

You can put these items in your green bin



**KITCHEN**



**LOUNGE OR  
BEDROOM**



**Don't forget your  
BATHROOM**

**Please rinse your items  
and place loosely in the bin.**



# CHANGES

to your bin  
collection days  
From 6 June



Dear Resident,

It is likely that the day we collect your bin will be changing from the week beginning 6 June 2016.

We are making these changes to ensure that our recycling and refuse collection rounds are as efficient as possible, saving you, our Council Tax payers, money.

Our new rounds have been designed to: cope with the larger amounts of recycling material that residents are putting out for collection; optimise the distance travelled in each collection week following changes to our disposal sites; and accommodate the future housing and commercial growth that we know will be happening in the district.

This information pack contains the details you will need to understand the changes for your household including your **new bin calendar**. We have also enclosed **two stickers** for your bins to remind you on which day of the week each bin will be collected from 6 June onwards.

Please continue supporting our recycling efforts by rinsing and separating your recyclable materials and placing it loose (not bagged) in your green bin for collection.

Kay Mason Billig,  
Cabinet Member for Environment and Recycling

### 1. What is changing?

It is likely that the day we collect your bin will be changing but for the majority of residents this will only mean putting your bin out on a different day of the week. However in some parts of the district green bins will be collected on a different day of the week to the black bin in the following week and a very small number of households will have both bins collected on the same day in the same week. The information in this pack will give you all the information you need if this applies to you.

### 2. What will happen during the change-over period?

As we change over some properties may experience a delay of up to three days between collections as a result of changing to a new collection day. Some properties will have two collections during the week starting 6 June and **if this applies to you, you will have an insert in this pack with further information**. We are sorry for any inconvenience this may cause.

### 3. When should the bins be put out for collection and where should they be left?

The bins need to be available for collection by 6:30am on the new collection days to ensure that they can be emptied. Bins should be left at the edge of your premise closest to the public highway as per usual. Please leave your bin out until approximately 5.00pm on the new collection day or until the bin has been emptied.

### 4. What about Christmas and Easter Bank Holiday collections?

Information regarding the Christmas and Easter Bank Holiday collections will be sent separately to you as normal.

### 5. Do these changes affect assisted collections?

No, the only change may be the day of the collection. Our collection crews will continue to pull out and empty bins from properties that have requested help to do so.

### 6. Do these changes affect the brown bin garden waste collections?

No, changes will only apply to the waste and recycling collections for the time being.

### 7. How will the changes affect residents who live in flats?

The collection days for the bins may change and residents will be sent information containing their new collection details. Nothing else about the collections will change.

You can look up your new collection days for your green and the black bins using My South Norfolk on the Council's website, [www.south-norfolk.gov.uk/bins](http://www.south-norfolk.gov.uk/bins) or for more information email [binchanges@s-norfolk.gov.uk](mailto:binchanges@s-norfolk.gov.uk) or call 01508 533633