containers supplied by the Council.

23.2 Disposing of sharps in general waste may risk the health of both the householder and collection operatives.

23.3 Using a special sharps box is the safest way to dispose of hypodermic needles. These are available on prescription from the residents local GP surgery or can be purchased directly from the pharmacy at a small cost. Once full, boxes must be returned sealed to either the residents local surgery or to one of the pharmacies in Gloucestershire participating in the take back scheme.

23.4 Search the waste wizard to find your nearest sharps take back scheme:

www.stroud.gov.uk/waste-wizard

24 EXTERNAL FACTORS

Road Closures

24.1 Where the Council is notified of road closures, collection teams will attempt to make collections on the normal scheduled day of collection.

24.2 Where this is not feasible, the collection team will arrange to return at a time where access is possible, which will be agreed between the Council and road works contractors.

24.3 Residents are asked to leave their waste out for 48 hours from their day of collection. If the collection team are unable to gain access after this period, residents should take their waste back in and represent on their next collection day.

24.4 The collection team will remove any reasonable excess on this occasion;

- up to 3 bags of refuse per household
- excess recycling should be presented in open plastic bag/containers

Blocked access due to parked cars

24.5 In order to ensure collections can be completed, the Council asks that residents park responsibly.

24.6 Where waste cannot be collected due to blocked access caused by parked cars, the Council will endeavour to update residents of this fact through the Council's missed bins collection webpage www.stroud.gov.uk/missedbin

24.7 The Council may either advise the resident to present their bin on an alternative date within 72 hours or ask them to return the refuse and or recycling containers to their property until advised of an alternate collection date.

Bad Weather

24.8 Where collection crews are unable to collect waste due to snow or ice residents are asked to leave their waste out for 48 hours from their day of collection.

24.9 If the collection team are unable to gain access after this period, residents should take their waste back in and represent on their next collection day. The collection team will remove any reasonable excess on this occasion;

- up to 3 bags of refuse per household
- excess recycling should be presented in open plastic bag/containers

25 BAGS AND LINERS

25.1 The Council does not provide liners for the food waste bin or kitchen caddy as they are not required. Newspaper can be used to line the bin should the resident wish.

25.2 Residents using bags to line the bin are required to tie their liners within the food waste bin prior to their food waste collection being made.

25.3 For health and safety purposes collection operatives will not be permitted to put their hands into the waste bin to dislodge paper, food or any other debris.

25.4 Residents who are unable to store a wheeled bin will be provided with an annual supply of 78 beige coloured sacks. Up to 3 bags per fortnight can be presented. Collection operatives will only collect beige bags that have been issued by the Council, displaying the Councils logo.

25.5 The Council's waste partners will deliver the annual supply of beige sacks to eligible residents once per year. Beige sacks will not be delivered to properties where there is no off street, safe place to leave a supply.

25.6 Properties without a frontage can collect their supply from their local Parish Council or Stroud District Council Offices. The Council will supply beige sacks for multi-occupancy flats to the relevant management agency to distribute.

25.7 Where resident require additional supplies of sacks before the next allocation is delivered, a small supply can be collected from the Council Offices. In these instances, residents will only be provided with the number of sacks required to take them up until the next annual delivery.

26 GARDEN WASTE SERVICE

26.1 The Council operates a garden waste collection service from the beginning of February until the end of November, although end dates may vary depending on location.

26.2 Properties accessible to vehicles equipped with a bin lift and can accommodate a wheelie bin will be provided with one. A one-off payment is required for the bin, and an annual subscription is needed to use the service.

26.3 Residents living in areas that cannot be accessed by a vehicle equipped with a bin lift will be offered a compostable sack (garden waste bag) service instead. This service provides 50 sacks per subscription year and includes pre-bookable collections

26.4 Eligibility for either the bin or sack service is determined by the Council.

Full terms and conditions for the garden waste service can be found at:
www.stroud.gov.uk/gardenwaste

27 COLLECTION OF BATTERIES AND VAPES

27.1 The Council offer a weekly collection service of some batteries and vapes alongside food waste collections.

27.2 Full details of this service can be found by visiting

www.stroud.gov.uk/vapes
www.stroud.gov.uk/batteries

27.3 Collections cannot be made from properties using shared or communal bins. To find the nearest collection point visit www.stroud.gov.uk/wastewizard.

28 LARGE CARDBOARD PRESENTATION

28.1 Cardboard boxes should be flattened/reduced and placed in the recycling box. Excess cardboard can be left out in pieces, reduced down to the approximate size of the recycling box.

28.2 Packaging from large appliances such as big screen televisions etc. will not be collected unless it has been flattened/folded to the approximate size of the recycling box.

28.3 Where large cardboard has not been flattened/reduced, the collection crew will place a tag on a recycling receptacle advising residents to flatten/reduce cardboard and re-present on the next scheduled collection. The Council will not return to collect reduced cardboard until the next scheduled collection.

29 FROZEN FOOD/GARDEN WASTE

29.1 During spells of cold weather, food/garden waste can occasionally become frozen in the bottom of the bin.

29.2 When this occurs, the collection crew will not return to remove waste that has been frozen to the bin. The resident is responsible for loosening the frozen waste from the bin prior to the next collection.