YOUR questions answered

What if my food caddy is missing or damaged?
Recycling food waste reduces smells and frees up space in your general waste bin. If your indoor kitchen caddy or outdoor food waste bin are damaged or missing, you’ll need to order a replacement. Order online today via croydon.gov.uk/myaccount

What if I don’t have space for the bins?
We’ll deliver the number of bins that we think works best for you and the neighbours in your property (they may differ from the containers described in this leaflet). Try using the service for a few weeks. If you’re struggling, contact us and we’ll visit your property to assess and, if necessary, make alternative arrangements.

What if I can’t move the new bins?
If you currently receive an assisted collection service, this will continue. If you don’t currently have assisted collections, but think you may struggle with the new bins (and there’s no-one in your household that can help you), please get in touch to discuss your needs. Visit croydon.gov.uk/recycling for more information.

Look out for more information
Your new bins will come with an information pack providing more details on the changes. We’ll deliver the information packs through your front letterbox (one pack for each household in your block) so keep an eye out for it during August in your entrance/communal area. More information is also available online at: croydon.gov.uk/recycling

Your recycling and waste collections
CHANGE IS COMING!

Join us in helping make Croydon one of the cleanest, greenest boroughs in London!

FROM SEPTEMBER 2018

Welcome to your NEW COLLECTION SERVICE

Ref: Flats (converted)
**HOW are your collections changing?**

We are making changes to your bin collections. **From September 2018:**

- **Your collection day may change** - see opposite page for details

- **Food waste** will still be collected every week
  - Continue using your food waste recycling service.
  - If your kitchen caddy or food waste bin are missing or damaged, you will need to order a replacement (see back page)

- **Paper and card** will still be collected every two weeks, but from a new wheelie bin with a blue lid

- **Plastic packaging, glass, cans and cartons** will be collected every two weeks from a new wheelie bin or your existing recycling boxes (depending on space)

- **General waste** (non-recyclable) will be collected every two weeks from your existing wheelie bin

- **Textiles**, placed in a tied plastic bag next to/on top of your recycling bins, will still be collected every week.

- **Household batteries**, placed in an untied plastic bag next to/on top of your recycling bins, will be collected every week.

**YOUR questions answered**

**Why is the service changing?**

We’re making these changes for three key reasons:

- **To increase recycling** - Extra space for recycling will encourage us all to recycle more and do ‘our bit’ for the planet.
- **For cleaner streets** - The new wheelie bins will prevent spillages and stop recycling from blowing down the road on windy days, helping to keep our streets clean.
- **To save money** - The changes will improve efficiency and save £5 million per year, helping us protect other vital services.

**When should I start using the new bins?**

When your bins are delivered, you will also receive an information pack telling you when to start using them (see back page for more details).

**Will I have to share bins with my neighbours?**

Possibly - every block of converted flats is different. We’ll look at each property individually and put in the combination of bins that works best given the space available. Sometimes that may mean sharing bins with the neighbours in your building. Sometimes it will mean continuing to use your recycling boxes instead of wheelie bins. The bins shown on the opposite page are just a guide - what you will have at your property may be different.

**Will my collection day change?**

Possibly - around three quarters of houses in Croydon will see their collection day change. The information pack to be delivered with your new bins will confirm your collection day.

**What should I do with my old recycling boxes?**

If space allows, we’ll provide you with a new wheelie bin for your plastic packaging, glass, cans and cartons. This means, from September, you’ll no longer need your recycling boxes. You could try to find another use for them around the home, or take them to one of our Household Reuse and Recycling Centres. If there is no space at your property for the new wheelie bin, we may ask you to continue to use your recycling boxes.

**When will I receive my new bins?**

Your new wheelie bins will be delivered during August. They will be left at the front of your property - you do not need to be in.