



Household recycling guide



Scan the QR code or visit
my.nwleics.gov.uk to view your
waste collection calendar

Recycle more... in North West Leicestershire!



Thank you for taking the time to read this household recycling guide which has lots of important information about your recycling and refuse collections.

You can check your recycling and waste collection day and download your waste collection calendar by visiting my.nwleics.gov.uk

We collect your recycling and refuse on alternate weeks. Recycling and garden waste is collected one week, the black refuse bin the next. This might be slightly different if you live in a rural area of our district.

Our collection crews can run ahead or behind schedule so it is important to put your bins and **containers out for collection by 6am**. This may mean putting them out the night before.

Once emptied, please return your bins, recycling boxes and bags to your property as soon as possible, and within 24 hours.

Top tip!

Please label your bins and recycling containers with your house name / number. You are welcome to use numbered stickers, paint or a permanent marker for this.



If you need more recycling containers, you can order more at www.nwleics.gov.uk/request or by contacting us using the details on the back of this guide.

Not sure how to recycle an item? Visit www.nwleics.gov.uk/recycling_az

Assisted collections

Not everybody is able to take the bins, boxes and bags to the kerbside on collection day. To help residents who have difficulty moving their bins and containers, we offer assisted refuse and recycling collections.

Our crews will collect the bins and containers from an agreed location at your property, empty them and put them back. Please call us on **01530 454545** if you think you would benefit from this service.

Commercial waste and recycling collections

As well as collecting recycling and refuse from domestic properties, we provide a commercial waste and recycling collection service. We can collect paper, cardboard, glass, plastics, cans and tins and non-recyclable waste.

All businesses have a legal duty to dispose of their waste responsibly, so whoever collects their waste must be authorised to do so.

If you have any questions on waste collections for businesses or to obtain a quote (we do not charge VAT) please call **01530 454 554**



Your recycling explained

Garden waste bin This is for any compostable garden waste. Please make sure the bin lid is fully closed.

✓ Yes Please

- ✓ Garden weeds, plants & leaves
- ✓ Small tree branches
- ✓ Shrub prunings
- ✓ Dead flowers
- ✓ Grass cuttings
- ✓ Hedge trimmings



✗ No Thanks

- ✗ No food waste
- ✗ No pet/animal waste or bedding e.g. straw, sawdust or bird seed
- ✗ No soil, compost, peat, turf or rubble
- ✗ No plastics e.g. carrier bags, flowerpots or trays
- ✗ No compostable/biodegradable packaging e.g. bags or film

Don't forget!

If you have more than one garden waste bin you would like us to empty, or you would like to order an extra bin, you will need to subscribe to the additional garden waste service.

Find out more at www.nwleics.gov.uk/paygardenwaste or by calling **01530 454545**



Your garden bin and cardboard bag are collected in the 'splitter'.

We have two recycling collection vehicles that visit at different times so please make sure all containers are put out by 6.00am.

Yellow bag This is for cardboard and brown paper.

Please make sure all cardboard is flattened to 2ft x 2ft wide as the compartment on the vehicle is only 2ft wide. Please also remove any food remains and packaging such as bubble wrap and polystyrene.

✓ Yes Please

- ✓ All types of flattened cardboard (2ft x 2ft wide)
- ✓ Cereal Boxes
- ✓ Frozen food packaging
- ✓ Pizza boxes
- ✓ Tea bag boxes
- ✓ Greetings cards
- ✓ Brown paper & brown envelopes



✗ No Thanks

- ✗ No cartons/tetra paks e.g. fruit juices, UHT milk. Find out how to recycle these at www.nwleics.gov.uk/recycling_az
- ✗ No un-flattened cardboard
- ✗ No polystyrene or bubble wrap
- ✗ No food remains on cardboard packaging

Your recycling explained

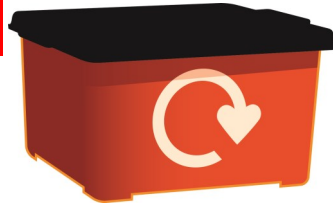
Red boxes These are for mixed household plastic packaging, food tins, drinks cans, clean foil, and glass bottles and jars. You can mix plastics, cans and tins but **glass must be kept in a separate red box** on its own.

Please rinse your recycling and squeeze / squash plastic and cans to maximise space in your boxes and on the collection vehicle.



Yes Please

- ✓ Plastic bottles e.g. fizzy drinks, milk, fruit juice, water, cooking oil, household cleaners, detergents, shampoos
- ✓ Mixed plastics e.g. yoghurt pots, butter tubs, takeaway tubs, fruit punnets & trays (including black plastic trays)
- ✓ Food & drinks cans
- ✓ Aerosol cans & clean foil
- ✓ Glass bottles & jars (kept in a separate red box)



No Thanks

- ✗ No plastic bags/film *Recycle these at most large supermarkets unless you are on the FlexCollect trial. Find out more at: www.nwleics.gov.uk/flexcollect*
- ✗ No cartons/Tetra Paks *Find out how to recycle these at: www.nwleics.gov.uk/recycling_az*
- ✗ No broken glass, Pyrex dishes, window or mirror glass
- ✗ No food remains
- ✗ No crockery or ceramics



Your red box, blue bag and textiles are collected by the 'kerbsider' vehicle. We put each type of recycling into different compartments to keep it separate which keeps the quality high, produces a better end product and means it's worth more money when we sell it to the recycling market - thank you!

Blue Bag This is for paper. Please remove any cellophane packaging from junk mail or magazines. Shredded paper should be put in a carrier bag before being put in your blue bag.



Yes Please

- ✓ Newspapers
- ✓ Magazines including glossy magazines & brochures
- ✓ Junk mail & envelopes including plastic windows
- ✓ Directories & catalogues
- ✓ Yellow pages
- ✓ Wrapping paper



No Thanks

- ✗ No cardboard (please put in your yellow bag)
- ✗ No plastic film
- ✗ No brown paper (e.g. packaging or brown envelopes - please put these in your yellow bag)

Don't forget!

Your recycling explained

Textiles We can accept your unwanted textiles and shoes. Please put them in a carrier bag (or stretchy bag for life), tie the top and leave them next to your red boxes for collection. **Please do not use charity bags (as we legally cannot accept them) or black bags/sacks.**



Yes Please

- ✓ Clean clothing, shoes, handbags
- ✓ Coats, scarves, gloves
- ✓ Clean sheets and linen



No Thanks

- ✗ No wet textiles
- ✗ No duvets or pillows *Find out how to recycle these at www.nwleics.gov.uk/recycling_az*

Household batteries and mobile phones

We can collect used batteries and mobile phones.

Please put them separate to each other in a recyclable container with a lid (such as a jam jar or margarine tub) and put them out on your recycling day. We will recycle the container too!

Yes Please:

- ✓ All AAA and AA cells
- ✓ Sizes C and D
- ✓ Button batteries e.g. watch and hearing aid batteries
- ✓ Laptop batteries
- ✓ Power tool batteries
- ✓ Mobile phones *if accessible, please remove the battery and put it with your other batteries.*



Excess waste

In light of our duty to reduce the amount of waste sent to landfill or incineration and meet targets for the recycling of waste, there are policies in place regarding the collection of extra rubbish.

If you have excess rubbish on a regular basis then there are a few things you can do:

- Double check all the materials you can recycle and order extra recycling containers if needed at www.nwleics.gov.uk/request
- Visit www.nwleics.gov.uk/recycling_az for information on reusing or recycling the items we can't collect
- Bags of rubbish usually contain trapped air. Removing this air before the bags are put in the bin can help to reduce their size.
- We recommend the use of real nappies and can provide advice on the types available and where to get hold of them. Please contact us for more advice.

Residents with excess waste due to a medical condition may qualify for additional black bin space.



Large household items

If you need to recycle or dispose of a bulky waste item such as a washing machine or a sofa, please read the following information.

There are Recycling and Household Waste Sites in Coalville and Lount (*near Ashby*) which are operated by Leicestershire County Council. If the items cannot be reused then you can drop them off at either of these sites. For more information, telephone **0116 305 0001** or visit **www.leicestershire.gov.uk**

The Marlene Reid Centre in Coalville collect reusable items and will collect good quality furniture and household goods from households in the district. For more information, please telephone **01530 510 515**

Bulky waste collections

We also offer a chargeable bulky waste collection service.

Please note we can no longer collect upholstered / soft furnishing items with non-upholstered / non-soft furnishing items due to changes in government legislation.

We can still collect upholstered / soft furnishing bulky waste items, but they must be booked and collected separately.

To book a collection, please visit **www.nwleics.gov.uk/bulky_waste** or contact Customer Services on **01530 454545**

Non-upholstered / non-soft furnishing items - charges for 2024/25

1-3 items £25.00	4 items £31.20	5 items £37.40	6 items £43.60
7-9 items £68.60	10 items £74.80	11 items £81.00	12 items £87.20

Upholstered / soft furnishing items - charges for 2024/25

1-3 items £37.50	4 items £45.30	5 items £53.10	6 items £60.90
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All prices shown are per collection. For example, if you have one soft furnishing item and one non-soft furnishing item for collection, you will need to book two separate collections at a cost of £25 and £37.50 totalling £62.50.

Please note we can only collect a maximum of six upholstered / soft furnishing items.

Customers in receipt of certain benefits can receive up to **two free collections** per household, per year (maximum of six items per collection). Please have proof of benefits ready before you call.



Frequently asked questions

Where should I put the containers out for collection?

Please make sure all containers are presented at the edge of your property, next to the public highway, by 6:00am on your scheduled collection day.

When should I put the containers out?

Before 6:00 am on your collection day. You can check your collection days online at www.nwleics.gov.uk/collections.

Your red box and blue bag are collected at different times to your garden waste and yellow bag. This is because two separate vehicles collect the waste on your recycling day. Bins must be returned to your property as soon as possible after collection, and within 24 hours of the collection taking place.

Why have I been given different types of containers?

Each material needs to be kept separate to maintain the high quality of the recycling when we sell it directly to reprocessors who turn the recyclable material into new glass bottles and jars, cans, tins, plastic bottles, textiles, paper and cardboard.

How do I order extra or replacement recycling containers?

You can order as many red boxes, blue bags and yellow bags as you need for your recycling. Please visit www.nwleics.gov.uk/request or call **01530 454545**

What happens if I have extra bags of refuse or can't close my black bin lid?

The aim is to reduce the amount of waste going to landfill. Therefore we will not take extra refuse bags (side waste) and will only empty bins with the lid fully closed.

What can I do with some of the waste that won't fit in the black bin?

You can reduce the waste in your black bin by recycling everything that is accepted at the kerbside. You can also try home composting your food waste.

For items we can't collect, visit www.nwleics.gov.uk/recycling_AZ to see if they can be reused or recycled another way. As a last resort, take any excess refuse to the Recycling and Household Waste Sites at Lount, Coalville, or Shepshed.

Why can't I put food waste into my brown lidded garden bin?

Unfortunately food waste is not permitted to be composted at the facility where the garden waste is taken to, however it can be home composted. Visit www.nwleics.gov.uk/home_composting for more information.

What if I forget when to put my bins or containers out?

If you don't put your bins or containers out, they won't be emptied until the next scheduled collection date. You can find out your collection day at www.nwleics.gov.uk/collection_information

Why are some items left in my recycling boxes?

The crews will only take items that are accepted for recycling by the companies who process your recycling. Please visit www.nwleics.gov.uk/recycling_az for advice on recycling the items we can't collect or visit your local Recycling and Household Waste Site.

Why should I squeeze and squash my plastic bottles and cans?

Squeezing and squashing helps fit more of your recycling into the red boxes provided. This means our vehicles don't fill up so quickly, which reduces wasted mileage caused by unnecessary return trips. The recycling reprocessors require clean, high quality material to process it into new products.

Why can't I put plastics, tins, cans and glass into plastic bags?

Plastic bags are harmful to the mechanical process of separating out steel, aluminium, and plastics. This is because bags snag on machinery causing breakdowns and reduce the quality of the material when it's sold to recycling reprocessors.

For this reason we also can't collect and recycle plastic bags but they can be recycled at most large supermarkets. We don't accept glass in plastic bags due to safety reasons, such as the risk of the bags splitting at the kerbside, causing the glass to smash.

Where does my recycling go after it has been sent to reprocessing companies?

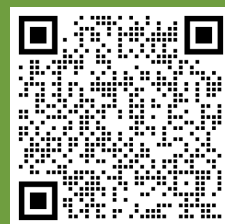
We sell recycling directly to the market, therefore we know what happens to your recycling after it leaves our depot. You can find out this information on our website:

www.nwleics.gov.uk/your_recycling



If you have any questions or queries,
please contact us:

recycling@nwleicestershire.gov.uk
www.nwleics.gov.uk/recyclemore
01530 454545



Interested in receiving news, tips and advice on
environmental matters in North West Leicestershire?

Scan the QR code to sign up to the NWL Enviro
e-newsletter or visit: www.nwleics.gov.uk/enviroletter



Recycle
more...

