

Bin day changes FAQs

1. Why is my recycling and rubbish collection day changing?

Over the past few years, the number of homes we collect from in Telford and Wrekin has increased, and we need to make sure our collection service is as efficient and effective as it can be. By re-routing some of the current collection rounds, our contractor Veolia is able to make them more efficient, as well as reducing their carbon footprint.

2. When do my bin day changes start?

If you have a change to your collections, your new collection arrangements will start the week commencing 2 September 2019.

3. Will every household have a change to their collections?

No, these changes won't affect all residents. Around a third of residents will have a new collection day or a change to what containers are collected in a given week.

4. How will I know if I have a new collection day?

All households in Telford and Wrekin will receive their annual collection calendars between 19 and 31 August, these are being delivered by Royal Mail and the calendar will tell you what day your collection will be from September 2019 onwards. Around a third of households will have a change to their collections from September, so please do check your calendar carefully.

Households with a change to their collections will also receive a reminder postcard before the changes start in September.

We also have a binday finder look up tool on our [website](#) which will be available from 19 August. [Here](#), you will be able to view your September collection dates.

5. How often will my recycling and refuse be collected?

Your containers will continue to be collected weekly, alternating between waste and recycling collections. Please check your calendar for what containers are collected each week. In addition, from September you will get a **weekly** collection of food waste which is a new service. More information about the new food waste collection service [here](#).

6. My red top bin collection for waste has changed and I will have to wait 4 days or longer than usual for this to be collected, how can I be expected to manage until then?

Additional collections have been arranged for residents whose new collection date means they will be waiting **4 or more days** for their red top bin collection. Details of the arrangements for these additional collections will be included on the postcards being sent through Royal Mail to affected households. You can also use the look up tool on our [website](#) to check.

Households waiting **up to** 4 days for their red top bin collection will be able to present extra side waste in black sacks next to the red top bin on their next scheduled collection day, please note this is a one off collection of side waste and will not be repeated.

7. Will extra recycling be collected?

If you find you have extra recycling building up, please place these items in clear bags next to your recycling containers. Details of what can and can't be recycled at the kerbside [here](#). If you find you always have extra recycling you can order extra containers [here](#).

8. What if my bin isn't collected on my new day?

If your bin has been put out for collection by 7am and hasn't been collected, please let us know by reporting it as a missed collection. This can be done [here](#) and we will log this with our contractor Veolia to collect.

9. I missed my new collection day as I never received/have misplaced the calendar and postcard with the dates on, will the crew be coming back?

Unfortunately not. Veolia is not able to come back and you are asked to take your containers back in and re-present on your next scheduled collection day.

Alternatively, you can take your refuse and recycling to one of the [Household Recycling Centres](#) which are open daily. In certain, exceptional circumstances, Veolia may return to collect; please email us at recyclefortelford@telford.gov.uk and we will see what can be done.

10. I have lost my new calendar/mistaken as junk mail, can I have another?

Calendars will be available to download on our [website](#) from 16 September 2019. Alternatively email us at recyclefortelford@telford.gov.uk and we will arrange for another one to be posted out to you.

11. I think I have been sent the wrong calendar, how can I check?

You can also use the [lookup tool](#) to check. If the day is different to the day on your calendar, please email us at recyclefortelford@telford.gov.uk, and we will arrange for our contractor Veolia to send you the correct calendar.

12. Still have a question or concern?

Many service requests and queries can be done online [here](#). Alternatively email the team at recyclefortelford@telford.gov.uk or find us on Facebook or Twitter @TelfordWrekin.