

New recycling service

Frequently asked questions

Why have you changed the service?

We are doing this to making it easier for residents to recycle more.

Will you be changing the collection day for my recycling?

Most residents will keep the same day as the service is introduced. We will send you a recycling collection calendar a couple of weeks before the new service comes to your area.

When will my bin be delivered?

The service is being introduced in stages across the district.

Please put your current recycling boxes and bags out on your normal collection day. We will empty these and take them away. Your recycling wheelie bin will be delivered the same day which you can then start using straight away.

The current wheelie bin delivery timetable is as follows:

November 2017	East Saltdean, Telscombe, Peacehaven
Jan / Feb 2018	Newhaven, Denton, South Heighton and Seaford
March 2018	Piddinghoe, Southease, Northease, Rodmell, Iford, Swanborough, Kingston and other villages south of the A27
April 2018	Lewes and Ringmer
By July 2018	All other areas

Can I have more than one bin?

Yes. We would encourage you to try a 240 litre bin for a few weeks first. If you find this does not provide enough capacity for your recycling please contact us via our website to request an additional recycling bin.

What colour will the bin be?

The new recycling bins will be green with a blue lid.

I have nowhere to put a 240 litre wheelie bin, can I keep using my old equipment?

We are delivering a 240 litre bin to all **suitable** properties in the district. This does not include flats - these will have separate arrangements which we will communicate directly to these residents.

Some roads where there is no frontage such as the narrower roads in Lewes, will not be issued with wheelie bins. However the details of this will be decided closer to the time the scheme launches in that area.

If you think a 240 litre bin will be impractical to use or store there is an option for a slimmer 140 litre bin or you can continue to use your current boxes and bags. If you take this option you can mix your recycling in the boxes/bags and there will be no need to separate.

We would ask that you try the 240 litre bin first and let us know if you find it too inconvenient.

Will I still be able to recycle batteries, textiles and small scrap metal items?

Unfortunately we are no longer able to accept these items. Textiles can still be recycled at the mini recycling centres (Bring sites) in the district. Batteries will need to be taken to recycling points at supermarkets. Scrap metal items will now need to be taken to your local household recycling site.

Why haven't you collected my bin?

We cannot collect bins if they contain unrecyclable items or are filled with refuse. We will leave a note on your bin to explain why we have not emptied it.

Does it matter if my recycling gets wet?

Yes as any cardboard will get soggy and disintegrate so please make sure the lid is shut to stop rain getting in. if you regularly don't have enough space for your recycling please contact us to request a second wheelie bin.

I live in a flat, what will my arrangements be?

We are looking at the recycling facilities at all flats in the district. We may issue a larger bin or increase the number of 240 litre bins. We will put stickers on your communal bins so you know what you can and can't recycle.

Are you planning to issue bins for refuse (black sack household waste)?

Not at this stage however you will be able to buy these at a discounted rate from 1 November 2017.

Why can I not recycle Tetrapaks (e.g. juice cartons)?

We cannot currently collect these as part of the new service. However we are refreshing our mini recycling centres (Bring sites) so you will be able to recycle Tetrapaks at many of these soon.

I will struggle to get my bin to the edge of my property for collection

We offer assisted collections for anyone who needs it. Visit our website to find out more and to request an assisted collection.

Can I put broken glass in the bin?

Yes but only bottles and jars (not glasses, pyrex etc).

Can I put mirrors in the bin?

No, container glass only

Where does our recycling go once it has been collected?

We will take your recycling to a Material Recycling Facility where it will be automatically sorted for onward sale. None of your recycling will go to landfill.

We have appointed Viridor as our contractor to manage this <https://www.viridor.co.uk>

Can I stop separating my recycling before our area is included in the new scheme?

Unfortunately not. You will need to sort your recycling into the boxes and bags until the new bins arrive.

Will I receive any information about the new service?

We will send you an information pack a few weeks before your bin is delivered. This will include a letter, an information leaflet, a sticker to put on your new bin and a recycling calendar.

Does Lewes District Council need planning permission to introduce these bins to the area?

Non-permanent bins do not require planning permission so planning control does not apply. This includes within Conservation Areas and the South Down National Park.

Will we be able to we recycle shredded paper as we do now?

Yes