



Perth & Kinross Council Household Waste and Recycling Policy October 2023

1. New Household Waste & Recycling Service Bin Provision

- 1.1 The Council's Policy is to provide households with the following containers where practicable.

Table 1 – Bin Provision

Service	Numbers/Capacity	Body Colour	Lid Colour	Frequency
Paper & Cardboard	1 x 240 litre bin	Green	Blue	Four Weekly
Garden (1) & Food Waste (2)	1 x 240 litre bin	Green	Brown	Fortnightly
Non-recyclable waste	1 x 140 litre bin	Green	Green	Fortnightly
Plastics, Cans & Cartons	1 x 240 litre bin	Green	Grey	Four Weekly

- (1) *The Garden Waste Service is only provided to eligible properties with a Chargeable Garden Waste Permit.*
- (2) *A 7-litre food waste kitchen caddy is available to households to assist in the collection of cooked and uncooked food waste. Please visit www.pkc.gov.uk/foodwaste for further details.*
- 1.2 Extra recycling bins will be provided if required up to a maximum of 2 x 240 litre blue-lidded, 2 x 240 litre grey-lidded and 2 x 240 litre brown-lidded bins per household. A request can be made online at https://my.pkc.gov.uk/service/Request_a_bin or via the [Customer Service Centre - Perth & Kinross Council \(pkc.gov.uk\)](#) (see contact details on page 12).

- 1.3 Bins that are missing, stolen or damaged during collection will be replaced. Please report to our Waste Operations Team via the PKC website using the contact form https://my.pkc.gov.uk/service/Request_a_bin the team will aim to arrange a replacement within 21 days.
- 1.4 Where a bin is damaged intentionally or through negligence, the householder will be liable for the cost of replacement.
- 1.5 Only wheeled bins supplied by Perth and Kinross Council (or approved in writing by Waste Services (please see page 12 for contact details) will be emptied.
- 1.6 Households with limited storage space or residents who struggle to present/retrieve the standard size bin (240 litres capacity) may request a smaller size bin (140 litres). The request will be assessed by a Waste Officer and only provided in exceptional circumstances.

2. Additional Non-recyclable Waste Capacity

2.1 Perth & Kinross Council will provide additional capacity for non- recyclable waste to householders meeting the following criteria;

- five or more permanent residents in the household

Or,

- non-recyclable Healthcare Wastes are generated

Or,

- 2 or more children aged 3 or under in disposable nappies

Or,

- Exceptional circumstances at the discretion of a Waste Services Officer and approved by a Waste Services Co-Ordinator.

2.2 Households that meet the criteria for additional capacity will be provided with 1 x 140 litre pink-lidded wheeled container for non-recyclable waste, free of charge. Alternatively, for households with limited storage space, 1 x 240 litre pink lidded bin may be provided and the 140litre green-lidded bin will be removed.

Table 2 – Bin Provision, based on number of permanent residents and children aged 3 or under in disposable nappies or medical condition resulting in additional waste.

Number of permanent residents in a household	Capacity of bins provided			
	Non-recyclable Waste	Paper & Cardboard	Garden/ Food Waste	Plastics, Cans & Cartons
4 or less	1 x 140 litre green-lidded bin	Up to 2 x 240 litre blue-lidded bins*	Up to 2 x 240 litre brown-lidded bins	Up to 2 x 240 litre grey-lidded bins*
5 or more	1 x 140 litre green-lidded bin 1 x 140 litre pink-lidded bin or 1 x 240 litre pink-lidded bin			
2 or more children aged 3 or under in disposable nappies	1 x 140 litre green-lidded bin 1 x 140 litre pink-lidded bin or 1 x 240 litre pink-lidded bin			
Household produces non- recyclable healthcare wastes	1 x 140 litre green-lidded bin 1 x 140 litre pink-lidded bin or 1 x 240 litre pink-lidded bin			

**Where more than 2 x 240 litre blue-lidded or grey-lidded bins are required, householders must apply in writing to Waste Services stating the reasons why.*

- 2.3 Additional capacity will only be provided on evidence that the householder is making full use of the kerbside recycling services. Householder's waste may be subject to an audit by a Waste Services Officer.
- 2.4 Applicants are required to provide evidence in support of their additional non-recyclable waste capacity application and are required to re-register on an annual basis.
- 2.5 Householders must notify the Council if circumstances change during the 12-month agreement period which may alter their eligibility for additional non-recyclable waste capacity.

3. Presentation, Storage and Uplifts

- 3.1 The householder is required to present the appropriate bin(s) with the **lid closed** to the kerbside (or agreed uplift location) by 7:30am on the morning of collection.
- 3.2 The vehicle will not return for bins that are not presented in time. Bins

not presented in time for uplift should be returned to the storage location and re-presented on the next scheduled collection day.

- 3.3 Bins should be presented in such a way that they do not cause an obstruction to pedestrians or other road users.
- 3.4 Side waste will not be accepted i.e. excess bags, cardboard boxes etc.
- 3.5 Overfilled and/or excessively heavy bins will not be accepted. Bins with items wedged into them will be left as they present health and safety implications to waste collection operatives. The resident should rectify the issue and correctly re-present their bin on the next scheduled collection day.
- 3.6 Any excess recyclates or non-recyclable waste that cannot be accommodated within the appropriate bin(s) can be taken free of charge to a Recycling Centre.
- 3.7 Arrangements made to uplift general waste bins or excess waste before the next collection day will be processed as a special uplift request and the resident will be charged accordingly.
- 3.8 Bulky household items and electrical items cannot be disposed of via the kerbside collection. Arrangements must be made to take items to a Recycling Centre (www.pkc.gov.uk/recyclingcentres), reuse services (www.pkc.gov.uk/recyclemore) or via the chargeable bulky item collection service offered by the council. Please visit www.pkc.gov.uk/specialuplifts
- 3.9 Bins must be stored where possible within the curtilage of property i.e. bin store, garden etc.
- 3.10 Bins must be removed by the householder from the pavement/ collection point and returned to the storage location as soon as practical after emptying i.e., same day as collection, unless a valid exemption permit is displayed.
- 3.11 Where the resident has no suitable storage space within their property or no other method of storage, they may apply for an exemption permit to allow bins to remain on street or pavement. Permits will only be issued under exceptional circumstances and only where the placement of bins causes neither obstruction to the pavement or any health and safety issues to members of the public. Applications for permits are to be made to Perth and Kinross Council, Waste Services.
- 3.12 Any unauthorised bins presented or left on the pavement may be removed and not returned.
- 3.13 Residents are requested to identify their bins with a house name or number, if not already done so by Perth and Kinross Council.
- 3.14 Householders are responsible for ensuring the correct materials are deposited in the appropriate bins, see point 4.1.

- 3.15 The cleanliness of bins (inside and out) remains the responsibility of the resident and they should be maintained in a clean and hygienic condition at all times. Unclean or unhygienic bins may not be emptied.
- 3.16 Bins will be replaced after emptying by collectors to the original collection point, or within one refuse collection vehicle length of this location, ensuring adequate space for pedestrian movement and vehicle access to properties is maintained.
- 3.17 Access for the Refuse Collection Vehicle should be maintained on uplift days. Failure to do so may result in a missed collection, see point 5.3. Repeated missed bins due to access issues will result in collection arrangements being reviewed.

4. Contaminated Bins

- 4.1 No waste or recycling materials, other than those detailed in Council provided Service information, will be accepted:
- Green-lidded Bin – Non-recyclable Waste
 - Blue-lidded Bin – Paper & Cardboard
 - Brown-lidded Bin - Garden & Food Waste (with a Chargeable Garden Waste Collection Service subscription/Permit) or Food Waste Only
 - Grey-lidded Bin – Plastics, Cans & Cartons

(Refer to www.pkc.gov.uk/recycle for more information)

- 4.2 Householders are responsible for the waste and recycling that is contained in their bins. Perth and Kinross Council do not take responsibility for contaminated bins.
- 4.3 Contaminated bins will not be uplifted as they will contaminate the entire load collected by the refuse collection vehicle.
- 4.4 If contamination is found, the Refuse Collection Operative will place a hanger on the bin, to advise the householder, and record the contamination.
- 4.5 Contaminated bins will not be returned for and will only be collected at the next scheduled collection if the contaminants are removed.
- 4.6 Perth and Kinross Council reserve the right to withdraw any of the recycling services if repeated contamination occurs. Any loss of recycling capacity by service removal (as a result of repeated contamination) will not be replaced and non-recyclable waste collections will remain unchanged.
- 4.7 Requests made to empty heavily contaminated recycling bins require approval by a Waste Services Officer and are subject to an uplift charge.

5. Missed Bins

- 5.1 Bins should be placed at the kerbside or agreed uplift point by 7.30am on the scheduled collection day. The Council will not return for bins that are missed due to late or incorrect presentation. It will be the resident's responsibility to dispose of any excess waste, either free of charge at a Recycling Centre or by arranging a chargeable special uplift.
- 5.2 Where the bin has been missed due to a collection error, this should be reported using the relevant online form (https://my.pkc.gov.uk/service/Missed_bin_collection_report) or by contacting the Customer Service Centre. If the Council agree that the cause of the missed bin was a collection error the bin should remain at the collection point, the Council will aim to collect it within 48 hours. If after this time the vehicle has been unable to return the bin should be returned to the storage point. Bagged waste can be placed next to the green-lidded bin when it is presented for uplift on the next scheduled collection. Any loose recycling waste will need to be recycled at a recycling point or Recycling Centre, bagged recycling cannot be collected as excess waste.
- 5.3 Where the bin has been missed due to access issues, this should be reported by contacting the Customer Service Centre. If the Council agree that the cause of the missed bin was an access issue the bin should remain at the collection point, the Council will aim to collect it within 48 hours. If after this time the vehicle has been unable to return the bin should be returned to the storage point. Bagged waste can be placed next to the green-lidded bin when it is presented for uplift on the next scheduled collection. Any loose recycling waste will need to be recycled at a recycling point or Recycling Centre, bagged recycling cannot be collected as excess waste.
- 5.4 Adverse weather or other conditions beyond the Council's control can disrupt collections. In such circumstances collection arrangements will be made as soon as possible and householders should leave their bins out for 48 hours after the normal collection. If bins are not collected within this time, please refer to www.pkc.gov.uk/servicedisruption for updates.
- 5.5 If bins are missed due to waste being tightly lodged or frozen, the bin will not be collected until the next scheduled collection and excess waste will not be accepted. Householders must ensure that the waste is freed and any items are dislodged before re-presenting.
- 5.6 If bins are missed due to industrial action, this is beyond the Council's control. Where possible, the Council will update householders via the Council's Waste service disruptions page and social media channels to advise alternative collection arrangements. In such circumstances collection arrangements will be made where feasible and as soon as possible. Householders should leave their bins out for 48 hours after the scheduled collection day. If after this time the vehicle has been unable to return the bin should be returned to the storage point. Bagged waste can be placed next to the green-lidded bin when it is presented for uplift on the next scheduled collection or taken to the local

Recycling Centre. Any loose recycling waste will need to be stored at the property for the next collections or recycled at a local recycling point or recycling Centre, bagged recycling cannot be collected as excess waste.

6. Chargeable Garden Waste Collection Service

6.1 Only properties participating in the 4 bin Household Waste and Recycling Service, on a designated brown bin collection route, are eligible to participate in the Garden Waste Collection Service.

6.2 Where solely food waste is to be deposited within the brown-lidded container a permit is not required. Food Waste can be presented in the brown-lidded bin free of charge. The Waste (Scotland) Regulations 2012 defines food waste as:

“Food waste” means controlled waste that was at any time food intended for human consumption (even if of no nutritional value), and includes biodegradable waste produced as consequence of the processing or preparation of food, but does not include drink.”

6.3 Where either mixed food and garden waste or solely garden waste are to be deposited in the brown-lidded container a subscription to the Chargeable Garden Waste Collection Service is required. The charge will cover: grass cuttings, small twigs and branches, leaves, cut flowers, houseplants, weeds, hedge clippings, sawdust bark and hay.

6.4 Brown-lidded bins containing garden waste without a valid permit displayed will not be uplifted.

6.5 The permit is valid for a period of 12 months only from 1 April until 31 March.

6.6 Bins containing items other than food waste without a valid permit will not be uplifted and if a request is made for emptying a charge will be applied.

6.7 For full Terms and Conditions relating to the Chargeable Garden Waste Service, please visit www.pkc.gov.uk/gardenwaste

7. Policy Variations

Exceptions to Household Waste & Recycling Service will be considered if one or more of the following conditions exist:

- I. The property is not on a Garden & Food Waste collection route and therefore does not have access to the brown-lidded bin service.

- II. Residents at the property, due to age or a medical condition are unable to present or retrieve their bin themselves and there is no-one else who can complete this task for them reliably.
- III. Where wheeled bins for waste and recycling cannot be accommodated and/or serviced.
- IV. If multiple properties require to store/present waste in the same location.
- V. Where travel is required up a private and/or un-adopted road.
- VI. The Council has authorised another receptacle, container, or sack in the absence of a wheeled bin.
- VII. In exceptional circumstances as determined by the Director for Economy, Place and Learning.

I. Three Bin Collection Service

- a. The Council’s Policy is to provide households on the three Bin Collection Service with the following containers where practicable:

Service	Numbers/Capacity	Lid Colour	Frequency
Paper & Cardboard	1 x 240 litre bin	Blue	Four Weekly
Plastics, Cans & Cartons	1 x 240 litre bin	Grey	Four Weekly
Non-Recyclable Waste	1 x 240 litre bin	Green	Fortnightly

- b. Extra recycling capacity will be provided if required, up to a maximum of 2 x 240 litre blue-lidded bins and 2 x 240 litre grey-lidded bins.
- c. Additional capacity for non-recyclable waste will only be provided as per section 2 of the Household Waste and Recycling Policy

II. Assisted Lift Service

- a. An Assisted Lift collection service can be provided when no member of a household is able to present or retrieve their own bin(s) and have no other means of support to do this.
- b. Applicants must provide evidence in support of their application and are required to re-register on an annual basis to confirm the service is still required at the property.
- c. Bins will be collected from an agreed location within the curtilage of the property. All properties are risk assessed by a Council Officer to determine the manual handling risks associated with uplifting bins.

- d. Should a perceived risk be identified, it may necessitate a change to a sack uplift collection service, all recycling services and the wheeled bins will be removed.

III. Sack Provision

The Council determine that waste is collected in sacks if any of the following apply;

- a. The property has no suitable or accessible bin storage area – as deemed by a Waste Services Officer.
- b. Where there is no pavement or other suitable place on which to present a bin for uplift.
- c. Refuse collection vehicles cannot access a suitable bin collection point and it is operationally advantageous to provide a sack uplift.
- d. To minimise the manual handling risk associated with providing an Assisted Lift collection service.
- e. Any other relevant circumstances as agreed by a Waste Services Officer.
- f. Pink PKC branded sacks for the collection of household waste will be issued annually; 100 per household per annum.
- g. Householders in receipt of a sack collection can purchase additional Pink sacks from the Council.

IV. Communal Container

- a. Communal containers will be provided if it is not feasible to provide each individual property within a flatted premise/multi-occupancy dwelling with their own containers to store waste and recycling.
- b. Communal containers will be stored within a dedicated storage area or at the road end, where the refuse collection vehicle cannot gain access to multiple properties to service bins because of the road width, height limitations, inadequate turning or other restrictions out with the Councils control.
- c. Communal bin collection points should be a level hard standing surface, a maximum of 10 metres from where the refuse collection vehicle can safely stop. To enable servicing a suitable surface over which the communal containers can be manoeuvred to the rear of the vehicle must be maintained.

- d. Where space allows, bins will be provided for paper & cardboard, plastics, cans & cartons and non-recyclable waste. The capacity provided will equate to between 140 - 240 litres fortnightly per household for recycling and non-recyclable waste streams, in-line with the capacity provided under the three-bin collection service.
- e. Where it is operationally possible to service, food waste bins or units may be installed for residents to dispose of food waste only.
- f. Bulky household items and electricals will not be collected in or beside communal bins or on public roads/pavements. Arrangements must be made to take items to a recycling centre (www.pkc.gov.uk/recyclingcentres) , reuse services (www.pkc.gov.uk/recyclemore) or via the chargeable bulky item collection service offered by the council. Please visit www.pkc.gov.uk/specialuplifts

V. Road Specification

Refuse Collection Vehicles will only provide kerbside waste and recycling collections to properties situated on a private and/or unadopted road if all of the following conditions are met:

- a. The private road serves a settlement, or settlements, rather than sporadic individual properties (as a guide, a settlement is a grouping of six or more properties).
- b. The road is constructed to withstand a gross vehicle weight of 32 tonnes and axle loading of 11.5 tonnes. Features in the road situated, such as manhole covers, gratings or cattle grids, must also be capable of withstanding these loads.
- c. Any bridge or other structure along the private road are certified by a competent person to be safe and meet Perth and Kinross Health & Safety requirements. It is the responsibility of the owner(s) of the road to demonstrate the safety of these structures.
- d. There is sufficient space for a refuse collection vehicle to safely access and egress; with adequate space to turn, if applicable (i.e. a turning circle, T-junction or hammerhead).
- e. The road surface must be in a condition deemed acceptable by Perth & Kinross Council and this standard must be maintained (i.e. any surface deterioration such as ruts or potholes must be ameliorated and the road must be cleared/treated in adverse weather).
- f. Sufficient and safe access for the refuse collection vehicle on collection day (i.e. absence of overhanging branches/overgrown bushes, no parked cars restricting space available to perform maneuvers).

- g. The owner(s) of the private road agrees to indemnify the Council against any damage caused from reasonable use of the road by a refuse collection vehicle.

Failure to meet any of the above conditions will prevent the refuse collection vehicle from servicing bins and result in collection arrangements being reviewed.

VI. New Development Bin Delivery

From April 2024, developers of new housing within Perth & Kinross will need to apply for bin provision for all properties built in their new development. An application can be made online or via the Customer Service Centre and will be assessed by a Waste Officer.

- a. The service provided at the new development will be determined by a Waste Officer/Operations Officer.
- b. The Officer will determine the type of bins (e.g. individual or communal) provided to the properties, sizes & numbers of bins, whether the new properties will be on the 3 or 4 bin system, storage location and presentation point - both permanent and temporary (while the development is ongoing)
- c. The developer is required to make the application 3 months prior to property completion.
- d. A charge will apply to the developer for the provision and delivery of bins for new build properties.

If you wish to discuss this policy further or have any questions relating to the policy please contact us, using one of the following methods.

Online at MYPKC – my.pkc.gov.uk

Pen to paper – Waste Service Team, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD

Telephone – Customer Services - 01738 476476

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145

All Council Services can offer a telephone translation facility.