

Recycling Container Policy

October 2024



Recycling Containers

Individual two-wheeled green wheeled bins and green boxes can be issued, free of charge, to residents at properties deemed by the Council as suitable for individual wheeled bin or box collections. Four-wheeled communal green bins can be hired from the Council by landlords or managing agents. Bins remain the property of the council and should never be removed from the property except by the council or its agent. In limited cases, the council may provide alternative containers to properties not suited to wheeled bin collections.

We, the council, WILL

- provide two-wheeled recycling bins, free of charge, to properties deemed by the Council as suitable for two-wheeled bins;
- charge managing agents, landlords or leaseholders for the supply of four-wheeled communal bins to properties where communal bins are deemed suitable by the Council;
- provide individual recycling boxes, free of charge, where individual wheeled bins are unsuitable (properties suitable for individual or communal wheeled bins will not be considered eligible for boxes);
- replace or repair, free of charge, a wheeled bin or box that has been verified by the Council as having been damaged either during the collection process, through normal wear and tear, or through manufacturing error, provided that the bin or box was originally supplied by Exeter City Council;
- remove wheeled bins or boxes that are reported as being left out on a public highway on non-collection days (if the resident requests the return of a waste container removed under this policy point, the Council will charge a delivery fee in advance for the re-supply of each waste container required);
- aim to deliver or collect all waste containers within 10 working days from the date service requests are made, subject to staffing resources;
- provide an Assisted Waste Collection service to households that are registered for this service;
- supply recycling bags, in limited circumstances and free of charge, to properties that have very limited storage space for bins;
- charge for the supply of communal bins by arrangement with the managing agent of purpose built flats or houses of multiple occupation: Charges vary and must be paid in advance of delivery: [Bin charges - Exeter City Council](#);
- ensure that pre-used bins have been refurbished/cleaned to a suitable standard before supplying them to a household.

We, the Council, WILL NOT:

- Empty recycling containers containing anything other than items we can collect for recycling ([Recycling from home - Exeter City Council](#));
- remove any damaged container not supplied by Exeter City Council.

As the householder you are responsible for:

- storing your recycling securely on your property, or in the communal bin for your property, between rubbish collections;
- using wheeled bins or boxes, as specified by the Council, to present your recycling for collection;
- marking your wheeled bin, dustbin or seagull-deterrent sack with your house number or house name;
- presenting your recycling at the collection point for your street, unless you use a communal storage area (you can find your collection point here: [When is my bin collected? - Exeter City Council](#));
- using your wheeled bin, box or recycling bags only for those items we can collect for recycling ([Recycling from home - Exeter City Council](#));
- informing the Council that you have changed the collection point on your property, if you are registered for Assisted Waste Collections (failure to do so may result in your recycling not being collected);
- putting your recycling out for collection no sooner than 6pm on the day before collection, and no later than 6am on the day of collection);
- presenting any additional recycling you may accumulate, which does not fit in your container, in a recycling bag or a suitable waste bag labelled with the word 'RECYCLING' and the first line of your address (this is to help crews identify waste bags that contain recycling materials);
- returning your wheeled bin or box to your property by 8pm on collection day, for storage until the next collection day for recycling;
- ensuring that any wheeled bins and boxes returned by you to the Council are empty and left at the designated collection point for your property until the delivery crew is able to collect them;
- ensuring that any wheeled bins and boxes provided to your property remain at the property, if and when you move, so that they are available for use by the next occupant.

As the owner or manager of properties that use shared facilities you are responsible for:

- ensuring all residents of the building have access to the communal bins / bin store;
- educating all residents in what they can recycle;
- educating all residents in how to store their recycling correctly in the communal bins;
- liaising directly with the Council to arrange the hire of suitable containers for the designated bin storage area;
- ensuring you manage and maintain the cleanliness of the bin storage areas and take reasonable measures to prevent fly tipping in and around the bin storage areas;
- reporting damaged bins to the Council;
- arranging for the return of unused wheeled bins to the Council.