

Managing waste and recycling collections

Management Agent and Letting Agent Information Pack



www.enfield.gov.uk



Communal areas - Which collection service?

NEW flats/houses who will be sharing communal bins – will need general waste communal bins and recycling communal bins if space allows.

Please read this document

Managing single dwellings

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

Please see the 'Landlord– houses information pack' available from our website www.enfield.gov.uk

Bin costs

There is a charge for rubbish bins but all recycling bins are free of charge.

Bins (Rubbish & Recycling)

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

Enfield Council offer rubbish and recycling bins

- Grey lidded wheelie Bins, Chamberlains or Euro bins - General rubbish
- Blue lidded wheelie bins - Dry Recycling (mixed)



Bin Capacity and Sizes

The number of bins needed is worked out by using the standard 1 x 1100ltr Euro bin per 5 flats. The size and number of bins required should have been decided and passed at planning stage and bin stores should have been built big enough to accommodate the number of bins required. If you require a site visit to determine what bins will fit in your bin areas, please email our Commercial Waste Officers on commercial.waste@enfield.gov.uk

General Waste Containers

These come in various sizes

Wheelie Bins are 360 litres (2 Flats)

- o Height = 1100 mm
- o Width = 665 mm
- o Depth = 880 mm



Recycling bins

These come in various sizes

360 litres Wheelie Bins

- o Height = 1100 mm
- o Width = 665 mm
- o Depth = 880 mm



660 litres Euro bin (3 Flats)

- o Height = 1310 mm
- o Width = 1260 mm
- o Depth = 730 mm



660 litres Euro Bin

- o Height = 1310 mm
- o Width = 1260 mm
- o Depth = 730 mm



940 litres Chamberlin (5 Flats)

- o Height = 1500 mm
- o Width = 1020 mm
- o Depth = 975 mm



1280 litres Euro Bin

- o Height = 1430 mm
- o Width = 1260 mm
- o Depth = 985 mm



1100 litres Euro bin (5 Flats)

- o Height = 1370 mm
- o Width = 1260 mm
- o Depth = 990 mm



Tenants - moving out

It is your responsibility as a management agent to ensure that when your tenants move out they do not put all their 'moving out' rubbish into wrong bins, contaminating the recycling bins and leaving excess by the bins. Please be advised that any side waste will not be collected and where appropriate enforcement action will be taken.

Bin Collections

- Currently we operate on a weekly collection
- Bins are collected on different days of the week depending on the area of the Borough, please contact our Commercial Waste Officer on commercial.waste@enfield.gov.uk for information.
- Bin stores should be unlocked on the days of collections so the crews can have access and empty the bins – if this is not possible, please contact us to see if it's possible for us to have copies of keys / fobs for the stores.
- If Keys / Fobs are necessary to enter the bin stores, the crews must have copies. We would need 3, one for Refuse crew, one for Recycling crews and a spare one.
- If there are codes needed to enter the site or the stores, we would need the code to be able to get in and empty the bins.
- Crews must have access (ie: the bins are not blocked in by excess rubbish)
- Crews must be able to move the bins (ie: the bins are not overloaded and too heavy to lift, lids need to be closed)
- The bins must have the correct recycling items in them (ie: not 'contaminated')

Reason for non-collection

- Access problems
- Car parked – blocking access – please report this online www.enfield.gov.uk or call our Customer Service Centre on 020 8379 1000.
- 'Contaminated' bins – Any clear ups will incur a charge. An educational visit for your tenants would be advisable and recycling leaflets distributed.
To assist you, the Council has produced recycling education packs including template letters, leaflets and posters that you can distribute to your tenants. These can be downloaded at www.enfield.gov.uk/estatesrecycling. To request hard copies, please email commercial.waste@enfield.gov.uk
- For missed collections – you will need to report this online www.enfield.gov.uk or call our Customer Service Centre on 020 8379 1000 as soon as possible, within 24 hours – or it may not get emptied until the next scheduled collection.

What to put in each recycling bin

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





















No thanks



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

Excess Rubbish

Our Refuse and Recycling crews will ONLY empty bins; they DO NOT take any excess rubbish/ recycling and where appropriate enforcement action will be taken. Any items left on the floors of bin stores or piled on top of the bins will not be collected, and it is the responsibility of you as Letting/Managing Agents to clear the excess.

Any excess on the floor must be picked up and put in a bin by yourselves, then we can return and empty the bin. Please call Customer Service Centre **020 8379 1000**. Charges will also be applicable for any replacement bins and/or second collections.

Options for Tenants

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

- Take it to a Barrowell Green Recycling Centre, Barrowell Green, Enfield N21 3AR
- Pay for a 'bulky collection' from Enfield Council, please email **www.enfield.gov.uk** or call our Customer Service Centre on **020 8379 1000**

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. You will need to bring items downstairs to the bin store area for collection.

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**

