

Guidance for managing agents - Purpose-built flats and HMOs

Joint Waste Solutions



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1. Introduction

The Joint Collection Authority (JCA) comprises Elmbridge Borough Council, Mole Valley District Council, Surrey Heath Borough Council and Woking Borough Council. The JCA has a statutory duty under the provisions of the Environmental Protection Act 1990 (EPA 1990) to arrange for the collection of household waste in its area. It empowers the JCA to specify:

- how to store waste
- the type and number of bins for storage
- locations to place bins for emptying

Joint Waste Solutions (JWS) is an organisation responsible for managing recycling and waste services from the JCA. It oversees a joint household waste collection service across the JCA alongside the collection contractor, Amey.

The collection contract covers all aspects of waste collection, including household waste, and recycling, food waste, garden waste, clinical waste, and bulky waste collections. The contract also covers the management of bring banks, bin deliveries and replacements across the joint contract areas.

Amey operates a joint street cleansing contract across three of the partnership authorities (Elmbridge, Mole Valley, and Surrey Heath).

Purpose

This document sets out the responsibilities of JWS, the Council, Amey and managing agents. It outlines guidance and procedures for all stakeholders to aid the smooth collection of waste and recycling. This is a supplementary document to the following policy documents:

- **Recycling and waste collection policy**
- **Recycling and waste provision - guidance for property developers**

‘Managing agent’ as used in this document refers to property managers, resident associations, proprietors, landlords, caretakers, residents and those responsible for the bin stores/areas, managing waste and recycling generated from blocks of flats, houses of multiple occupancies (HMOs) and properties with a communal bin area.

‘The council’ refers to the authority where the property in question is located (either Elmbridge Borough Council, Mole Valley District Council, Surrey Heath Borough Council or Woking Borough Council).

This guidance will help managing agents and residents understand their obligations. Stakeholders adhering to their responsibilities outlined in this document will support the provision of improved quality of service, timely and value for taxpayers ‘money as a result of:

- improved health, safety, and manual handling
- reduced service collection complaints
- less time spent on resolving issues and complaints

Purpose-built flats and HMOs

According to the **Housing Act 2004**, a building or a part of a building is an HMO if:

- any part of the building comprises one or more units of living accommodation
- does not consist of a self-contained flat or flats
- it is a converted building and meets any of the following criteria;
 - occupied by different households
 - households share basic amenities
 - lacks basic amenities
 - is the only or main residence for occupiers
 - rents are payable

The Council provides **communal waste and recycling services** for purpose-built flats and HMOs. The type, size and number of bins provided for each service depend on factors including the number of units and limitations on access to collection vehicles.

2. Collection service

Bin types and collection frequency

Table 1 shows the standard collection service which consists of an **alternate weekly** collection of rubbish, dry mixed recycling and a **weekly** food waste from each communal property.

JWS is currently rolling out food waste collection service to all communal properties.

Table 1: Standard collection service



- **Rubbish**
Collection frequency: Fortnightly
Household waste that cannot be recycled or composted.



- **Dry mixed recycling**
Collection frequency: Fortnightly (alternate week to rubbish)
 - Dry paper and cardboard
 - Metal tins and cans
 - Foil
 - Plastic bottles
 - Plastic pots
 - Plastic tubs
 - Plastic trays
 - Glass bottles and jars



- **Food waste**

- **Collection frequency: Weekly**

- All cooked and uncooked food
- Tea bags and coffee grounds
- Fruit and vegetable peelings
- Eggshells
- Meat
- Fish bones and skin
- Mouldy bread, cakes, and pastries
- Food that is passed its use-by date

3. Other services

Textiles and Waste Electrical and Electronic Equipment (WEEE)

Some service areas provide communal collections of textiles and WEEE, visit the [Joint Waste Solutions website](#) or contact the JWS team for further information. The collection instructions or methods may vary depending on site-specific factors. JWS officers conduct assessments on a case-by-case basis.

Garden waste

The garden waste service is a chargeable opt-in service on fortnightly collections.

The Council does not provide a communal garden waste service. The management company of a block of flats can sign up for a garden waste service under a single address for the communal spaces/gardens. Individual residents can sign up if they have a specific patch of green space.

JWS officers conduct assessments on a case-by-case basis.

Clinical waste

The Council provides an on-demand and free collection service for clinical waste (including sharps) from domestic properties only. To request a separate weekly collection for the safe disposal of your clinical waste, please visit the [Joint Waste Solutions website](#) or contact JWS to complete the clinical waste collection form.

4. Replacement bins

Managing agents can purchase bins from the Council. Lead times on bin deliveries can vary depending on supply and resource limitations. To avoid service and collection issues, we recommend bins managing agents purchase as soon as possible to ensure they are available for residents to use as they move in.

Managing agents must purchase replacement bins to avoid service disruptions. If replacement bins or containers are needed due to mishandling or misuse by the collection crew, Amey shall deliver them free of charge following an investigation.

If the managing agents purchase bins from another provider, the specification must meet quality standards BS: EN840. This will ensure that it complies with the quality standards of our collection fleet and the lifting mechanism.

The colour of the bins must match the colour of those provided by JWS. For more information, visit the [Joint Waste Solutions website](#) for our guide on 'which bin is which'.

It is advisable to purchase bins with **reduced aperture** or **reverse bins with lockable lids**, this helps to reduce contamination in communal recycling bins.

5. Collection point

The bin stores are normally the agreed collection point. Where this is not the case, managing agents must ensure that bins are at the designated point at the time of collection.

The managing agent must ensure that the bin stores are accessible on collection days, or **two sets** of keys/fobs or codes must be supplied to the JWS team or the Council. The crew cannot empty bins if there is no clear access on collection days.

Bin stores

The communal bin area needs to:

- ✓ Be at ground level
- ✓ The area should allow for filling and emptying of the bins by providing a clearance of at least 15cm between adjacent bins and at least 150cm clearance between bins opposite each other. Each bin must be accessible, with collection operatives able to empty it without needing to remove other containers.
- ✓ To avoid contamination of the recycling bins, it is best to ensure the layout of the bin store is well considered, with recycling bins and general waste bins considerably placed for ease of use. Locating all the recycling and refuse bins together is an effective way to make the separation more obvious.
- ✓ We recommend **bin store signage** to ensure residents are well informed of what items should be placed in which bin. Signage is available free of charge from JWS upon request, however, the managing agent would need to arrange fixing signage to bin store walls.
- ✓ To avoid misuse of communal bins and ensure only residents can use the bins, we recommend securing the store with a key or coded lock.

- ✓ **Bin cleaning-** the managing agent is responsible for the cleaning of bins, occasionally the Council may organise a one-off cleaning.

Bin storage areas are the responsibility of the managing agent. They are expected to ensure that bin stores are:

- kept clean and tidy
- maintained by fixing broken lights and doors, and blocked vents within a reasonable timeframe
- necessary measures are being taken to deter birds from nesting
- lids of bins stored outdoors are cleaned regularly of bird feathers and droppings, (particularly of pigeons) to prevent fungal and respiratory infections
- there is clear signage about materials that can be recycled to minimise contamination (the council/JWS provides signage for free)
- bins are accessible to the collection crews on the scheduled collection day
- clear of fly-tipping and any fly-tipping cleared privately within a reasonable timeframe

Access to bin stores

To avoid misuse of communal bins and ensure only residents can use the bins, we recommend securing the store with a key, fob, or code lock. To ensure safe and successful collections, the managing agent must provide JWS or customer service teams of the applicable council with two keys or the bin store lock code before collections commence.

Bin stickers and signage

JWS recommends bin store signage to ensure residents are well informed of what items they should place in which bin. The managing agent can request signage free of charge from JWS and arrange for fixing to bin store walls.

6. Circumstances when bins may not be emptied

For the health and safety of the collection crew and the public, the Council requires that managing agents:

- present bins with lids closed for the mechanical emptying process
- should not overfill the bins to prevent the lids from closing

The crew will not empty under the following circumstances:

- **Overflowing bins** - the Council reserves the right not to empty any overfilled or overweight bin. On such occasions, the collection crew shall attach a note to the unemptied bin explaining the reason for non-collection.
- **Excess rubbish** - to ensure collection, the managing agent must ensure that excess rubbish and heavy items are removed from the bins before the next scheduled collection day.

Suitably presented excess dry recycling and food waste will be collected (where necessary and approved by JWS, additional bins may be purchased).

- **Damaged bins** - any damaged bin that could pose a health and safety risk to the collection crew. The managing agent must purchase a replacement bin.
- **Compacted waste** - any waste jammed in a bin that does not fall out following the normal mechanical emptying process shall be left in the bin. The managing agent must loosen materials to enable the bin to be fully emptied on the next scheduled collection day.
- **Contaminated bins**- recycling bins contaminated with the wrong items or when residents use recycling bins as refuse bins.

- **No access:**
 - where crew cannot access bin store due to parked cars or, road closure
 - blocked access by loose excess rubbish left on the floor or the containers or bulky waste
 - locked bin stores or no keys/fobs/codes supplied

Crew responsibilities

The crew must

- **Report access issues** - to ensure that any obstructions can be removed appropriately to maintain easy access to the bins
- **Record contaminants** - record contamination incidents on the in-cab and attach an educational hanger onto the bin
- **Return bins-** to the designated spots, and in the **correct position** to ensure bins are accessible
- **Lock bins-** lock all bins presented with locks
- **Secure the bin store** - Close and lock all gates, doors, and drop bollards as presented

7. Contamination

Contamination occurs when residents place items other than **acceptable items** in a bin. Putting materials other than those prescribed by the Council into the bin contaminates the content of the collection vehicle. Contamination reduces the material quality for recycling, and the recycling re-processor can reject the entire load.

To avoid contamination of the recycling bins, managing agents must provide residents with appropriate **leaflets** explaining what materials go in which bin.

Please see [service information](#) for printable leaflets.

Managing agents can request copies of leaflets from JWS.

Managing agents must ensure that the layout of the bin stores are well considered by placing bins for ease of use. Placing all the recycling and then the rubbish containers together is an effective way to make the separation more obvious. This can be enhanced with signage on the walls and bin stickers.

Dealing with contamination

When the collection crews identify contamination in a bin, the following shall take place.

The **crew** will:

- **not** empty the contaminated bin
- **record** the type of contamination found in the bin and the address of the property
- **leave** a notification (**sticker or bin hanger**) on the bin explaining the reason for non-collection and pointing out the contaminating item(s)
- **notify** the JWS Team of the incident

Managing agents will:

- contact JWS officers to discuss the collection of contaminated bins
- liaise with the JWS team and residents
- report any issues to the JWS team and work collaboratively to resolve
- organise and clear fly-tipping/contaminated bins within a reasonable timeframe
- communicate with residents about which items have contaminated the bins, print/circulate JWS leaflets

The **JWS Team** will work with managing agents where possible to help resolve a recurrence of contaminations. They will:

- provide recycling information by writing to residents and provide necessary leaflets
- ask residents or managing agents to remove contaminants before the next collection day
- check that the bins are sufficient and suitable, if not liaise with the managing agent to rectify
- ensure the correct stickers are on the bins
- where needed, provide residents with recycling bags
- where necessary attend engagements events including resident association meetings and doorstepping (with support from managing agents)

8. Missed collections

The Council's collection service aims to empty all bins and containers presented for collection.

If the crew does not collect on the planned day, the managing agents must notify the Council within two days of the scheduled collection. They can also report it on the [Joint Waste Solution website](#) by entering an individual flat number into the web form.

The collection crew shall return to empty bins and containers on the same day if all the following apply, the managing agent:

- notifies the Council before midday on the collection day
- present bins at the agreed collection point
- the bins contain the correct materials

The collection crew shall **not** return to empty the bins and containers if the managing agent notifies the Council after two working days following the scheduled collection day.

9. Bulky waste

The Council provides an on-demand chargeable bulky waste collection service to householders. Bulky waste includes large items such as electrical appliances, furniture, doors, flooring, mattresses, and white goods.

To book bulky waste collections and for contacts of organisations that collect reusable household items for refurbishment, please visit the [Joint Waste Solutions website](#). You can also take **most** bulky items to the [Community Recycling Centres \(CRCs\)](#) for free. Surrey County Council operate CRCs. Please check the website for more information.

The crew will collect **only** items listed during the original request and must be:

- presented for collection by **6 am** (or the **collection time slot** provided at the time of booking) on the agreed day
- left at the normal collection point, or another reasonable location agreed upon at the time of booking
- presented in a manner that would not cause any obstruction or danger to the public

Failure to place bulky items out and ready for collection as scheduled counts as a non-collection. The collection crew shall not return to pick up the items. The resident must re-book the collection.

The Council reserves the right to refuse the collection of items that may cause harm or impact the collection crew's health and safety.

10. Residents

New residents

To help residents use the service appropriately, the managing agents must provide them with a 'resident pack'. The pack may include waste and recycling leaflets, where necessary food waste caddy and reusable recycling bags.

Managing agents can request new resident packs from the JWS Team and deliver them before the resident moves into the property.

Managing agents can also request leaflets, posters, and signage from the JWS teams to support regular communication with residents.

Moving out and waste clearance

Tenants can use the bulky waste collection service and CRCs at the end of their tenure. The managing agent is responsible for ensuring that residents do not contaminate recycling bins during clear-out and or leave bulky waste in the bin store, potentially blocking access, and creating health and safety issues for residents and crew.

11. Fly-tipping

The illegal dumping of rubbish, including garden waste and other household items (white goods, mattresses, sofas etc.) is known as fly-tipping. The Council does not collect these items as part of the household collection service. It is fly-tipping when left in the bin stores without prior arrangement for collection.

For tenants to understand their obligations regarding waste management, managing agents must share appropriate information.

12. Service information

Leaflets

Know Your Bins

Reduce What You Throw

Recycling saves your council money

We all know that recycling is great, but we need to find ways of wasting less in the first place.

Help the planet by changing your habits for the better, visit surreyep.org.uk for ideas on how you can reduce, reuse and upcycle everyday items.

Make sure your bins are collected

- Recycle right – use this guide or download the Surrey Recycles app.
- Remove plastic wrapping or polystyrene from cardboard boxes – this can't be recycled and will stop the cardboard from being collected.
- Flatten your cardboard boxes so everyone's recycling can fit in the bins.

We want to hear from you

Fill in our short survey and let us know if this information was helpful surreyep.org.uk/flats

Rubbish Bin

Black bin bags / Polystyrene / Tissues and wipes / Coffee cups / Nappies

Anything with food on it / Food and drinks cartons / Bubblewrap and film / Sweet wrappers and crisp packets / Takeaway pizza boxes

Black bin bags and tied carrier bags must be put into your rubbish bins, please don't put them in your recycling bins.

How Do I Recycle?

Clean: Rinse your jars or tins to remove any food.

Dry: Put your dry items into a reusable bag or another suitable carrier.

Loose: Tip your recycling into the bin loose. If you have a reusable bag, you can use this again and again to store and tip your items.

Clean, dry and loose

Don't put tied plastic bags in your recycling bin. Recycling must be tipped into the bins loose.

Order your free reusable bag

If you need a free bag for your recycling, request one here: jointwastesolutions.org/flats

Surrey Recycles app

If you're confused about what you can recycle download the Surrey Recycles app or use the search tool at jointwastesolutions.org

Recycle Bin

Dry paper / Dry cardboard / Metal tins / Metal cans / Clean foil
Plastic bottles / Plastic pots / Plastic trays / Plastic tubs / Glass
bottles and jars

Items must be tipped into your recycling bins loose. No bags.

What Happens to My Recycling?

1. Recycling collected gets taken to a recycling facility.
2. At the facility, it's inspected for any items like black bin bags, food or nappies.
3. If the recycling contains the right things and is clean, dry and loose, it will be sorted.
4. Your recycling then goes on to be made into new items.
5. And the process starts all over again.

Or

1. If the recycling contains anything that can't be recycled, the whole truck load of recycling might be disposed of as rubbish.
2. This adds extra costs and means items won't be made into new things.

Most of your rubbish is taken to an energy from waste plant which incinerates your items and recovers energy from the process. Know your bins.

Food recycling

Your new food recycling service

Find out more inside

- Surrey recycles
- Joint Waste Solutions

Your new food waste recycling service

Collections will begin shortly and you will be able to recycle all your **food waste**, such as **plate scrapings**, **peelings** and **tea bags**.

You will shortly receive a **free indoor food caddy** and a **roll of liners**. Simply line your indoor caddy, and when you're ready, **put it in your outdoor food waste caddy**.

Once you've run out of liners you can line your caddy using **plastic bags**, **compostable liners**, or **newspaper**.

- **good to know**
Don't have room for a **caddy**? Try using a plastic tub.

What we will provide

- 1 A food caddy to collect the waste in the kitchen
- 2 A roll of liners to line the caddy
- 3 An outside food waste caddy which we will empty weekly

What will I be able to recycle?

You will be able to recycle all your food waste, including the following:

Yes Please

- ✓ All uneaten food and scrapings
- ✓ Bread, cakes and pastries
- ✓ Dairy products, cheese and eggs
- ✓ Raw and cooked meat plus bones
- ✓ Rice, pasta and beans
- ✓ Tea bags and coffee grounds
- ✓ Raw and cooked fish plus bones
- ✓ All fruit and vegetables

Please do not put any of these materials in your caddy:

No Thanks

- × Packaging of any kind
- × Milk or any types of liquids
- × Oil, sauces or liquid fat
- × Any material that's not food

Remember to recycle your mouldy and out of date food, including ready meals removed from their packaging.

Reasons to recycle your food waste

More than half of all food waste that could be recycled in Surrey is ending up in rubbish bins. By making use of your new food waste bin, you will be helping to...

- Save money – It's as much as three times cheaper to send food to an anerobic digestion facility where it can be recycled than to dispose of it as rubbish.
- Power the planet – Your food waste recycling is collected and taken to a facility where it is broken down to produce biogas, which is then collected and used to generate electricity and create fertiliser.
- **good to know**
Your food waste will be collected weekly and free up space in your rubbish bin. Recycling your food waste will help reduce how full your rubbish bins are, as it's collected weekly.

To find out more about food waste recycling visit jointwastesolutions.org/food

For tips and recipes to help you waste less food and save money, visit surreyep.org.uk

Posters

Flatten Your Cardboard

Please remove any plastic or polystyrene from inside of your cardboard boxes

1. Remove all plastic packaging
2. Flatten your box
3. Recycle it

- Surrey recycles
- Surrey Environment Partnership: Your Councils Working Together

How To Make Sure Your Bins Are Emptied

- 1. Take pride in your bin store, keep it clean and tidy.**
Waste on the floor prevent the crews from safely moving the bins in and out of the store.
- 2. Don't leave bags on the tops of bins.**
Any waste on the lids is a hazard, it can fall off and prevents the bins being moved safely.
- 3. Remember to recycle right and make use of all your bins.**
Place your items in the correct bins. Wrongly filled bins may result in your bins not being collected.

- Surrey recycles
- Surrey Environment Partnership: Your Councils Working Together

Stickers

Recycle Right

- Joint Waste Solutions
- Surrey recycles

Items should be clean, dry and loose – not in plastic bags or sacks

- mixed paper and card
- food tins and drink cans
- plastic bottles
- plastic pots, tubs and trays
- mixed glass
bottles and jars

Not everything is recyclable. To find out more please visit jointwastesolutions.org or download the Surrey Recycles app.

Rubbish

No recycling

jointwastesolutions.org

- Surrey recycles
- Joint Waste Solutions

13. Contact Information

Elmbridge

Issue/enquiry:

- Review bin allocations
- New Developments
- Request leaflets and signage
- Contaminated bins
- Order new or replacement bins
- Missed collection
- Crew behaviour
- Food waste
- Clinical waste
- WEEE/Textiles
- Bulky waste collections
- Any other enquiries

Email: elmbridge@jointwastesolutions.org

Issue/enquiry:

- Garden waste

Website: <https://asjsw-wrpsurreyheathmunicipal-live.whitespacews.com/#!>

Website: <https://www.jointwastesolutions.org/request-and-report/subscribe-to-garden-waste-service/>

Mole Valley

Issue/enquiry:

- Review bin allocations
- New Developments
- Request leaflets and signage
- Contaminated bins
- Order new or replacement bins
- Missed collection
- Crew behaviour
- Food waste
- Clinical waste
- WEEE/Textiles
- Bulky waste collections
- Any other enquiries

Email: molevalley@jointwastesolutions.org

Issue/enquiry:

- Garden waste

Website: <https://asjwsw-wrpsurreyheathmunicipal-live.whitespacews.com/#!>

Website: <https://www.jointwastesolutions.org/request-and-report/subscribe-to-garden-waste-service/>

Surrey Heath

Issue/enquiry:

- Review bin allocations
- New Developments
- Request leaflets and signage

Email: surreyheath@jointwastesolutions.org

Issue/enquiry:

- Contaminated bins

Phone: 03332 340978

Issue/enquiry:

- Order new or replacement bins
- Missed collection
- Crew behaviour
- Food waste
- Clinical waste
- WEEE/Textiles
- Bulky waste collections
- Any other enquiries

Phone: 03332 340978

Website: <https://asjwsw-wrpsurreyheathmunicipal-live.whitespacews.com/#!>

Issue/enquiry:

- Garden waste

Phone: 03332 340978

Website: <https://asjwsw-wrpsurreyheathmunicipal-live.whitespacews.com/#!>

Website: <https://www.jointwastesolutions.org/request-and-report/subscribe-to-garden-waste-service/>

Woking

Issue/enquiry:

- Review bin allocations
- New Developments
- Request leaflets and signage

Email: woking@jointwastesolutions.org

Issue/enquiry:

- Contaminated bins

Phone: 03332 340978

Issue/enquiry:

- Order new or replacement bins
- Missed collection
- Crew behaviour
- Food waste
- Clinical waste
- WEEE/Textiles
- Bulky waste collections
- Any other enquiries

Phone: 03332 340978

Website: <https://asjwsw-wrpsurreyheathmunicipal-live.whitespacews.com/#!>

Issue/enquiry:

- Garden waste

Phone: 03332 340978

Website: <https://asjwsw-wrpsurreyheathmunicipal-live.whitespacews.com/#!>

Website: <https://www.jointwastesolutions.org/request-and-report/subscribe-to-garden-waste-service/>

Transcribed into E-text by A2i Transcription Services
Unit 4 Montpelier Central, Station Road, Bristol BS6 5EE
01179 44 00 44 info@a2i.co.uk www.a2i.co.uk

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Ref number: 38790