

### Appendix 3 - 2024 Service Change Supporting Policies

Name	Detail	Additional information	Agreement date/existing	Change/No change/New
<p><b>Recycling Bin Policy</b></p> <p><b>Additional 240 litre recycling bin</b></p>	<p><b>Policy</b></p> <p>1. Households of 4 or more permanent residents are entitled to an additional 240 litre recycling bin. Available on application.</p>	<p>Excludes households with access to communal recycling facilities.</p> <p>Excludes blocks of flats with 5 or more properties.</p> <p>Ability to use discretion to give additional bins to keen recyclers in smaller households upon Veolia assessment (those who use all of their bins correctly). Outside of policy.</p> <p>Free bin deliveries during roll out of project. Once service change is live, moves to BAU and residents either pay for bin deliveries or can collect for free on a Thursday during the allocated times.</p> <p>Un-publicised option to have a 360l, bin swap if resident doesn't want the additional 240l bin, offered as result of conversation/assessment. Outside of policy.</p> <p>Un-publicised option to have an additional 140l bin (instead of a 240l bin), offered as result of conversation/assessment. Outside of policy.</p> <p>Residents to order additional bins through a larger/additional bin request form online.</p>	<p>Preliminary agreement by Mayor and Portfolio holders Tim Williams and Kennedy Rodrigues 28/02/24. To be Confirmed in PH's meeting on 08/04/2024</p>	<p><b>New</b></p>

		Residents told in DL1 and reminded in DL2 of communications.		
<b>Recycling Bin Policy</b>  <b>Recycling Bin swap</b>	<b>Policy</b> 2. Households who currently have a 140 litre recycling bin are entitled to swap it for a 240 litre recycling bin. Available on application.	Excludes households with access to communal recycling facilities.  Excludes blocks of flats with 5 or more properties.  Collect old 140l bin when deliver new 240l bin. Only available to those eligible.  Recycle old 140l bins.  Available on application, informed through DL1 and rereinded in DL2 of communications.  Free bin deliveries during roll out of project. Once service change is live, moves to BAU and residents either pay for bin deliveries or can collect for free on a Thursday during the allocated times.	Preliminary agreement by Mayor and Portfolio holders Tim Williams and Kennedy Rodrigues 28/02/24. To be Confirmed in PH's meeting on 08/04/2024	New
<b>Recycling Bin Policy</b>  <b>Additional recycling</b>	<b>Policy</b> 3. Residents are permitted to put out additional side recycling if clearly marked or in a clear sack (presented next to their recycling bin on collection day).	Excludes households with access to communal recycling facilities.  Excludes blocks of flats with 5 or more properties.  Limit to 3 consecutive collections of extra recycling then move to additional bin/Veolia advice (letter). Monitored by Veolia.	Preliminary agreement by Mayor and Portfolio holders Tim Williams and Kennedy Rodrigues 28/02/24. To be Confirmed in PH's meeting on 08/04/2024	New

		Soft messaging. All year round, remains the same at Christmas.  Limited to 3 consecutive collections. Monitored by Veolia, followed up by a letter.		
<b>Assisted collections</b>	<b>Policy</b> Assisted collections for those needing help putting bins out due to mobility, disability or temporary injury.	On application All bin services	Existing	No change
<b>Residual</b> Larger black bin requests (240 litre)	<b>Policy</b> <b>Properties of 5 or more permanent residents</b> are entitled to a larger (240l) residual bin. Available on application.  Properties presenting additional <b>Healthcare waste</b> are entitled to a larger (240l) residual bin. Available on application.	On application  Need to confirm they are recycling.	Existing	No change
<b>Waste Collection Policy</b>	<b>Policy</b> <b>Excess waste/side waste</b> (residual and garden waste not accepted)  <b>Closed bin lid</b>	See below	Existing	No change

	<p><b>Bins on pavement</b> **some exceptions where storage space limited**</p> <p><b>Contamination</b></p> <p>See below details of existing policies</p>			
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### **Waste Collection Policy**

Watford Borough Council (the Council) acknowledges the issues caused by excess waste, waste presented for collection not being contained wholly within the bin, bins and recycling boxes being left on the highway permanently, and non-household waste presented for collection. In order to address these issues the Council confirms that:

1. It will not collect excess waste (defined as waste not wholly contained within the bin when the lid is shut flat and/or more than 3 black sacks per household presented for collection)
2. It will not empty bins placed for collection where the lid is not fully closed by virtue of overfilling (with waste / items for recycling / composting etc) – please note that additional recycling will be collected if presented correctly.
3. It will require households to keep all their bins (waste, recycling and organic) within the curtilage of their property except when presented for collection on the allocated collection day
4. It will not remove non-household waste presented for collection unless previously agreed with the Council.

And the Council will use relevant legal notices to achieve this policy.