

domestic bins FAQs

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how often is my rubbish bin emptied?

Broadland will provide you with a weekly emptying service. One week your rubbish or green wheeled bin will be emptied and the following week your recycling or grey wheeled bin will be emptied.

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what are the bank holiday collection arrangements?

See the latest bank and public holiday refuse and recycling collections leaflet on the [household waste collection - domestic bins](#) page for details.

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can you help me put my bin out?

An assisted service is available to elderly or disabled residents who can't manage to put their bin out for collection.

Please [contact the Contracts Team](#) to discuss your circumstances.

We will ask you to complete an application form. If you are eligible we will add your property to our "back door collection" list. This means that the refuse contractor will come to your door to empty your refuse container and then return it.

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why won't you collect excess rubbish?

Excess waste beyond that contained within the wheeled bin will not be collected but can be disposed of at a local [Household Waste Recycling Centre](#).

This policy was adopted to help reduce the amount of waste being sent to landfill. Traditionally, landfill has been the preferred disposal option for the United Kingdom. However, legislation and a diminishing resource have forced us all to re-consider how we manage our waste.

If you regularly produce excess waste please [contact the Contracts Team](#) for guidance on how to recycle more of your waste.

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how do I dispose of hazardous waste?

We currently provide a free collection and disposal service for hazardous household waste.

Before you consider disposal we suggest that you first consider retaining the product for use in the future or consider asking your neighbour if they have a use for the item(s).

For full details of this service see the [hazardous household waste](#) page.

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how can I get rid of asbestos?

Please see [pollution control - asbestos](#) page for details.

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how do I report a bin that has not been emptied?

Recycling, refuse and garden waste bins can be missed for a variety of reasons. Before [contacting the Contracts Team](#) to report a missed bin please make check:

- That the bin was out for 7am on collection day
- That it was at the correct collection point
- Whether the contractor left an attention card under the lid of the bin
- Whether your bin contaminated with a waste type that should not be placed the bin?

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what can I put in my grey recycling bin?

- ✔ Paper and cardboard
- ✔ All types of newspapers
- ✔ Magazines
- ✔ Catalogues
- ✔ Junk mail (without the plastic wrapping)
- ✔ Clean cardboard
- ✔ Food and drink cans- rinsed out
- ✔ Empty aerosol cans
- ✔ Plastic bottles only- This includes all plastic bottles such milk, squash, shampoo, washing up liquid, detergent etc...

Please note: Please rinse all plastic bottles and cans out before recycling them in your grey bin. Before recycling please also remove any plastic lids and place these in your green rubbish bin.

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what can't I put in my grey recycling bin?

- ✘ Glass and textiles
Please take these to your nearest textile and bottle banks
- ✘ All other plastics and foil
- ✘ Yoghurt pots, margarine tubs, plastic bags, food wrapping, film and foil
- ✘ Garden waste
Please do not place garden waste in either your green or grey bin
- ✘ Food scraps
- ✘ Liquid waste
- ✘ Drink cartons
- ✘ Oil
- ✘ Nappies
- ✘ Batteries
- ✘ Other unwanted household products
- ✘ Bin bags that were not collected the week before

Please note: placing the wrong items in your recycling bin contaminates not only your bin, but also the whole vehicle load collected that day.

Where evident contamination has occurred, our contractors will not collect your recycling bin and you will be asked to remove the contaminating items before your next collection.

Once collected, all recyclables will go to a local modern sorting facility to be separated and then recycled

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what can't I put in my green rubbish bin?

- ✘ Stones or brick rubble

- ❌ Soil
- ❌ DIY material
- ❌ Paint / chemicals or oil
- ❌ Hot ashes
- ❌ Commercial / industrial waste
- ❌ Poisonous or noxious waste
- ❌ Clinical Waste- a free service is provided for this
See [household clinical waste](#) page for details
- ❌ Garden Waste- a chargeable service is provided for this
See [household waste collection - garden waste](#) page for details
- ❌ Scrap metal

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do the council offer a service to clean my wheelie bin?

The Council does not offer this service. You can either clean the bin yourself using a long handle brush and some soapy water or find a private company by looking in your local telephone directory.

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can I have a larger bin?

Broadland will only empty 1 x 240 litre green refuse bin from each property on a fortnightly basis. However, if you have a large family you may be eligible for a larger rubbish bin. Please [contact the Contracts Team](#) to discuss your circumstances; we will ask you to complete an application form to confirm your details.

Broadland does not have a restriction on a larger bin for recyclables. Please [contact the Contracts Team](#) if you would like a larger bin to help you recycle more.

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how do I prevent flies and maggots in my bin?

During the summer months it is important that you wrap all your food waste (and other waste like nappies) thoroughly before you place it in your bin.

You must make sure the fly cannot access your waste and lay its eggs as within two days the eggs will hatch into maggots.

If you have maggots in your bin you can help control them by using very light dusting of an insect powder (ant powder) that contains an insecticide called **Permethrin**.