

Managing waste and recycling collections

Landlords and Tenants
Information Pack



www.enfield.gov.uk



Which collection service?

Managing single dwellings

Houses where tenants will have their own bins on their property.

Please read this document.

Bins (Rubbish and Recycling)

It is the Landlords/Tenants responsibility to ensure that the bins are used correctly, and there is access for our crews to collect and empty the bins.

Tenants in houses or maisonettes can have 3 types of bins per property:

- Grey lidded wheelie bins, Chamberlains or Euro bins
 - General rubbish
- Blue lidded wheelie bins
 - Dry Recycling (mixed)
- Green lidded wheelie bins
 - food and garden waste recycling

Managing Flats or Houses

Residents in flats/houses who will be sharing communal bins – will need recycling communal and/or general waste communal bins.

Please read '**Managing and Letting Agents Information pack (Communal Bin Areas)**' document available from our website www.enfield.gov.uk



Bin Capacity and Sizes

General Waste Containers

These come in various sizes

Wheelie Bins 140 litres (1–3 tenants)

- o Height = 1050 mm
- o Width = 480 mm
- o Depth = 550 mm



Wheelie bins 240 litres (5+ tenants)

- o Height = 1070 mm
- o Width = 580 mm
- o Depth = 740 mm



Recycling bins

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- o Width = 580 mm
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Tenants - moving out

It is your responsibility as a landlord to make sure that the bins are left when your tenants move out and they do not put all their 'moving out' rubbish into all the bins, contaminating the recycling bins and leaving excess by the bins. Additional bins will be charged and our waste crews will not take the excess and you could be charged for having contaminated bins emptied.

Bulky waste collections can be arranged with the Council . Furniture and appliances in good working condition can be collected by some charities. Please see the Council's Recycling A-Z guide at **www.enfield.gov.uk** for more information on this.

Bin Collections

To order

Please order online order online at:
www.enfield.gov.uk or call our
Customer Service Centre **020 8379 1000**

Delivery

Rubbish bins will be delivered within 10 working days after we receive your payment. While you are waiting for your bin, store your rubbish or take it to Barrowell Green Recycling Centre.

Larger Bins

Tenants can request larger rubbish bin for a charge if there are five or more permanent residents in your house or at least two children in nappies.

Email us at **commercial.waste@enfield.gov.uk** if you need a larger bin or additional recycling bin for medical purposes.

If you want to swap your bin, such as from a larger to a smaller one, you will still have to pay a fee.

Maisonettes/houses with no storage for their own bins

Some properties do not have space to store a bin; if this is the case we can provide blue and grey sacks to use instead:

Please order online order online at:
www.enfield.gov.uk or call our
Customer Service Centre **020 8379 1000**

What to put in each recycling bin



Please see our website for a full description of what can/cannot go into the Recycling bins.

✓ **Glass bottles and jars**


✓ **Cartons, paper & cardboard**


✓ **Plastic bottles, tubs, pots & trays**

✓ **Food tins, drink cans & empty aerosols**

No thanks

✗ 
Tied Bags

✗ 
Textiles & Shoes

✗ 
Electrical Goods

✗ 
Nappies and sanitary products

✗ 
Food Waste

✗ 
Polystyrene and meat trays

✗ 
Plastic Bags

✗ 
Foil Containers

✗ 
Clinical Waste

Food waste bins

Please see our website for a full description of what can / cannot go into the food waste bins.



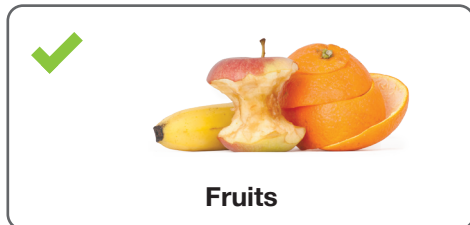
Vegetables



Tea & coffee grounds



Meat and bones



Fruits



Dairy



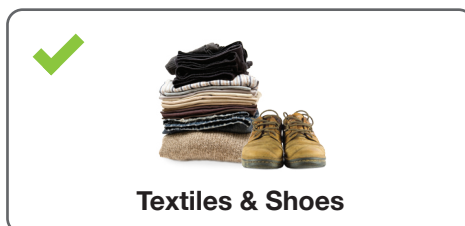
Bread & Pastries

General waste bins

Please see our website for a full description of what can / cannot go into the general waste bins.



Tied Bags



Textiles & Shoes



Plastic Film and Wrapping



Nappies, Sanitary Products & Tissues



Pet Litter or Bedding



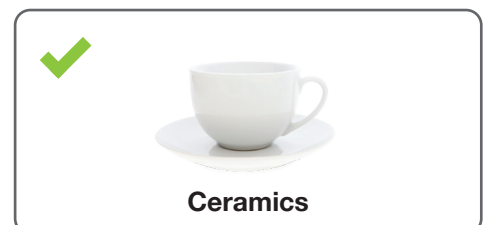
Polystyrene and meat trays



Plastic Bags



Foil Containers



Ceramics

Bin Collections



The Council operates a fortnightly collection for all bins. Please check our website for the day of collection for a given property: **www.enfield.gov.uk**

Bins should be

- Placed in the front of your property boundary by 5.30am on the day of collection.
- Lids should be shut, with no excess rubbish, on top or by the side of the bin.
- Bins must be taken off the pavement after collection.
- Recycling and Green bins must have the correct items in.

Reasons for bins not collected

- Bin not out at the kerbside by 6.30 am on day of collection.
- Recycling and Green bins with incorrect items in.
- Bin overloaded or excess rubbish
- Bin too heavy (e.g. full of rubble or soil)

Please call our **Customer Service Centre** on **0208 379 1000** to find out if there was a reason the bin wasn't emptied. If the mistake was ours we may be able to empty it the next available day.

The missed bin must be reported within 24 hours of the bin being missed, otherwise it may have to wait until the next collection.

Excess rubbish

If tenants have excess rubbish, or large items, there are a few options:

- Take it to a Barrowell Green Recycling Centre
- Paid for bulky collection from the Council (see below)

Recycling Centres & Bulky collections



Recycling Centres

Most household items can be taken here. There are skips for recycling and general household rubbish. The centre is free for RESIDENTS and is not a service for business use. If you're visiting by car you'll need to book an appointment.

Address

Barrowell Green Recycling Centre
Winchmore Hill
N21 3AR

Opening Times

April to September

Tuesday to Sunday 8am – 6pm

October to March

Tuesday to Sunday 8am – 4pm

Bulky collections

For large items that will not fit into a bin, or for additional sacks of rubbish, tenants may book a free [bulky waste collection](#) on scheduled days or a paid for bulky waste collection. A date will be arranged for collection, and items should be placed at the front of their property on that day.

Please refer to www.enfield.gov.uk to book.

Free Doorstep Collections

Your Council has made arrangements with a number of organisations that will collect unwanted items from your doorstep free of charge. Items they collect will either be refurbished for reuse or recycled.

Textiles and shoes with Traid

TRAIID offers free home collections of unwanted clothes and shoes direct from your door for charity. Pick-ups are scheduled to suit you and it's perfect if you have lots of clothes to donate in one go. TRAIID's drivers will collect donations from you at an agreed time, which means you don't have to leave them outside. Their vans are branded with TRAIID's charity livery so you know it's them.



Textiles & Shoes

To arrange a free doorstep collection please

contact TRAIID:

 **call 020 8733 2595**

 **email recycling@traid.org.uk**

 **online www.traid.org.uk/collections**



Electrical Goods with Clearbee for Free

123 Recycle will collect your waste electrical and electronic equipment from your doorstep and dispose of it in an environmentally friendly way. Whether you have a washing machine, computer, TV, Vacuum, phones, kitchen machine or almost anything electrical from your home.



Electrical Goods

For bulky electrical waste you can arrange a FREE collection please contact Clearbee:

 **call 0330 088 1085**

 **online www.clearabee.co.uk/free-weee-kerbside-service**

Furniture and bric-a-brac with The British Heart Foundation

British Heart Foundation will collect your unwanted furniture and household items for reuse. Items have to be in good condition, complete and work correctly. At the same time they will also take clothes and shoes DVDs, CDs bric-a-brac and toys.



Household Items

To arrange a free doorstep collection please

contact British Heart Foundation:

 **call 0808 250 0030**

 **online www.bhf.org.uk**

