

Terms and Conditions

Recycling bags or boxes, a garden/food waste bin, rubbish bin or kitchen food caddy.

Rubbish

Each domestic property is entitled to 1 standard size (240 litre) black wheeled bin. (Residents cannot request more than one bin).

Properties that share bins or have a bin store and properties that receive a sack collection - please do not order rubbish bins using this form, please contact Customer Services on 01635 519080.

Extra storage capacity may be provided to residents who can demonstrate (to the satisfaction of the Council) that it is required. Please see Rubbish Collection page for further information and an application form.

If you currently have a standard size (240l) black wheeled bin and would prefer to have a smaller 120l bin, please complete the form and we will arrange for an exchange.

Requests for a bin will be actioned and delivered within 1-4 working days (excluding Saturday, Sunday or Bank Holidays), from completion of this form.

If you are requesting an exchange of a bin (due to damage etc), please make sure that your current bin is left within the boundary of your property where it can be clearly seen and reached from the road. It does not matter if your current bin has any rubbish in it.

Recycling

Standard provision per property is 1 green box for paper/cardboard, 1 green box for glass and 1 green sack for plastic bottles and cans. Residents can order additional boxes or sacks if required.

Requests for boxes and sacks will be actioned and delivered within 1-4 working days (excluding Saturday, Sunday or Bank Holidays), from completion of this form.

If you are requesting an exchange of a box or sack (due to damage etc), please make sure that your current damaged box or sack is left within the boundary of your property where it can be clearly seen and reached from the road.

Green Waste

Each domestic property is entitled to 1 standard size (240 litre) green wheeled bin. (Residents cannot request more than one bin).

Properties that share bins or have a bin store and properties that receive a sack collection - please do not order green waste bins using this form, please contact Customer Services on 01635 519080.

Requests for a bin will be actioned and delivered within 1-4 working days (excluding Saturday, Sunday or Bank Holidays), from completion of this form.

If you are requesting an exchange of a bin (due to damage etc), please make sure that your current bin is left within the boundary of your property where it can be clearly seen and reached from the road. It does not matter if your current bin has any rubbish in it.

Food Waste

If you have not got a kitchen food caddy then please complete the form to order one. Requests will be actioned within 1-4 working days (not include Saturday, Sunday or Bank Holidays), from completion of this form.

We do not provide replacement kitchen food caddies and information about purchasing a caddy can be found on the Food Waste Collection Service page.

If you do not require a collection of garden waste but would like to receive a food waste collection, please request further information in the 'Kitchen Food Caddy' section of the form.

If we have any queries about your request we will contact you.

Each request will be considered by the Council in line with the policies set out and individual circumstances.