**Wheelie Bin related questions and answers**

This document was created by Cllr Gary Malcolm and features responses from a senior manager responsible for highways and recycycling.   
Cllr Malcolm encourages questions to his Ealing Council email address [MalcolmG@ealing.gov.uk](mailto:MalcolmG@ealing.gov.uk) .   
If you still wish to register your dissatisfaction at the Wheelie Bin decision, a petition  exists[*http://ealinglibdems.org.uk/en/petition/ealing-does-not-want-wheelie-bins-or-a-fortnightly-collection-of-waste*](http://ealinglibdems.org.uk/en/petition/ealing-does-not-want-wheelie-bins-or-a-fortnightly-collection-of-waste)

1. What is the capacity and the dimensions of the wheelie bins? Does everyone have the same type of wheelie bins as some homes have 6 people and others a single person so they would require smaller wheelie bins?

**As a start point, it is intended that each eligible household will be issued with a 240 litre (standard size) wheelie bin for recycling and a smaller 140 litre bin for refuse. However the need for additional bins for each will be assessed on a case by case basis, with the emphasis on ensuring that as much recycling is taking place as possible.**

1. What if I refuse to have the wheelie bins?

**Residents cannot refuse to have wheelie bins if the property is suitable**

1. How is the Council going to work out what properties can fit wheelie bins?

**A borough wide survey will be carried out to identify where wheelie bin provision is appropriate and where this is not possible**

1. What if I do not have a front garden or alley way to store the wheelie bins?

**There are a small number of properties in the borough with no front garden and no alleyway. These will continue to have all waste collected in refuse and recycling sacks**

1. Are there plans to have additional wheelie bins later one, once the first two wheelie bins are introduced?

**No**

1. Why are we having wheelie bins when we voted against them in the consultation a few years ago?

**The consultation was in connection with the use of wheelie bins from a purely storage based perspective. The imperative now is to make recycling easier, reduce costs in terms of collection, increase recycling and to reduce landfill costs**

1. What will happen if my wheelie bin is not placed back in my front garden – this happens a lot with the green boxes?

**Collection crews will be required to return wheelie bins to front gardens and the service will be closely monitored to ensure compliance**

1. What happens if my wheelie bin gets broken? What phone number do I use?

**Contact details for new service related enquiries will be confirmed in the coming months**

1. Do we put the wheelie bins on the pavement of the day of the collection or the night before?

**Residents are not currently advised to place waste out onto the pavement for collection and will not be asked to place wheelie bins on the pavement at any time. Bins should be left as close to the pavement for collection by 7.00am on the scheduled day**

1. Will the collection days change from when the rubbish is currently collected?

**In order that route efficiency can be optimised, there will be collection day changes in parts of the borough**

1. I recently bought a number of plastic bins to store household (black bag) waste. Can you refund the money for them as I have wasted my time buying them and will need to throw them away?

**There will be no refund associated with this**

1. We live in a conservation area and Hounslow changed their mind so why not Ealing in our conservation area? What colour will the bins be?

**Wheelie bins were successfully introduced in Barnet (13 conservation areas) Harrow (8 conservation areas) and in Brent. Whilst there was some opposition in Hounslow, wheelie bins were delivered to all areas as planned. The colour of the bins has not yet been agreed**

1. Does recycling using wheelie bins mean co-mingled for sorting through a MRF? If so what sort of MRF?

**This will mean co-mingled recycling and sort at a MRF. Officers and contractor as finalising these arrangements**

1. What happens if some electrics gets added to the recycling wheelie bin by mistake? Will we be fined?

**There will be clear guidelines and instructions regarding wheelie bin use. Residents will be advised as to what materials should go into designated bins. Where materials are incorrectly placed, advice will be reiterated and formal action taken only in the event of continual abuse.**

1. How are you liaising with owners of flats (as we are the managing agents for a block of 35 flats) so we can inform our tenants about any changes?

**Landlords and managing agents will be directly contacted and The Ealing waste team will work closely with landlords, managing agents to ensure a smooth transition where a change in collection arrangements has an impact on their residents**

1. What will be done with the current containers that are not needed under the new regime? Will they be sold to another Council or company?

**Depending on the container, there may be an opportunity to recycle these or some residents may wish to retain them for other use.**

1. What will we do with items like engine oil, textiles and batteries that we can recycle in the green box, when the wheelie bins appear?

**These should be left adjacent to the recycling wheelie bin and will be collected on the same vehicle**

1. What is the date when the wheelie bins will come in?

**It is proposed that the service roll out commences in April/May 2016**

1. Will we be charged for the wheelie bins? If so, how much?

**Residents will not be charged for wheelie bins**

1. I cannot put them on my small garden so if I need to pave over my garden will the Council pay for the works?

**Officers will work with residents to identify alternatives that might facilitate the storage of wheelie bins**

1. What are the Health and safety implications of moving to an alternate weekly collection system as the government discouraged this?

**Food waste will continue to be collected on a weekly basis. There are no health and safety implications associated with the alternate weekly collection proposal.**

1. Having two wheelie bins will mean my garden will be trashed by the contactors who collect them as they will drop them on the flower beds. Since we will not be able to prove they did it how is this fair?

**Crews will be instructed to carry out collection duties with due care and attention**

1. Will there be any new types of items we can recycle in the wheelie bins compared to the green boxes?

**There will not be any addition to the range of materials currently collected via the existing service**

1. We currently do the Council’s work by sorting recyclables when we put them in the green box, so why have we done that if you are going to have a system where things are all mixed up?

**Placing recyclables into separate compartments at the roadside is time-consuming and inefficient. On balance it is more productive, less resource intensive and less costly to mix the materials for these to be sorted at a specialised facility**

1. Will the wheelie bins have wheels as I cannot easily move things due to medical reasons?

**The bins will have wheels, however an assisted collection service will be offered to residents who are unable to move bins to the collection point**

1. I live above some of the shops in Acton Lane. Can we put them outside the shops or do we do what we do now with clear bags? If a street is collecting waste in two different methods won’t some items get missed or have to be done in two ‘runs’?

**The collection arrangements for flats above shops will not change. Recyclables will all be collected on the same vehicle**

1. Could you please list the Local Authorities which currently use the dual wheelie bins, collected on alternate weeks?

**Over 70% of Local Authorities collect waste on an alternate weekly basis (too many to list).**

1. What is the likely effect on the re-cycling rate of the dual wheelie bins, collected on alternate weeks?

**It is projected that a move to alternate weekly collection will increase the recycling rate by at least 5%**