YOUR questions answered

Can I carry on using my current wheelie bin for general waste and the new (smaller) bin for recycling?

No. From September, you must start using the new (slightly smaller) wheelie bin for general waste and your existing larger wheelie bin for your recycling. Having less space for general waste and more space for recycling will encourage us all to recycle more, which is good for the environment.

What should I do with my old recycling boxes?

From September, you’ll no longer need your green or blue recycling boxes. Could you re-use them around the house; tool storage or garden planter perhaps? If, however, you want to dispose of your old boxes, please take them to the Household Reuse and Recycling Centre at Fishers Farm, Factory Lane or Purley Oaks and place them in with the ‘rigid plastics’.

What if I don’t have space for the new bins?

We have surveyed the borough and believe that your property does have the space to store the two new wheelie bins (remember you will no longer need to find space for your recycling boxes). Please try using the service for a few weeks. If you’re genuinely struggling to find space to store the bins, get in touch with us and we’ll visit your property to assess and, if necessary, make alternative arrangements.

Look out for more information

Your new bins will come with an information pack providing more details on the changes. Or you can visit croydon.gov.uk/recycling.
HOW are your collections changing?

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

- 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 opposite 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 still be collected every two weeks, but from your existing wheelie bin (currently used to store general waste).

- General waste (non-recyclable) will still be collected every two weeks, but from a slightly smaller new 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 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’ll also receive an information pack. This will confirm your collection day and tell you when to start using your new bins.

When will I receive my new bins?

Your two new wheelie bins will be delivered between the beginning of July and the end of August. They will be left at the front boundary of your property. With over 200,000 bins to deliver across the borough, this is going to take some time. It means you will receive your new bins before you can start using them and we’re sorry for any inconvenience caused.

What if my general waste won’t fit in the new bin?

If you recycle as much as you can, not only will you be helping the planet but you should also find you have enough space in the wheelie bin for your general waste. If you live in a household of five or more, or have a medical condition that means you generate additional general waste, you may be eligible for a larger bin. Visit croydon.gov.uk/recycling for more information.

Will my collection day change?

Possibly - around three quarters of houses in Croydon will see their collection day change. This will help make the collection rounds more efficient. The information pack to be delivered with your new bins will confirm your collection day.

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 can order a replacement. Order online today via croydon.gov.uk/myaccount.