

Your Guide ★ to Recycling and Waste Collections in Test Valley

Please read and **keep** this booklet.



Your Service

Households in Test Valley have a brown bin for recycling and a black bin for waste that can't be recycled. Collections are made fortnightly, on the same day of the week, with each bin collected on alternate weeks. This means that your black bin will be emptied one week and your brown bin will be emptied the next.

Please visit www.testvalley.gov.uk/bins to find out when your collection days are. We will also provide you with a new collection calendar at the end of each year.

Important Information	3
Brown Recycling Bins.....	4&5
Local Recycling Centres.....	6
Black Household Waste Bin	8
Garden Waste Collections.....	9
Bulky Waste.....	9
Household Waste Recycling Centres	9
FAQs.....	10

This booklet is **your guide to waste and recycling in Test Valley.**



Live in a flat or apartment block?

If you live in a flat or apartment, you may have a bin storage area where large bins for recycling and waste are kept and shared with your neighbours. Although they are larger, the same items are collected in your communal bin.

If you would like a free reusable bag to help you store your recyclable items before putting them in the communal recycling bins, please contact customer services.

Please do not leave furniture or rubbish on the floor around the bins or blocking the bin store entrance.

Putting your bin out for collection

Your bin needs to be left at the edge of your property by 7am on your collection day. Return your bin to your property for storage as soon as possible after collection.

Please don't put both your black and brown bins out for collection at the same time. The collection teams will only empty the correct bin for that week's service.

To help our collection teams return bins to the correct properties, please make sure your bin is clearly marked with your house number or name.

Missed Bins

If your bin was put out for collection but was not emptied, please let us know. If you did not put your bin out for collection, it will not be collected again until your next scheduled collection.

Assisted Bin Collections

If you have difficulties in moving your bin and struggle to put your bin out, we may be able to help you with an assisted collection. Each application will be assessed individually.

Contact us for more information or complete an online application at www.testvalley.gov.uk/ac

Seasonal Collections and Bank Holidays

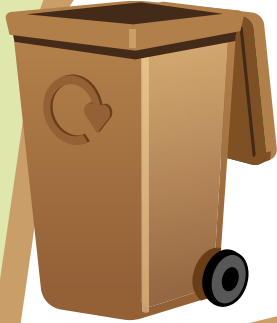
Recycling and waste collections that fall on a bank holiday Monday will be collected a day later that same week. Collections that fall on Good Friday will be collected as normal.

Special arrangements are made for collections at Christmas time. Extra waste will only be collected during the Christmas and New Year period. Extra recycling is collected all year round. Details of collection days can be found at www.testvalley.gov.uk/bins

Important Recycling and Waste Collection Information



Your Brown Recycling Bin



In your brown recycling bin, you can recycle:

- **Paper**
- **Plastic bottles**
- **Cardboard**
- **Tins & Cans**
- **Aerosols**

Paper



Yes please ✓

- Newspapers
- Magazines
- Junk mail
- Computer paper
- Envelopes, including windowed envelopes
- Catalogues and directories
- Paper bags

No thanks ✗

- Shredded paper
- Gift wrap
- Plastic coated (laminated) paper
- Paper towels, tissues and napkins
- Wallpaper

Plastic Bottles



Yes please ✓

- Food and drink bottles e.g. milk, cooking oil, squash and fizzy drinks
- Detergent bottles e.g. washing up liquid, cleaning fluids, bleach, fabric softener
- Toiletries e.g. shampoo, shower gel and liquid soap

No thanks ✗

- Bottles containing liquid
- Bottle tops
- Spray and pump dispensers



Cardboard

Yes please ✓

- Cereal packets
- Food boxes
- Greetings cards
- Kitchen and toilet roll holders
- Corrugated card



Collapse or break down large boxes before putting them in your brown bin to save on space

Tins & Cans

Yes please ✓

- Food tins, including pet food tins
- Drinks cans
- Sweet and biscuit tins

No thanks ✗

- Paint tins
- Partially full food tins
- Other metals and metal packaging



A303

FACT

Each year the recycling we collect fills enough collection vehicles that, parked end to end, would stretch from Andover to the A34!

Aerosols

Yes please ✓

- Food e.g. cream and oil
- Deodorant
- Hairspray
- Cleaning products

No thanks ✗

- Lids
- Full or partially used aerosols
- Industrial aerosols e.g. paints and lubricants



Other Ways to Recycle in Test Valley



Local Recycling Centres

Located throughout the borough, Local Recycling Centres allow you to recycle even more items you might throw away.

To find your nearest Local Recycling Centre visit the Recycling Locator at www.recyclenow.com/recycling-locator

Please don't leave items on the top or in front of banks.

If you visit a bank that is full, please contact us and we will arrange for it to be emptied.

Please consider your neighbours when using Local Recycling Centres by not leaving litter or making excessive noise.



Glass

Yes please ✓

- Glass bottles and jars of any colour

No thanks ✗

- Pyrex
- Vases and drinking glasses
- Window and mirror glass
- Lightbulbs



Textiles

Yes please ✓

- Clean and bagged to prevent damage

No thanks ✗

- Pillows and duvets
- Dirty cloths and rags



Cartons

Yes please ✓

- Fruit juice
- Milk
- Soup

No thanks ✗

- Plastic coated paper
- Laminated paper



Aluminium foil

Yes please ✓

- Kitchen foil
- Foil baking trays
- Foil takeaway boxes
- Foil pie dishes

No thanks ✗

- Plastic foil bags
- Crisp packets
- Pet food pouches
- Pill strips

Sssh!

Please only use glass banks between **8am - 8pm**

Recycling Star's Top Tips



★ Wash and Squash

Please only put clean items in your brown bin. Save water by rinsing your items in leftover washing up water once you've done the dishes. Once dry, squash bottles and tins to make more space in your brown bin.

★ Reuse your pots, tubs and trays

Plastic pots, tubs and trays cannot be recycled in your brown bin. Recycling collected from your brown bin is taken to a Materials Recovery Facility (MRF) for sorting. The types of plastic used to make pots, tubs and trays cannot be successfully sorted by the equipment at the MRF.

Most containers can be reused around the house for everything from freezing leftovers in, to storing nails in the shed and even keeping toys tidy.

★ No bags please!

Please do not put your recycling into bags as they cannot be recycled and neither can the items inside the bag.

If you do collect your items in a bag, tip them loose into your brown bin and put the bag into your black bin if you do not plan to reuse it.



★ Got extra recycling?

We want you to recycle as much as you can. Our collection teams will always collect extra recycling which can be placed in a cardboard box next to your brown bin.

If you regularly overfill your brown bin you can purchase additional recycling bins to put out on collection day.

★ What if I've got it wrong?

Our collection teams regularly check brown recycling bins to make sure items that cannot be recycled do not get collected. They may attach an information tag to bins that contain the wrong items.

Mixing household waste with recyclable items can mean that all of the waste is sent for incineration instead of recycling.

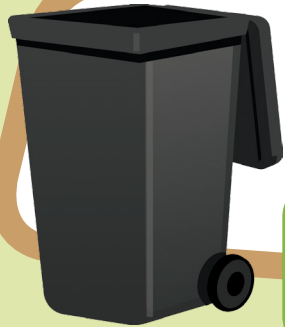
★ Ignore those symbols!

Many items have lots of confusing symbols printed on them, none of which will accurately tell you if it can be recycled in Test Valley. Stick to the instructions in this guide and don't be persuaded to put something in your brown bin just because the label might say it can be recycled.

★ Keep your black bin fresh

Wrap items such as food waste, unwanted pet food and nappies before putting them into your black household waste bin to prevent any liquid and smells. Wrapping items and keeping your bin lid shut can help prevent the possibility of flies and maggots whilst keeping your bin fresh.

Your Black Household Waste Bin



This bin is for any household waste that you can't recycle.

Wrap items such as food waste and nappies before putting them in your black household waste bin to prevent smells, flies and maggots.

Extra Bin Capacity

Collection teams will only collect one black bin from each household unless an extra bin has been authorised.

If you often have too much rubbish and are not putting anything that can be recycled into your black bin, you may be eligible for an additional bin. Please visit www.testvalley.gov.uk/ebc to complete an application form. If eligible, additional bins need to be purchased by residents or landlords.

Yes please ✓

- Plastic packaging e.g. pots, tubs and trays
- Plastic bags, film and wrapping
- Food waste
- Disposable nappies
- Non-infectious medical and sanitary waste
- Pet waste
- Polystyrene
- Bottle tops
- Shredded paper

No thanks ✗

- Recycling that can go in your brown bin or be taken to your Local Recycling Centre
- Heavy building waste e.g. bricks, rubble, hard-core, soil
- Garden waste
- Infectious medical waste
- Clinical waste e.g. syringes
- Hot ashes
- Hazardous waste e.g. paint, chemicals, gas bottles, industrial oils
- Commercial waste
- Wood

All waste should fit inside your black bin with the lid closed to prevent any spillages. We will not collect extra waste left next to, or on top of, the bin.



Garden Waste Collections



This is a subscription based service offering fortnightly collections of garden waste from a green wheeled bin or reusable green sack.

To find out more about joining the service visit www.testvalley.gov.uk/gardenwaste

Yes please ✓

- Grass cuttings
- Hedge cuttings
- Weeds
- Small branches
- Leaves
- Prunings
- Small amounts of windfall fruit

No thanks ✗

- Soil
- Cut flowers
- Concrete and rubble
- Fruit and vegetable peelings
- Food scraps
- Coal and ash
- Animal waste
- Commercial waste
- Household waste

Bulky Waste

Large Items

We cannot collect large items placed in, or next to, your bin. If you are unable to safely dispose of large, bulky household items such as fridges, sofas, beds and garden furniture yourself, the Council offers a Bulky Waste Collection Service. You will be charged based on the type and number of items you would like to be collected. Free collections will be given for households who receive Council Tax Support (excluding single person discount). **Contact us to find out more.**

Household Waste Recycling Centres

There is a network of household waste recycling centres within the county, managed by Hampshire County Council, where you can take a wide range of bulky household items. Locations and opening times for sites across Hampshire can be found at www.hants.gov.uk/waste-recycling/recyclingcentres

Sites only accept household waste and will not accept commercial or trade waste. If you only have access to a commercial vehicle or want to use a trailer, you must apply for a permit from Hampshire County Council by calling 0300 555 1389 or online at www.hants.gov.uk/wastepermits

FAQs



Why should I recycle?

Recycling old materials into something new reduces the amount of materials that get wasted. It also reduces the amount of new materials, some of which are running out, that we need to take from the earth such as mining for aluminium to make cans and drilling for oil which is turned into plastic. Less energy and water is used to recycle items compared to creating a new item from scratch, reducing pollution and saving money.



How can I check if there is another use for something before I throw it away?

Many things around the home don't need to go straight into your black bin, even though they cannot be recycled in your brown bin. Check Recycle Now's A-Z guide to find out what to do with things that you think may have another use at www.recyclenow.co/what-to-do-with



My bin is missing or damaged

If your bin is missing, check that it has not been returned to a different location or a neighbour's property. If you still can't find your bin, or your bin is damaged, please contact us to arrange a replacement. Householders and landlords must pay for replacement bins unless the damage is proven to have been caused by the Council.



The collection team has left a tag on my bin

A collection team will attach a tag to your bin if there has been a problem with your collection. The tag contains important information so please do not ignore it. It will tell you what the issue was, what our collection team has done and what you can do to prevent the issue in the future. You may also receive a follow-up postcard to explain things in more detail.

Please contact us if you would like to talk about a tag attached to your bin or need to discuss collection arrangements.



Recycling

All of the recyclable materials collected from your brown bin are sent, along with materials from the rest of Hampshire, to one of two Materials Recovery Facilities in the county, located in Portsmouth and Alton.

The materials are separated using a combination of automatic and manual processes, including magnets, conveyor belts and lasers, before being baled up and sent to private companies for recycling into new products.



What Happens to my Waste?

Household Waste

Most of the non-recyclable waste collected from homes in Test Valley is taken to one of three Energy Recovery Facilities located in Marchwood, Chineham and Portsmouth.

These facilities safely incinerate waste and use the heat from this process to create steam. The steam is then used to generate electricity which is fed to the National Grid. Each year the waste from Hampshire's residents creates enough energy to power 53,000 homes.



Garden Waste

All of the garden waste collected through the Garden Waste Collection Service in Test Valley, along with some collected at the Household Waste Recycling Centres, is taken to Chilbolton near Stockbridge.

The garden waste is composted in long heaps known as windrows. The finished product 'Pro-Grow', is a high quality soil conditioner and is available to buy at every HWRC.

Our garden waste contributes to over 100,000 tonnes of compost material processed across Hampshire every year. That is enough to fill 2 million grow bags.



Landfill

There is only one landfill site open in Hampshire. The only items sent to landfill are items collected through bulky waste collections and bulky items delivered to Household Waste Recycling Centres.

Less than 10% of household waste across Hampshire is sent to landfill.



Join in. Recycle. Be a Recycling Star!

Are you part of a group, organisation or school that loves your community and is interested in doing your bit for recycling in **Test Valley**?

Would your group like to learn more about recycling and help **spread the recycling message**?

If the answer is **yes**, then find out more about becoming a **Recycling Stars Supporter** and the exciting activities we can provide, visit

www.testvalley.gov.uk/recyclingstarssupporters



Get involved and become
a **Recycling Star.**

For customer services call
01264 368000 or 01794 527700