## YOUR questions answered

<table>
<thead>
<tr>
<th>What should I do with my old recycling boxes?</th>
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<tbody>
<tr>
<td>You may have used boxes in the past to store recycling. From September, you will not need these anymore. You may be able to find another use for them; 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.</td>
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<tr>
<th>I don’t currently have a wheelie bin for my general waste - what do I do?</th>
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<td>A small number of houses with limited or no outside space currently present their general waste for collection in black sacks. If you’re one of them, don’t worry; we’ll be delivering new wheelie bins to properties that need them during August.</td>
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<th>What if I don’t have space for a wheelie bin?</th>
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<td>We have surveyed the borough and believe that your property does have the space to store a wheelie bin for your general waste. Please try using the service for a few weeks. If you’re genuinely struggling to find space to store the bin, get in touch with us and we’ll visit your property to assess and, if necessary, make alternative arrangements. Visit <a href="http://croydon.gov.uk/recycling">croydon.gov.uk/recycling</a> for more information.</td>
</tr>
</tbody>
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## Look out for more information

Your new recycling bags will come with an information pack providing details on the changes. Or you can visit [croydon.gov.uk/recycling](http://croydon.gov.uk/recycling)

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

**FROM SEPTEMBER 2018**
HOW are your collections changing?

We are making changes to your 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 opposite page)

- **Plastic packaging, glass, cans and cartons** will be collected **every two weeks** from new blue council-branded bags

- **Paper and card** will be collected **every two weeks** from new clear council-branded bags

- **General waste (non-recyclable)** will be collected **every two weeks** from your existing wheelie bin. If you don’t have a wheelie bin, we’ll deliver one to you (see the back page)

- **Textiles**, placed in a **tied plastic bag** next to your recycling bags, will still be collected **every week**.

- **Household batteries**, placed in an **untied plastic bag** next to your recycling bags, will be collected **every week**.

YOUR questions answered

Why is the service changing?
Properties like yours (with limited outside space) currently have lots of different collection arrangements. This new service will:

- **Increase recycling**:
  The simpler, more consistent and reliable collection service will help us all recycle more of our household waste and throw less away. The less we throw away, the better for the environment.

- **Save money**:
  The changes will make our collection service more efficient to run and save £5 million per year, helping us protect other vital services.

When will I receive my new bags?
Your new blue and clear recycling bags will be delivered in August. They will need to be signed for to confirm you’ve received them. Don’t worry if you’re not in - we’ll leave a card explaining how to arrange re-delivery or collection.

When should I start using the new bags?
You’ll need to start using your new recycling bags as soon as you receive them. We’ll provide more information when your bags are delivered.

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

How long will my supply of recycling bags need to last?
We’ll supply you with rolls of 52 blue bags and 52 clear bags for your recycling. This should be enough to last you 12 months (one of each bag per week). If you run out of bags, you’ll be able to request more.

For more information visit:
croydon.gov.uk/recycling