

## Shropshire Waste Services – FAQs about the new recycling service

### **When will the new recycling service start?**

Your recycling service is being improved following negotiations with our contractor Veolia who are purchasing a new fleet of lorries to enable this to happen.

The service is being introduced on an area by area basis. A letter with full details of the service changes will be sent to you during April and further information will be sent a few weeks before the service is starting in your area. The cardboard service is as follows:

Shrewsbury – 3 October 2016  
North Shropshire – 31 October 2016  
South Shropshire – 5 December 2016  
Oswestry- 6 February 2017  
Bridgnorth- 27 February 2017

### **Will my bin day/collection day change?**

Your bin day/collection day will remain the same. To check your day of collection please visit [www.shropshire.gov.uk/binday](http://www.shropshire.gov.uk/binday)

### **When will I get my new blue bag for my paper and cardboard?**

The service is being introduced on an area by area basis. Your new blue bag will be left at your residence in the lead up to the changes.

The first day of collection for the service is as follows:

Shrewsbury – 3 October 2016  
North Shropshire – 31 October 2016  
South Shropshire – 5 December 2016  
Oswestry- 6 February 2017  
Bridgnorth- 27 February 2017

### **Where do I put my new blue bag when putting out for collection?**

Put your new blue bag in the same place as you put your recycling boxes. There is no change to your collection point.

### **What can I put in my new blue bag?**

You can put paper and cardboard in your new blue bag. Mixing your paper and card together in one container is acceptable as these items will be collected together on the new collection vehicle.

### **Where will the recycling go?**

Your recycling from your boxes is taken to our Materials Recovery Facility in Wolverhampton where it is mechanically sorted and sent to reprocessors to make new things. In fact, it takes just 12 weeks for a tin can to be back on the shelf at your local supermarket.

The paper and cardboard from your new blue bag is bundled and sent to a reprocessor to be made into paper and cardboard again.

	<p><b>Why do I have to keep the paper and cardboard separate to the mixed recycling in the boxes when you are throwing it all in the same truck?</b></p> <p>The recycling trucks have two compartments, one for the paper and card mix and one for the mixed recycling (cans, plastic and glass). The two sets of recycling get sent on to different facilities.</p>
	<p><b>When can I start to use my new blue bag?</b></p> <p>As soon as you receive your new blue bag you can start using it for paper and cardboard. Please put it out on your normal collection day in the same location as your recycling boxes.</p>
	<p><b>What happens if I have more paper and card than will fit into the new blue bag?</b></p> <p>If you have lots of cardboard, please cut or tear into small manageable pieces (the size of your blue bag) and secure together. Leave the extra cardboard by the side of your blue bag, secured so that it doesn't become wind blown. Please ensure that it does not contain any polystyrene, staples, tape or plastic, as this can't be recycled.</p>
	<p><b>Am I allowed extra containers if I regularly have more recycling?</b></p> <p>We want you to recycle as much as possible, so if you have extra recycling, please ask for more containers by contacting the customer service centre via the website <a href="http://www.recycleforshropshire.com">www.recycleforshropshire.com</a> via email <a href="mailto:customer.service@shropshire.gov.uk">customer.service@shropshire.gov.uk</a> or via telephone 0345 678 9007.</p>
	<p><b>What happens if my recycling containers are broken?</b></p> <p>We want you to recycle as much as possible, so if you have a broken container please report it so we can order you a new one, by contacting the customer service centre via the website <a href="http://www.recycleforshropshire.com">www.recycleforshropshire.com</a> via email <a href="mailto:customer.service@shropshire.gov.uk">customer.service@shropshire.gov.uk</a> or via telephone 0345 678 9007.</p>
	<p><b>Can I place my additional cardboard/paper out in carrier bags</b></p> <p>Sorry no, if you have lots of cardboard, please cut or tear into small manageable pieces (the size of your blue bag) and secure together. Leave the extra cardboard by the side of your blue bag, secured so that it doesn't become wind blown. Please ensure that it does not contain any polystyrene, staples, tape or plastic, as this can't be recycled. Excess paper can be left for collection in a paper bag. We cannot recycle cardboard and paper in plastic bags.</p>
	<p><b>Now that I have a bag for paper and card, what do I do if I don't want my extra box?</b></p> <p>If as a result of the new service, you don't need your box for extra recycling, please feel free to use it around the house or garden.</p>
	<p><b>Can I still recycle my batteries at the kerbside?</b></p> <p>Yes, household batteries can be placed in a clear plastic bag and left next to your recycling where the crews can easily see them.</p>
	<p><b>Can I put shredded paper out for collection?</b></p> <p>Small amounts of shredded paper can be added loose to your garden waste bin.</p>

	<p><b>Where do I find out further information on the new recycling collection service?</b></p> <p>A letter with full details of the service changes will be sent to you during April and further information will be sent a few weeks before the service is starting in your area. The cardboard service is as follows:</p> <p>Shrewsbury – 3 October 2016  North Shropshire – 31 October 2016  South Shropshire – 5 December 2016  Oswestry- 6 February 2017  Bridgnorth- 27 February 2017</p> <p>You can also visit our website: <a href="http://www.veolia.co.uk/shropshire">www.veolia.co.uk/shropshire</a> or <a href="http://www.recycleforshropshire.com">www.recycleforshropshire.com</a></p>
	<p><b>Which areas are getting a food waste collection?</b></p> <p>Residents in North and South Shropshire already have a food waste collection (by placing the food waste in liners or newspapers in their garden waste bin). Residents in the Shrewsbury area will be receiving this new service in May 2016.</p>
	<p><b>Why aren't residents in Bridgnorth &amp; Oswestry receiving a food waste service?</b></p> <p>At present we do not have the facilities to deal with collecting food waste from residents in Bridgnorth and Oswestry.</p> <p>Residents in Bridgnorth &amp; Oswestry will receive the new service once a new high tech in vessel composting facility designed to serve the area is built.</p>
	<p><b>Will the food in my caddy smell?</b></p> <p>All food waste can be scraped straight into your caddy. Putting a small amount of newspaper at the bottom of the caddy will absorb any smells or moisture. This newspaper can be thrown into the garden waste along with your food waste. Storing food in the caddy is just the same as placing it in your normal rubbish bin.</p>
	<p><b>Can I use plastic bags to line my caddy?</b></p> <p>Sorry no. Any bags used to contain food waste must be compostable and display the compostable logo. Caddy liners can also be purchased via our website <a href="http://www.veolia.co.uk/shropshire">www.veolia.co.uk/shropshire</a></p> <p>You can also use newspaper to line your caddy. This can be thrown into the garden waste along with your food waste.</p> <p>Please do not leave your caddy out for collection - tip the contents of your caddy into your garden waste bin/sack.</p>
	<p><b>The bags you supply look and feel like plastic bags. Are they?</b></p> <p>They are not. These are compostable starch liners. Plastic bags, and other types of bags will not compost and using them may mean your waste remains uncollected. Store your liners in a cool, dark, dry place.</p>
	<p><b>What do I do with packaged food items, such as fruit punnets or lettuce in a bag?</b></p> <p>We cannot accept any type of food packaging with your food waste. Please remove and empty any food waste from the packaging into your caddy and then dispose of</p>

	the packaging in your recycling or rubbish collection.
	<p><b>I already compost at home, should I still use my composter?</b></p> <p>Yes, if you already compost at home, please keep composting all your fruit and vegetable peelings, tea bags and garden waste. However, cooked food waste and meat/bones/bread products cannot go into your home compost bin. Put these items in your caddy.</p>
	<p><b>Won't food waste attract animals like rats, foxes and squirrels?</b></p> <p>No. You will empty your caddy into your garden waste bin which will prevent animals getting in.</p>
	<p><b>I live in a flat in the area having the food waste collection, will I get a caddy?</b></p> <p>Yes, all residents living in flats in the Shrewsbury, South Shropshire and North Shropshire areas will receive a food waste caddy. Special food waste bins will be installed in your communal areas. Please tip the contents of your caddy into the bins provided.</p>
	<p><b>I live in North Shropshire, will I be getting a food waste caddy?</b></p> <p>Food caddies were delivered to residents of houses in North Shropshire in 2012. If you do not have one, please contact the customer service centre via the website <a href="http://www.recycleforshropshire.com">www.recycleforshropshire.com</a> via email <a href="mailto:customer.service@shropshire.gov.uk">customer.service@shropshire.gov.uk</a> or via telephone 0345 678 9007</p>
	<p><b>Why are we changing the way you recycle?</b></p> <p>The addition of the cardboard collection service across the county and the food waste collection in some areas, enables us as a county to recycle even more of our general waste than before. It also allows more capacity for residents to recycle more at home with ease.</p>
	<p><b>What can I put in my food caddy?</b></p> <p>You can put in eggs, dairy products, fruit and vegetables, meat, fish, bones, tea bags, ground coffee, bread, pasta, rice and plate scrapings including gravy.</p>
	<p><b>Can I still take excess cardboard to my local Household Recycling Centre?</b></p> <p>Yes, our aim is to save you the trip to your Household Recycling Centre, but if you do have a large amount of cardboard you can always visit your HRC.</p>