

Waste Collection Policy

2023

Summary:

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Approval	
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Advice & Guidance	
Location	
Related Documents	
Applicability	

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1. Introduction

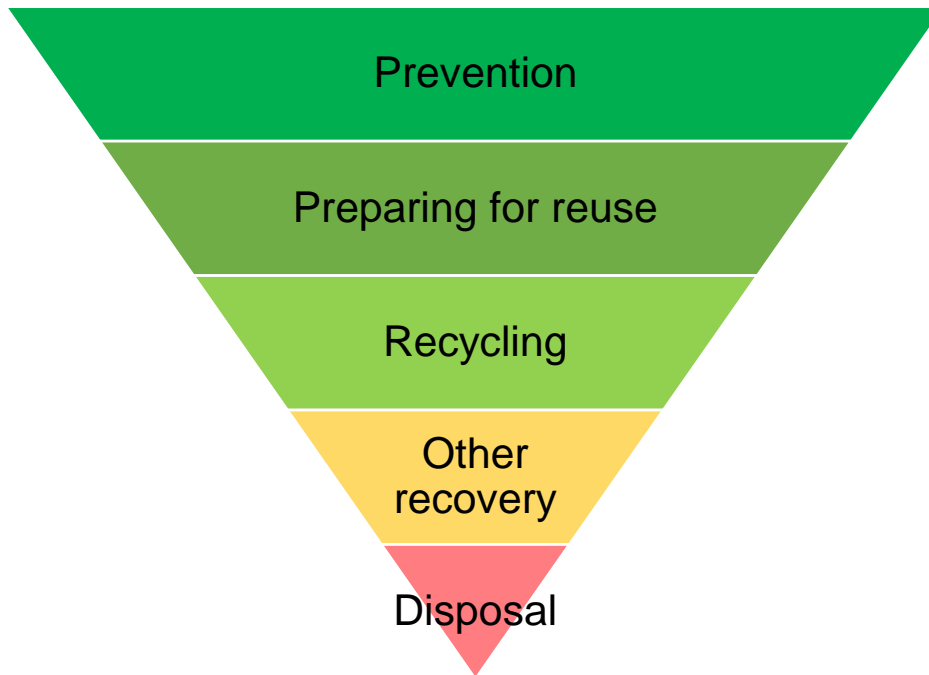
- 1.1. Portsmouth City Council's (the 'Council') waste collection policy aims to ensure that recycling and rubbish services operate efficiently to maximise recycling and reduce the amount of rubbish sent for disposal.
- 1.2. This policy is designed to support the existing collection system, and to layout an agreed policy detailing procedures that are clearly defined to ensure that residents, members, and officers are clear about their responsibilities.
- 1.3. This document outlines how the Council intends to deliver the recycling and rubbish collection services, as well as the actions required by householders to participate fully in the service to recycle and dispose of their rubbish.
- 1.4. This policy aims to align with the corporate aim of '*taking positive action to tackle climate change*' and the City Vision aspiration of '*In 2040, Portsmouth will be a green city*'.
- 1.5. The Council, as a unitary authority responsible for both waste collection and disposal, is in partnership with Hampshire County Council and Southampton City Council sharing disposal infrastructure and, through Project Integra, producing the Joint Municipal Waste Management Strategy. ([Joint Municipal Waste Management Strategy](#))
- 1.6. The waste collection and disposal service is funded from the general fund.

2. Legislation

This section sets out the legislation informing this policy and the powers the Council has, as the collection and disposal authority, in enforcing how, when, where, and what waste will be collected.

2.1. The Waste (England and Wales) Regulations 2011 - Waste Hierarchy

To fulfil our duty to process waste in the most environmentally friendly way the Council applies the 'waste hierarchy' where technologically, environmentally, and, economically practical:



- 2.1.1. Where possible, the Council aims to promote reduction and re-use of waste through donating to local charities, food banks, and selling/giving away unwanted items online. Furthermore, providing advice and guidance on how to reduce food waste (www.portsmouth.gov.uk/services/recycling-and-rubbish/reduce-reuse-and-repair)
- 2.1.2. Waste that cannot be recycled through the Council kerbside collection service is sent to an energy from waste facility where waste is burnt to produce electricity which is placed on the national grid. The Portsmouth facility generates enough electricity to power 20,600 homes.
- 2.1.3. Food waste is sent for anaerobic digestion (AD) to produce biogas and nutrient-rich fertiliser. AD is the governments preferred method for treating food waste and counts towards local authority recycling rates. It can be classed as recycling as it turns 80% of the food waste into a new material, a nutrient-rich fertiliser
- 2.1.4. Approximately 3% of waste in Portsmouth is sent to landfill.

2.2. Environmental Protection Act 1990

- 2.2.1. Under the terms of the Environmental Protection Act, 1990, the Council is classed as a Waste Collection and Disposal Authority, and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties in the city.

2.2.2. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The size and type of the collection receptacle(s);
- Where and when the receptacle(s) must be placed for the purpose of collecting and emptying;
- The materials or items which may or may not be placed within the receptacle(s)

2.2.3. Under section 46 (11) the waste collection authority is not obliged to collect household waste that is placed for collection in contravention of a requirement under this section.

2.3. The Controlled Waste (England and Wales) Regulations 2012

2.3.1. The Controlled Waste (England and Wales) Regulations, 2012 Schedule 1 section 2 and 3 details how waste must be treated based on the place it was produced, as well as treatment based the nature or the activity which produces it notwithstanding the place where it is produced.

2.3.2. Classification of waste falls into three categories:

- Household waste;
- Commercial waste;
- Industrial waste.

2.3.3. Section 4 gives powers to the Waste Collection and Disposal Authority to charge for collection and/or disposal of household classified waste. Examples of household waste for which the collection thereof can be charged includes, but not limited to:

- An article of waste which exceeds 25kg in weight;
- Any article which cannot fit into a receptacle for household waste provided in accordance with section 46 of the Environmental Protection Act, 1990;
- Garden waste;
- Waste from a charity shop selling donated goods originating from a domestic property

2.4. The Environment Act 2021

2.4.1. Formerly the Environment Bill, passed royal assent in November 2021, aims to improve water and air quality, improve diversity, tackle waste, and ensure overall environmental improvements. It will create legal

frameworks for environmental governance and bring in measures for improvement of the environment.

2.4.2. Relating to waste activities, the principal areas to highlight are:

- Extending producer responsibilities - producers of waste, i.e., manufacturers, have a duty to cover cost of disposal for their products or materials
- Deposit Return Schemes - reverse vending machines for drink packaging to increase the capture of recyclable material
- Separation of waste - materials will need to be collected separately to increase the quality of recyclable materials
- Consistent set of core materials to be collected for recycling
- Mandated food waste collections for households and small and medium business

2.4.3. Consultations and government responses are underway to finalise the details of this new legislation and how it will impact local authorities and the future of waste collections.

3. Classification of waste

This section details how waste is categorised based on where and how it is produced. The Council collects waste based on these categories and will only collect household waste produced in a domestic setting. Any waste not meeting this category can be subject to a charge for collection and/or disposal.

- 3.1. The Council's waste collection service is for domestic properties only and to be used for household waste only. This is for waste produced in the day-to-day activities of a domestic property.
- 3.2. The Council's waste collection service does not permit waste produced from business activities within a home. For example, hair dressing, day care services, bed & breakfasts. A private/commercial waste collection will need to be set up for these activities.
- 3.3. The table detailed in Appendix 1 details waste which is to be treated as household waste, commercial waste, or industrial waste because of the place it is produced (The Controlled Waste (England and Wales) Regulations 2012, Schedule 1 (4))
- 3.4. The table detailed in Appendix 2 details household waste for which collection and disposal charges may be made (The Controlled Waste (England and Wales) Regulations 2012, Schedule (4))

4. Presentation of waste for collection

This section sets out how, when, and where the Council will collect waste on collection day.

- 4.1. Under the terms of the Environmental Protection Act 1990, section 46 (4) the waste collection authority, the Council, has powers to stipulate where and when the receptacle(s) must be placed for the purpose of collecting and emptying. The Council is not obliged to collect waste in contravention of the requirement under section 46 (11).
- 4.2. All waste receptacles or refuse bags must be placed out for collection by 6am on the day of collection and no earlier than 7pm the evening prior to collection.
 - 4.2.1. The time by which waste must be presented has been brought forward from 7am to 6am to allow for adjustments due to operational changes, adverse weather conditions, and situations outside the Council's control.
- 4.3. Waste receptacles must be presented on the front boundary of the property (where the property boundary meets the pavement) or on the pavement for collection.
- 4.4. Collection operatives will not enter the property to collect waste. This includes forecourts, front gardens, driveways, or back gardens unless an assisted collection has been agreed (please see section 5 of this policy).
- 4.5. Receptacles must be removed from the pavement as soon as possible after collection on the day of collection.
- 4.6. If a household uses a wheeled bin, dustbin, recycling box/caddy, or food waste caddy for collection and live in a flat-fronted property or property with limited bin storage space, the bin must not be kept on the pavement on non-collection days. Council officers reserve the right to remove the bin if this is not being adhered to.
- 4.7. Waste receptacles must not be overloaded. For wheeled bins, the lids must be closed. Bins/boxes/bags must not be so heavy the collection operatives are unable to move them safely. If they are too heavy to safely move, the operatives will not collect the waste and the household must take steps to ensure receptacles are not too heavy on the next scheduled collection.
- 4.8. Waste is the responsibility of the householder up until the point of collection.

5. Assisted collections

This section outlines how householders can access the assisted collection service and allows for reasonable adjustments to the service delivery.

- 5.1. Under the Equality Act 2010, it is against the law to discriminate protected characteristics, such as age and disability. The Council aims to ensure the services provided to residents are fair and accessible to everyone.
- 5.2. Residents who are physically unable to place their wheeled bins/box/bags at the required collection point can apply to be placed on the 'assisted collection' register. This includes householders with ill health, infirmity, or disability, and with no other occupants in the household able to assist them. Residents can request an assisted collection by contacting the Recycling and Rubbish team on 023 9284 1105, by emailing recyclingandrubbish@portsmouthcc.gov.uk, or by visiting www.portsmouth.gov.uk
- 5.3. Requests for an assisted collection must be made by the householder and are considered on their merits. Home visits or telephone contacts may be carried out where necessary.
- 5.4. Alternative bins/boxes for recycling can be provided if requested and following independent assessment by the Council.
- 5.5. Residents on the 'assisted collection' register will have their wheeled bins/box/bags collected by a collection operative from an agreed location, emptied into the collection vehicle, and then returned to that same location.
- 5.6. If the householder's circumstances change, the resident must inform the Council.
- 5.7. The Council will periodically review the assisted collection register and may withdraw the service if the householder no longer meets the criteria.
- 5.8. Assisted collections are subject to the Council being satisfied that this service provision is warranted. The decision of the supervising officer will be reconsidered in light of any changes to a householder's circumstance.
- 5.9. Residents living in a communal property, with a communal bin area, who have issues accessing the bins may be offered a solution and detailed in section 11.5.

6. Rubbish collections

This section provides information on collection requirements for refuse.

- 6.1. Households are required to present their rubbish in a black 140-litre 'PCC issued' wheeled bin, or if they are in a non-wheeled bin area, will present their rubbish in up to three (3) standard-sized bin bags. Residents should check with the Council which scheme they are in upon moving into a property.
- 6.2. Households on a bag collection may use round dustbins to contain their waste on collection day. All waste must be contained in bin bags and not loose in the dustbin. Dustbins must not be stored on the highway on non-collection days. Dustbins are not provided by the Council.
- 6.3. Rubbish collections take place weekly and occur on the same day each week.
- 6.4. Collection days remain the same all year including when there are bank holidays, except for the Christmas period, where collection dates will be advertised to householders.
- 6.5. Residents can check their collection days online at www.portsmouth.gov.uk and calendars along with Christmas collection date changes can be found in the winter edition of Flagship.
- 6.6. Residents must only place waste from normal day-to-day activities into the rubbish and no materials that can be recycled through the kerbside recycling scheme or local recycling bring banks.
- 6.7. Residents must not place DIY waste, soil, rubble, business waste, clinical waste, bulky waste, or garden waste into the rubbish. Collection operatives reserve the right to refuse collection if these items are found to be contained in the rubbish.

6.8. Waste allowance

- 6.8.1. The Council will only collect what is either contained in the 140-litre black bin or three (3) standard-sized bin bags per week from houses.
- 6.8.2. Any waste over that allowance will not be collected by the collection operatives and becomes the responsibility of the householder to dispose of. This includes waste placed by the side of the bin and overflowing bins. All waste must be contained within the 140-litre bin and the lid must be closed. If a household is on a bag collection,

additional bags over the three (3) standard-sized bin bags allowance will not be taken.

6.8.2.1. Exceptions to this policy may be permitted during adverse weather (snow and ice) and the Christmas period. This will be advised via the council website (www.portsmouth.gov.uk)

6.8.3. Households can dispose of additional waste at the Portsmouth Household Waste Recycling Centre or, if sufficient space, present on the next collection day if the presented waste does not exceed the weekly waste allowance.

6.8.4. Households can purchase 'additional waste' stickers for occasional extra waste from the Recycling and Rubbish Team by phoning 023 9284 1105. A set of 12 stickers will be provided at a cost of £24 and only one set of 12 stickers may be purchased in a year.

6.8.5. Households can request extra allowance for their weekly rubbish collections if they are producing regular excess waste. Extra allowance will be provided in the form of a larger wheeled bin, two smaller wheeled bins if space is limited, or 'extra allowance' stickers if on a bag collection. To qualify for extra allowance, a household must meet a set of criteria, which includes:

- Larger household
- Children in nappies
- House of multiple occupation (HMO)
- Medical need
- Fully using the recycling services available to them
 - Kerbside recycling collection
 - Food waste collection
 - Glass banks
 - Textile banks

6.8.5.1. To request extra allowance, a household can call the Recycling and Rubbish Team on 023 9284 1105, email recyclingandrubbish@portsmouthcc.gov.uk, or request online at www.portsmouth.gov.uk.

6.8.5.2. A householder may be contacted by the Recycling and Rubbish Team to discuss the request and either approved, denied, or passed to a Waste Management Officer for assessment.

6.8.5.3. Assessment by a Waste Management Officer will be conducted prior to the refuse collection and will determine whether extra

allowance is needed, and recycling services are being fully utilised.

- 6.8.5.4. Decisions by the Recycling and Rubbish Team and Waste Management Officers are at their discretion and their decision is final.
- 6.8.5.5. If extra allowance has been approved a larger bin or extra allowance stickers will be provided prior to the next scheduled rubbish collection.
- 6.8.5.6. If a household has been provided a larger weekly refuse allowance, and it is found that the household's circumstances have changed and/or they are not meeting the criteria as detailed in 6.8.5., the Council reserves the right to remove that additional allowance.
- 6.8.5.7. The Council will review the need of a larger weekly refuse allowance on an annual basis. If it is found the household no longer requires a larger weekly allowance, the Council will remove this allowance at their discretion.
- 6.8.5.8. Residents may receive up to two (2) assessments per year except in exceptional circumstances. Additional assessments will be at the discretion of the Recycling and Rubbish Team and Waste Management Officers.

7. Recycling collections

This section provides information on collection requirements for recycling.

- 7.1. Recycling must be presented in a 'PCC issued' green recycling bin or box. The standard recycling bin size is 240-litres but, if households are limited on space or find that size of bin unmanageable, a smaller bin or 55-litre box can be supplied.
- 7.2. Recycling collections occur fortnightly on the same day as the rubbish collection for houses. Collection days may differ for communal properties.
- 7.3. Collection days remain the same all year including when there are bank holidays, except for the Christmas period, where collection dates will be advertised to householders.

7.4. Residents can check their collection days online at www.portsmouth.gov.uk and calendars along with Christmas collection date changes can be found in the winter edition of Flagship.

7.5. Households must only place these following materials into the recycling container:

- Paper (not shredded)
- Card (remove plastic packaging)
- Plastic bottles (with lids)
- Food and drink cans and tins (please rinse)
- Aerosol cans



7.6. Materials must be placed into the container clean, dry, and loose (not contained in plastic bags or inside one another).

7.7. The material accepted into the recycling stream is the same across Hampshire due to its shared infrastructure.

7.8. Additional waste

7.8.1. All recycling should be contained within the recycling container however, if a household has additional cardboard, this can be folded and placed neatly next to the container for collection.

7.8.2. Only a reasonable amount of cardboard can be placed by the container. For example, if a household has a kitchen refitted, the amount of cardboard produced from this activity would need to be taken to the Portsmouth Household Waste Recycling Centre. If a household had a new fridge or TV delivered, this cardboard can be

broken down, flattened, and placed next to the container for collection if there is no space available within the container.

- 7.8.3. If a household has additional materials for collection, this can be placed in a cardboard box next to the recycling container for collection. Additional items will not be taken in a plastic bag.

7.9. Additional containers

- 7.9.1. A household can request a second recycling bin, free of charge, if they cannot fit recycling produced in a fortnight into their container.
- 7.9.2. A flat-fronted household, or household with limited storage space, can request up to two (2) additional 55-litre boxes, taking the total boxes a household can use per collection to three (3).
- 7.9.3. Households can request additional recycling containers by phoning the Recycling and Rubbish Team on 023 9284 1105, emailing recyclingandrubbish@portsmouthcc.gov.uk, or requesting online at www.portsmouth.gov.uk.
- 7.9.4. Householders must not use additional containers for storage of other types of waste and the Council reserves the right to remove additional containers if found to be abused.

7.10. Contamination

- 7.10.1. Contamination is classed as any material not currently accepted in the Portsmouth recycling collection.
- 7.10.2. Processing contamination increases the disposal costs paid for by the council taxpayer and this money could be better used for more essential services.
- 7.10.3. A recycling bin or vehicle load could be rejected due to contamination, resulting in good quality recycling also being rejected. This has an impact on the authority's recycling rate and income received which can offset the disposal costs.
- 7.10.4. The main types of contamination includes, but not limited to:
- Plastic packaging
 - Plastic pots, tubs, and trays
 - Cartons
 - Glass

- Food wrappers and packets
- Takeaway cups
- Greasy takeaway containers
- Polystyrene
- Foil
- Plastic bags



- 7.10.5. During collection, collection operatives will monitor the contents of recycling bins before emptying into the back of the vehicle. If a household is found to have unacceptable materials in the recycling bin, the crew will not empty the bin. Instead, they will place a 'red hanger' on the handle of the bin and report this on their on-board computer system.
- 7.10.6. If a household receives a red hanger on the bin and/or the collection operatives have reported the recycling as contaminated, the resident must remove the contamination and place their container out on the next scheduled collection day.
- 7.10.7. The red hanger will provide information on the acceptable and unacceptable materials.
- 7.10.8. The collection operatives will not return to empty the bin, even if the contamination has subsequently been removed. Residents can take additional cardboard and metals to the Portsmouth Household Waste Recycling Centre or place additional recycling in a cardboard box (one can be requested from PCC), next to the recycling container, on the next scheduled recycling day.
- 7.10.9. The Council, at the discretion of the Recycling and Rubbish Team and Waste Management Officers, may assist a household with removing contamination from the recycling bin as an educational tool. This will

usually be a one-off good-will gesture, and any subsequent occasions whereby the household's recycling bin is not emptied due to contamination, the household has the following options:

- Remove contamination themselves and ensure recycling is free from contamination ready for the next scheduled recycling collection. The contamination removed may be placed in the refuse receptacle if the household is still within their weekly allowance
- If, when the contamination is removed and the household would go over the weekly allowance if placed in the refuse receptacle, the household can take this additional waste to the Portsmouth Household Waste Recycling Centre
- The household can request the recycling be emptied as refuse on their next scheduled refuse collection day or by a Waste Management Officer at a charge. To request this, the household can contact the Recycling and Rubbish Team on 023 9284 1105 or emailing recyclingandrubbish@portsmouthcc.gov.uk. Charges can be found on the Portsmouth City Council webpages. ([Recycling and rubbish - Portsmouth City Council](#))

8. Food waste collections

This section provides information on the collection requirements for food waste.

- 8.1. Households are provided one (1) 5-litre caddy for use in the kitchen and one (1) 23-litre caddy for collection.
- 8.2. Households on a communal collection will be provided one (1) 5-litre or 7-litre caddy for use in the kitchen and a communal bin will be provided for the block to use for collection.
- 8.3. Food waste is collected weekly on the same day as rubbish collections by a dedicated collection vehicle. The collection day for communal properties may differ from the collection day for rubbish.
- 8.4. Collection days remain the same all year including when there are bank holidays, except for the Christmas period, where collection dates will be advertised to householders.
- 8.5. Residents can check their collection days online at www.portsmouth.gov.uk and calendars along with Christmas collection date changes can be found in the winter edition of Flagship.

8.6. Materials accepted on the food waste collection service include:

- All uneaten food and plate scrapings
- Tea bags and coffee grounds
- Out of date or mouldy food
- Raw and cooked meat, including bones
- Raw and cooked fish, including skin and bones
- Dairy products such as cheese
- Eggs and eggshells
- Rice, pasta, and beans
- Baked goods such as bread, cakes, and pastries
- Fruit and vegetables, including raw and cooked vegetables and peelings
- Shredded paper
- Cut flowers

8.7. Materials not accepted on the food waste collection service include:

- Packaging of any kind
- Plastic bags
- Glass
- Liquids such as milk - these may leak causing spillages when transporting the food waste
- Cat litter/animal faeces
- Compostable cutlery





- 8.8. A household can request a second 23-litre caddy for collection free of charge if they are unable to fit their weekly food waste in one (1) 23-litre caddy. This can be requested by calling the Recycling and Rubbish Team on 023 9284 1105 or emailing recyclingandrubbish@portsmouth.gov.uk.
- 8.9. Households are provided with one (1) roll of complimentary liners for use in the 5-litre kitchen caddy. Subsequent rolls will need to be sourced by the household.
- 8.10. Liners must be fully compostable and display the seedlings logo, or state they are 100% compostable with the reference EN13432.
- 8.11. If the caddies are lined with plastic bags, then the caddy will not be emptied by the collection operatives.
- 8.12. Liners can be purchased through most supermarkets or online. Using caddy liners is not compulsory; however, it does help keep the caddy clean. Newspaper can be used as an alternative to caddy liners.

9. Small electrical item collections

This section provides information on the collection requirements for small electrical items.

- 9.1. The Council offers a kerbside collection service for small electrical items.
- 9.2. This service is only available to houses or houses converted into separate flats. Currently, this service is not available to blocks of flats or those on a communal collection. Properties not included can take their electrical items to the Portsmouth Household Waste Recycling Centre.
- 9.3. Collections take place at the same time as the recycling collection.

- 9.4. The small electrical item must be placed in a carrier bag and positioned on top of the recycling bin/box lid (not inside the bin). This will be collected by the recycling collection operatives and placed into a separate compartment on the vehicle.
- 9.5. Small electrical items accepted include, but not limited to:
- Kettles
 - Toasters
 - Hairdryers
 - DVD players
 - Table lamps
 - Calculators
 - Electric razors
 - Electronic toys
 - Remote controls
 - Alarm clocks
- 9.6. Items must be able to fit into a standard-sized carrier bag. Any items too large for collection will be left by the collection operatives.
- 9.7. Households must ensure batteries are removed from items as well as any glass components such as light bulbs.
- 9.8. There may be occasions whereby the collection cage becomes full, and the operatives are unable to remove your electrical item. If this occurs, please place out on the next scheduled collection day.

10. Battery collections

This section provides information on the collection requirements for batteries.

- 10.1. This service is only available to houses or houses converted into separate flats. Currently, this service is not available to blocks of flats or those on a communal collection. Properties not included can take their batteries to the Portsmouth Household Waste Recycling Centre or local battery collection points in supermarkets or local stores.
- 10.2. Battery containers cannot be left unsupervised in bin store areas which is why, due to the fire risk, this service is unavailable for communal blocks.
- 10.3. Collections take place at the same time as the rubbish collections.
- 10.4. Batteries must be placed in a clear bag and placed on top of the rubbish bin. If on a bag collection, the clear bag must be placed on top of a black bag in

easy view for the crew. The bag of batteries will be placed in a separate compartment on the vehicle.

10.5. Batteries accepted on this collection include:

- C
- D
- AA
- AAA
- 9V
- Button batteries
- Rechargeable batteries
- Mobile batteries
- iPod batteries
- Hearing aid batteries
- Laptop batteries with the terminals taped
- Power tool batteries

10.6. Batteries not accepted on this collection include:

- Leaking batteries
- Car batteries
- Motorbike batteries
- Batteries with trailing wires
- Children's ride on toy batteries
- Corroded batteries
- Industrial batteries
- Sealed lead acid/gel batteries
- 12V leisure batteries
- Non-household batteries

11. Servicing communal blocks/flats/mixed-use buildings

This section sets out the requirements for collecting from communal blocks and mixed-use buildings whose residents share waste receptacles.

11.1. In communal blocks/flats/mixed-use buildings, communal bins are shared by the flats of the block. Communal bins include:

- Single or multiple refuse containers in sizes - 360-litre; 660-litre; 940-litre; 1100 litre
- Single or multiple recycling containers in sizes - 360-litre; 660-litre; 1100-litre; 1280-litre
- Single or multiple food waste containers in sizes - 140-litre; 660-litre (individual flats will be supplied 5-litre kitchen caddies)

- 11.2. The Council, at the cost of the landlord/managing agent of the block, will supply containers of the appropriate number and sizes based on the number of bedrooms/dwellings within the block.
- 11.3. Collections usually take place weekly for rubbish and food waste and weekly or fortnightly for recycling. Collection dates can be found at www.portsmouth.gov.uk.
- 11.4. Collection days remain the same all year including when there are bank holidays, except for the Christmas period, where collection dates will be advertised to householders.
- 11.5. The only occasion whereby an individual flat would be supplied their own bin, for their own personal use, would be in the event a ground floor flat required an assisted collection. This will be assessed on its own individual merit by the Council and collection contractor.
 - 11.5.1. If a resident of a block cannot access the bins in a communal waste storage area, it will be the responsibility of the landlord/managing agent to work with the resident to facilitate a solution.
 - 11.5.2. Waste Management will look to offer reasonable adjustments on a case-by-case basis e.g., supplying smaller bins if a resident is unable to reach/lift lids/apertures of larger bins.
- 11.6. Where residents of flats/mixed use buildings do not segregate their waste in an effective manner the Council will work with residents to encourage recycling. Where appropriate the Council may take appropriate actions to improve recycling performance.
- 11.7. The landlord/managing agent must ensure collection operatives can access the bins safely and all access/egress routes are clear. This includes removing bulky items prior to collection and ensuring waste is within the bins provided and not on the floor of the bin store area. The collection operatives do not have to tidy the bin store to access the bins. They reserve the right, at their discretion, to leave the bin unemptied if they deem the bin inaccessible or unsafe to access.
- 11.8. Refuse not contained within a bin will not be collected. If the block or property on a communal collection has the correct capacity, as deemed by the Council, no excess or side waste will be removed. It is down to the landlord/managing agent to work with residents to encourage recycling and remove any excess left over after collection.

- 11.9. If the collection operatives find materials in the bin which is deemed not to come from normal domestic activities or contain non-household waste, they reserve the right to leave the bin unemptied (e.g., DIY waste, construction waste, business waste, paint, bulky items).
- 11.10. If bins are not emptied due to them being inaccessible or containing the incorrect materials, it is down to the landlord/managing agent to find alternative legal disposal routes for the waste.
- 11.11. If the recycling bins are found to contain high levels of contamination, the collection operatives will not empty that bin as recycling. The Council may, at their discretion, empty the recycling as refuse and supply recycling information to the block as a one-off good-will gesture. Any subsequent occasions where the block's recycling bin is not emptied due to contamination, the landlord/managing agent has the following options:
- Remove contamination themselves and ensure recycling is free from contamination ready for the next scheduled recycling collection. The contamination removed may be placed in the refuse receptacle only if this does not cause the refuse bin to overflow
 - If, when the contamination is removed and by placing the contamination into the refuse would cause the block's bins to overflow, the landlord/managing agent would need to find an alternative legal disposal route.
 - The landlord/managing agent can request the recycling be emptied as refuse on their next scheduled refuse collection day at a charge. To request this, the household can contact the Recycling and Rubbish Team on 023 9284 1105 or emailing recyclingandrubbish@portsmouthcc.gov.uk. Charges can be found on the Portsmouth City Council webpages. ([Recycling and rubbish - Portsmouth City Council](#))

12. Missed collections

This section provides information on the process of reporting missed collections and how they will be rectified.

- 12.1. Waste receptacles should be presented ready for collection by 6am on the designated day of collection, but no earlier than 7pm the evening before.
- 12.2. Waste receptacles not correctly presented at the time the collection operatives arrive, will be recorded as such.

- 12.3. Any receptacles not correctly placed out for collection, but subsequently reported by residents as not having been collected, will not be considered as missed. Responsibility for disposal of the waste will then become that of the householder. Under such circumstances, the Council will not be required to return to empty the bin.
- 12.4. Missed collections must be reported within two (2) working days of the scheduled collection day.
- 12.5. Should a missed collection be reported by a householder, without valid supporting information by our collection service illustrating why this might have occurred, collection operatives will be required to return within one (1) working day of the report.
- 12.6. If a missed collection has been reported by the household, the household may leave the waste receptacle(s) on the pavement until the missed collection has been emptied.
- 12.7. Occasions whereby the collection operatives do not have to return to a reported missed collection include:
 - Waste not out at time of collection
 - Contaminated bins
 - Access blocked and/or bin inaccessible at time of collection
 - Bins/bags too heavy to safely empty/collect
- 12.8. Where householders do not present their waste for collection in accordance with Council requirements, the householder will have the following options:
 - Take the waste to the Household Waste Recycling Centre
 - Store the waste until the next collection day (subject to allowances, e.g., no side waste for refuse)
 - If there is an excess of recyclables presented safely and suitably at the next collection day the operatives will collect all materials set out (See 7.8.3.).
- 12.9. The Council and/or the waste collection service may look at the vehicle CCTV to resolve reports of a missed collection.

13. Recycling bring banks

This section sets out the part that bring banks play in increasing recycling and reducing waste.

- 13.1. The Council provides a network of bring banks across the city and at the Household Waste and Recycling Centre so that residents can recycle

additional materials that are not collected as part of the kerbside recycling collection. Bring banks are provided for:

- **Glass**
- **Textiles**
- **Cartons**
- **Plastic pots, tubs, and trays (PTTs)**

13.2. In addition, charities and supermarkets also provide bring banks which are not managed by the Council.

13.3. Glass banks can accept glass bottles and jars along with their metal lids. They cannot accept the following items:

- Lightbulbs
- Panes of glass
- Mirrors
- Drinking glasses
- Candle glass jars
- Pyrex

13.4. Glass banks should only be used between the hours of 8am and 8pm to reduce noise disturbance to local residents.

13.5. Textile banks can accept clothes, shoes, handbags, bed linen, curtains, and towels no matter how worn but must be clean and placed in a carrier bag before depositing. They cannot accept the following items:

- Soiled clothing
- Quilts/duvet
- Pillows

13.6. Carton banks can accept food and drink cartons, including paper containers with metal ends (e.g., crisp tubes). They cannot accept:

- Paper
- Card
- Coffee cups
- Plastic bottles and bags
- Metal cans/tins or foil
- Textiles
- Glass

13.7. Plastic banks accept plastic pots, tubs, and trays. They cannot accept:

- Black plastic
- Plastic film
- Carrier bags
- Polystyrene

- 13.8. After using the banks, all bags and boxes used to carry the items to the banks must be taken home with you or placed in a local litter bin. They must not be left at the bank as this makes the area untidy and attracts fly tipping.
- 13.9. If the bank is full, please do not leave items on the floor by the bank.
- 13.10. Do not leave any waste of any kind on the ground by recycling brink banks as this will be investigated as fly-tipping.
- 13.11. To report a full or vandalised bank residents can contact the Recycling and Rubbish Team on 023 9284 1105 or by emailing recyclingandrubbish@portsmouthcc.gov.uk or reporting online at www.portsmouth.gov.uk.

14. Garden waste

This section sets out the options for green waste from gardens of residents in the city.

- 14.1. Garden waste should not be placed into refuse receptacles for collection and the collection operatives will leave bags they suspect have garden waste within them.
- 14.2. The Council's waste collection contractor, Biffa, run a fortnightly garden waste collection service at a charge called the Green Waste Club. This service is suspended two-weeks out of the year over the Christmas and New Year period.
 - 14.2.1. Households can subscribe to this service via www.greenwasteclub.co.uk or by phoning 0800 0858 286 or emailing gwc.pcc@biffa.co.uk.
- 14.3. Alternatively, households can take their garden waste to the Portsmouth Household Waste Recycling Centre.
 - 14.3.1. There are no charges for garden waste, but soil will incur a cost. For more information on chargeable waste, visit www.portsmouth.gov.uk.

15. Bulky waste

This section sets out how residents can get rid of larger bulky items.

- 15.1. Large household items which exceed 25kg and/or do not fit into a standard-sized black bag must not be placed out for the weekly refuse collection.
- 15.2. There are several options available for households to off-load bulky items:

- If the item is in a good/reusable condition - sell on online marketplaces or give away for free
- Donate to charity - many local charities will collect items for free (visit www.portsmouth.gov.uk for more details)
- Take to the Portsmouth Household Waste Recycling Centre - there is also a reuse area for items in good condition
- Book a collection via the Council
- Book a private collection - households must ensure they are using a reputable business and must ask to see the waste carriers licence of the person collecting the waste. The householder may be liable if the items are found to be fly tipped.
- If you are replacing like-for-like when ordering new items, the company may offer a collection of the old item for a charge.

15.3. Council bulky waste collection service

15.3.1. The Council run a bookable bulky waste collection service.

15.3.2. Charges start from £30 for the first cubic metre (payable at the time of booking).

15.3.3. If a household needs to cancel a collection, this must be done prior to 12pm the day before the scheduled collection day for a full refund. If bookings are cancelled after this time this may result in no refund or a part-refund.

15.3.4. Portsmouth residents in receipt of Council Tax Support (CTS) can receive one free collection of two cubic metres per year. To qualify, the resident must provide proof of CTS either by showing the award letter or giving permission for the Recycling and Rubbish Team to check records online. For collections larger than two cubic metres, there will be a charge for those additional cubic metres payable at the time of booking.

15.3.5. A household can get an estimate, quotation, or book collection by phoning 023 9284 1105 or emailing recyclingandrubbish@portsmouthcc.gov.uk. If items are inside the property, Council staff may need to enter the property to give an accurate quote.

15.3.6. Items for collection must be available by 6am on the morning of collection.

15.3.7. Items will only be collected from ground level and in easy access to the road e.g., forecourt and driveways. If collecting from flat-fronted

properties, the items can be placed on the pavement no earlier than 7pm the evening before collection.

15.3.8. Council staff and/or collection operatives will not enter properties or back gardens to remove items or help to remove items.

15.3.9. Only items listed at the time of the booking will be collected.

15.3.10. A maximum of three cubic metres will be taken on each collection.

15.3.11. These are items we can accept on the bulky collection service:

- Sofas
- Beds
- Mattresses
- Fridges/freezers (these are charged at £30 each or £45 each for an American-style fridge/freezer)
- Washing machines/tumble dryers/dish washers
- General household items and furniture

15.3.12. These are items we cannot accept on the bulky collection service:

- Asbestos
- Building and DIY waste such as soil, rubble, tiles, concrete, bricks etc.
- Plasterboard
- Paint tins containing paint (paint tins must be empty)
- Gas canisters
- Batteries
- Car engines
- Tyres
- Garden waste
- Fluorescent lighting tubes
- Commercial or trade waste
- Ceramic sanitary ware – sink basins, pedestals, bidets, and toilet cisterns
- Anything longer than six feet (6ft)
- Anything too heavy for two people to lift safely such as a piano, waterlogged mattresses, and waterlogged sofas

16. Clinical waste

This section provides information on collection of healthcare/clinical waste and how to request this service.

- 16.1. The Council can collect regular or occasional healthcare waste/clinical waste.
- 16.2. Healthcare waste such as syringes, needles, scalpel blades (sharps), should never be put in with normal rubbish.
- 16.3. A household will need to submit a healthcare waste referral form either online at www.portsmouth.gov.uk or by calling 023 9284 1105 for both regular and one-off collections.
- 16.4. The types of waste accepted on this collection include:
 - Sharps/needles contaminated with medicines, and which could be infectious
 - Sharps/needles contaminated with cytotoxic/cytostatic products which could be infectious
 - Bagged waste that is not infectious, or may be infectious but can be treated – this includes waste from home dialysis
- 16.5. The types of waste not accepted on this collection include:
 - Sharps or needles that are not contained in a special yellow sharps container. These are supplied by chemists and medical professionals.
 - Incontinence pads – these should be securely bagged and put in with your normal rubbish.
 - Used COVID-19 lateral flow device tests, PPE, used tissues and face coverings – these must be placed in your rubbish bin/bags.
- 16.6. On receipt of a healthcare waste referral form, the team will be in contact to arrange a collection. This is when the team will discuss correct presentation for this waste.

17. Flat-fronted properties and those with limited space for bin storage

This section sets out the policy on households requesting wheeled bins for properties with no usable frontage to store the bin on non-collection days.

- 17.1. The flat-fronted policy refers to properties whereby there is no frontage, such as a forecourt or driveway, to store waste receptacles on non-collection days.
- 17.2. When wheeled refuse bins were introduced in the City, residents of flat-fronted properties were able to request a bin if they could guarantee the receptacle would be stored off the highway on non-collection days.

- 17.3. Providing wheeled refuse bins to flat-fronted properties has led to an increased number of receptacles being left/stored on the highway on non-collection days which is in contravention of when and how waste should be presented as set out in section 4 of this policy.
- 17.4. Leaving waste receptacles on the highway obstructs users of the highway, especially those pedestrians who rely on mobility aids, are visually impaired and are pushchair users.
- 17.5. From 25 August 2023, the Council will no longer supply wheeled refuse and recycling bins greater than 180L capacity to flat-fronted properties.
- 17.6. Households in contravention of section 4 of this policy will be issued a warning letter if refuse and/or recycling bins are kept on the highway on non-collection days. The letter will ask that the receptacles are removed from the highway and only presented after 7pm the evening before the day of collection and removed as soon as possible after collection has taken place. The letter will also detail consequences of not adhering to the policy.
 - 17.6.1. If the household, then continues to store refuse receptacles on the highway on non-collection days the refuse receptacle(s) will be removed.
 - 17.6.2. Wheeled refuse bins will be removed, and the household will need to present their waste in black bags for future collection. The Council will not reinstate a wheeled refuse bin once it has been removed for non-compliance with the policy.
 - 17.6.3. Where recycling bins/boxes and food waste caddies are left on the highway, which have not otherwise been approved by the Council allowing for reasonable adjustments (see 17.7.), households will be instructed to take these off the highway and subject to the enforcement procedure as set out in section 18 of this policy.
 - 17.6.3.1. The Council does not want to remove the household's ability to recycle, so will offer alternatives in the form of recycling boxes, slimmer recycling bins or stackable recycling caddies to make it easier for the household to take recycling receptacles back into the property.
- 17.7. There may be circumstances whereby the household needs wheeled bins and may store them on the highway. This will be approved on a case-by-case basis. Certain criteria will need to be met and are as follows:
 - Medical need - sanitary waste

- Unable to move bags through the house from the back garden to the front of the house and lone householder with no family/friends or carer to help present waste
- Waste receptacles will not cause an obstruction to the highway

17.7.1. For this to be assessed, a Waste Management Officer will visit the property to ascertain the circumstances and provide approval.

17.7.2. A 140-litre wheeled bin will be provided if the request is approved. Additional capacity will be assessed, and reasonable adjustments may be sought on a case-by-case basis.

18. Enforcement procedures

This section outlines the legislative enforcement procedures for certain contraventions of the waste collection policy.

- 18.1. The council will support residents to understand their responsibilities regarding the presentation of their recycling and rubbish. Where a full education process has not been successful, and residents persistently do not comply with the requirements of this policy the council may carry out enforcement actions.
- 18.2. Depending on the infringement, the support and advice may consist of warning and corrective hangers/stickers for bins/boxes, visits, leaflets, and letters which will advise of the change required.
- 18.3. If support and advice does not lead to compliance with this policy, appropriate enforcement will be considered for the following behaviours:
 - Waste receptacle left on highway after collection day in an inappropriate way
 - Waste receptacles containing non-domestic waste items e.g., construction, DIY waste or soil
 - Excess refuse (side waste/overflowing bins)
 - Presentation of waste outside the prescribed time window for collection (before 7pm the evening before collection day)
- 18.4. **Where householders persistently breach this policy, enforcement action may be taken using Section 46A of the Environmental Protection Act 1990.**
- 18.5. Steps of enforcement:

18.5.1. Letter sent identifying the breach of the policy with guidance about what needs to change. This letter will also identify what the consequences of non-compliance would be.

18.5.1.1. Stickers will be placed on waste receptacles left out on the highway on non-collection days reminding residents to bring them back in.

18.5.2. If behaviour continues, the Council's Environmental Enforcement Team will send a formal Section 46A Environmental Protection Act 1990, Notice of Intent letter. The notice sets out specific instructions of what the resident is required to do regarding their waste and the penalty they could face if they fail to adhere to the educational instructions they will have been given. The notice will lay out the process for making a representation to the authority.

18.5.3. Following a statutory 28-day period, the notice will come into effect if no appeal has been made against it. Should the behaviour continue in breach of the instructions on the notice of intent then a formal Section 46A 'Final Notice', together with a £60 fixed penalty and any costs incurred by the Council, will be sent to the named resident.

18.5.3.1. The Final notice will set out:

- The grounds for the issuing of a fixed penalty
- The amount of the penalty and costs
- How payment may be made
- The period within which payment is required to be made
- The right of appeal
- The consequences of not paying the penalty

19. New bin/bin repair/bin replacement

This section sets out what receptacles the Council provides to residents and how they can replace missing or stolen bin/box, or have their wheeled bin repaired. This only applies to PCC supplied bins.

19.1. A delivery fee will be charged to residents requesting a new, lost, stolen or damaged refuse bin. Payment can be made online when requesting a new bin or over the phone. Please refer to the Portsmouth City Council webpages ([Recycling and rubbish - Portsmouth City Council](#)) for delivery charges.

19.1.1. If the collection crew has caused damage or lost the bin in the back of the vehicle and this is confirmed via vehicle CCTV, no payment will be required for delivery.

- 19.1.2. Damaged caused on collection, due to general wear and tear will incur a charge for delivery.
- 19.1.3. Residents can collect their new bin from various locations across the city on scheduled dates and times free of charge. Details of these locations, dates, and times will be provided at the point of order. Only the named resident can collect the bin and a form of ID will be required at the point of collection.
- 19.2. Households can request a new receptacle for recycling and food waste free of charge by contacting the Recycling and Rubbish Team on 023 9284 1105, by emailing recyclingandrubbish@portsmouthcc.gov.uk, or online via www.portsmouthcc.gov.uk.
- 19.3. Households can request a second bin for recycling or up to three (3) recycling boxes and a second 23-litre food waste caddy.
- 19.4. Waste receptacles supplied either for a delivery fee or free of charge to householders remain the property of the Council.
- 19.5. A cost recoverable charge will be made to the owners or managing agents of flats and shared properties of multiple occupation, for the supply of larger communal bin(s). These will range in size from 360-litres up to 1280-litres. Charges also apply for the replacement of any broken or stolen bins.
- 19.6. Damage to communal wheeled bins caused by collection crews during the collection process (excepting wear and tear issues) will be replaced free of charge.
- 19.7. Damage to communal wheeled bins, not caused by collection crews during collection, including wear and tear with the container becoming unserviceable will be at the cost of the owner or managing agent.
- 19.8. Charges will also be made to the developers of any new build properties for any bins required for a new development.
- 19.9. All waste receptacles supplied for a charge to owners and managing agents of communal properties remain the property of the purchaser.
- 19.10. Waste receptacles purchased by owners or managing agents are to only be used at the site they were purchased for, and bins cannot be moved between properties.

- 19.11. Replacement waste receptacles and communal waste receptacles shall be delivered to individual households and blocks as soon as practicable after the request has been processed.
- 19.12. If waste receptacles are lost/stolen or damaged and need repair or replacement, the household can request a replacement bin or bin repair by contacting the Recycling and Rubbish Team on 023 9284 1105, or emailing recyclingandrubbish@portsmouthcc.gov.uk, or requesting online via www.portsmouth.gov.uk.
- 19.13. The Council will only replace or repair PCC-issued bins.
- 19.14. When householders move home, they must leave all PCC-issued waste receptacles at the property ready for the new occupant to use.
- 19.15. Householders are responsible for the storage, safe keeping and cleaning of waste receptacles provided by the Council or purchased by owners or managing agents.
- 19.16. The cost of providing wheeled bins for the garden waste service is the responsibility of the waste collection contractor who provide the 'Green Waste Club' on behalf of the Council (see section 14).

20. Services to charities and community organisations

This section sets out the recycling and rubbish collection service which the Council provides to charities and community organisations within Portsmouth.

- 20.1. Registered 'not for profit' charities and community organisations are not entitled to a domestic Council collection but can arrange collections via the Council's chargeable bulky waste collection service.
- 20.2. Churches and other places of religious worship are permitted a weekly collection of refuse using a 140-litre bin or up to three (3) black bags; fortnightly collection of recycling using a 240-litre bin; weekly collection of food waste using 23-litre caddy free of charge.
- 20.2.1. Collection from churches and other places of worship is only for activities relating to activities of the church or place of worship and not for waste relating to business activities taking place within the premises e.g., waste from a café, nursery or church hall hire.
- 20.2.2. If the church or place of worship requires capacity over the allowance set out in 20.2. then a private/commercial waste collection contract must be arranged.

21. Planning considerations

This section sets out the waste management considerations in relation to planning applications. The Council will look to ensure capacity requirements meet the purpose of moving waste up the waste hierarchy and refuse allowance encourages the use of recycling bins. Part of planning comments will highlight the need of future requirements to meet the Environment Act 2021 and the move to a twin-stream recycling service from mid-2025.

- 21.1. Planning applications are reviewed by Waste Management to ensure there is safe access and egress to the waste storage point. Additionally, checks are carried out to ensure that the waste storage area is of sufficient size and designed to the best interests for all parties to help design out issues that could cause problems after construction.
- 21.2. The planning team can supply a multi-point check list when considering how waste storage facilities should be designed and this is reviewed on a regular basis. Alternatively, guidance on specifications required for bin storage can be found on the Portsmouth City Council webpages. ([Bin collection and storage facilities – a guide for property developers - Portsmouth City Council](#))
- 21.3. Applications which include waste storage for flats and Houses of Multiple Occupation (HMO's) are given particularly careful consideration. HMOs of six (6) or more beds will require communal waste collections, starting with a minimum of 360-litre bins for rubbish and recycling.
- 21.4. The Waste Management Team will work with developers and architects to design out potential issues.
- 21.5. As the collection authority, the Council can state how the collections will take place (see section 2.2.). If a building is not built as agreed/instructed, or is not safe to collect for, the Council may suspend all waste collections from the property. This would mean that the owners would need to make arrangement for the collection of waste until the matter is resolved.

22. Landlord responsibilities

This section sets out the landlord responsibility around waste produced from their properties and tenants. The policy is set to reduce negative impacts on the local area.

- 22.1. The responsibility for correct waste management falls to the tenant of the property in privately rented accommodation. However, the landlord should ensure the tenant is adhering to the Council's waste collection policy in

terms of correct presentation of waste i.e., presenting waste at the correct time for collection, using the correct waste receptacle for certain waste types, storing containers correctly, and keeping to the weekly refuse allowance.

- 22.2. If the Council finds the tenant is not adhering to the waste collection policy, and attempts to rectify issues with the tenant fails, the Council reserves the right to contact the landlord/managing agent to assist in the rectification of those issues.
- 22.3. If the tenant moves out of the property and leaves contaminated containers and/or excess rubbish, the landlord/managing agent will then become responsible for the waste left behind.
 - 22.3.1. If refuse bags are left behind by the tenant and the landlord/managing agent does not clear this waste, the Council may take necessary enforcement action in the form of Environment Act 1990, S46 or Community Protection Notices.
 - 22.3.2. Where contaminated recycling containers are left by the tenants, a charge will be applied to empty the container as refuse. Charges are set out in sections 7.10.9. and 11.10. of this policy and based on size of container to be emptied.
- 22.4. Contents of the property owned by the landlord, any waste created from cleaning the property at the end of the tenancy, and waste created by building works is classed as business waste and must be disposed of as such. This waste will not be collected as part of the domestic waste collection.
- 22.5. The Waste Management Team and Safe, Clean and Tidy Team will be the initial contact point for waste and bin enquiries relating to an HMO property. These teams reserve the right to escalate issues to Private Sector Housing which may constitute a breach of the landlord's licence.

23. Complaints process

This section sets out the route residents should take to report service issues and formal complaints against the service.

- 23.1. If a part of the waste collection service does not meet satisfaction, there are steps a household can take to report the issue to get the issue resolved.
- 23.2. Issues could include, but not limited to:
 - Collection crew behaviour
 - Missed collections

- Damages resulting from collection
- Delivery time of requested waste container

23.3. Report the issue to the Recycling and Rubbish Team

23.3.1. Issues can be reported online via the www.portsmouth.gov.uk webpage or by phoning the Recycling and Rubbish Team on 023 9284 1105 or emailing recyclingandrubbish@portsmouthcc.gov.uk.

23.3.2. It is important that households report any issues as and when they occur, this ensures the Council can respond and rectify the issue in a timely manner.

23.3.3. The first time of reporting an issue is considered as a service issue and not a formal complaint. The Recycling and Rubbish Team will take all necessary steps to ensure the issue is resolved. However, if the issue continues, then it may be necessary to go through the formal process of raising a Corporate Complaint.

23.4. Corporate Complaints Team

23.4.1. If, after reporting the issue to the Recycling and Rubbish Team and the issue has still not been resolved, formal complaints can be raised with the Corporate Complaints Team by phoning 023 9283 4702, emailing corporatecomplaints@portsmouthcc.gov.uk or online via www.portsmouth.gov.uk.

23.4.2. The Corporate Complaints Policy can be found online via www.portsmouth.gov.uk.

24. Appendices

24.1. Appendix 1 - Classification of waste

No.	Description	Classification	Exceptions
1	Private storage premises used wholly or mainly for the storage of articles of domestic use	Household waste	
2	Land belonging to or used wholly or mainly in connection with domestic property or a caravan where waste from that property or caravan is to be treated as household waste	Household waste	
3	A private garage	Household waste	Where the garage has a floor area exceeding 25m ² or is not used wholly or mainly for the accommodation of a private motor vehicle, the waste is to be treated as commercial waste
4	A vehicle or vessel used wholly for the purposes of living accommodation	Household waste	Where the vehicle or vessel is used in the course of a business for the provision of self-catering accommodation, the waste is to be treated as commercial waste
5	A place of worship	Household waste	
6	A residential hostel which provides accommodation only to persons with no other permanent address or who are unable to live at their permanent address	Household waste	
7	A penal institution	Household waste	
8	A charity shop selling donated goods originating from domestic property	Household waste	
9	A caravan or mobile home site for gypsies and travellers	Household waste	
10	Premises used wholly or mainly for public meetings	Household waste	

11	Domestic property used in the course of a business for the provision of self-catering accommodation	Commercial waste	
12	A caravan— (a) used in the course of a business for the provision of self-catering accommodation, or (b) which is not allowed to be used for human habitation throughout the year by virtue of a licence or planning permission	Commercial waste	
13	Premises occupied by a charity and wholly or mainly used for charitable purposes	Commercial waste	Where the waste is from a place of worship or from premises used wholly or mainly for public meetings, it is to be treated as household waste
14	A camp site or a tent pitched on land other than a camp site	Commercial waste	Where the waste is from domestic premises at a camp site, it is to be treated as household waste
15	A royal palace	Commercial waste	
16	Premises occupied by a club, society or any association of persons in which activities are conducted for the benefit of the members	Commercial waste	
17	Premises occupied by— (a) a court; (b) a government department; (c) a local authority; (d) a person appointed by or under any enactment to discharge public functions; (e) a body incorporated by Royal Charter	Commercial waste	Waste classified as household waste or industrial waste because it is from a place— (a) otherwise described in this table (except for entry 27); or (b) described in section 75(5) or (6) of the Act (household waste or industrial waste)

18	A hotel	Commercial waste	
19	Any part of a composite hereditament used for the purposes of a trade or business	Commercial waste	
20	A market or fair	Commercial waste	
21	The practice of a general medical practitioner	Commercial waste	
22	A workshop or similar premises which is not a factory only because— (a) those working there are not employees; or (b) the work carried on there is not carried on by way of trade or for purposes of gain	Industrial waste	Where the principal activities at the premises are computer operations or the copying of documents by photographic or lithographic means the waste is to be treated as commercial waste
23	Waste from a laboratory	Industrial waste	
24	Waste from a scientific research association	Industrial waste	
25	Waste from premises used for the breeding, boarding or stabling of animals	Industrial waste	
26	Waste imported into England or Wales	Industrial waste	
27	Directive waste from a place (including any vehicle, vessel or aircraft) not otherwise described in this table or in section 75(5) or (7) of the Act ⁽¹⁾ (household waste and commercial waste)	Industrial waste	

24.2. Appendix 2 - Permitted collection and disposal charges

No.	Description of household waste	Collection charge	Disposal charge
1	Any article of waste which exceeds 25kg in weight	Yes	No, subject to entries 11 to 17
2	Any article of waste which does not fit or cannot be fitted into— (a) a receptacle for household waste provided in accordance with section 46 of the Act; or (b) where no such receptacle is provided, a cylindrical container 750mm in diameter and 1m in length	Yes	No, subject to entries 11 to 17
3	Garden waste	Yes	No, subject to entries 11 to 17
4	Dead domestic pets	Yes	No, subject to entries 11 to 17
5	Waste oil or grease	Yes	No, subject to entries 11 to 17
6	Asbestos	Yes	No, subject to entries 11 to 17
7	Waste which may not be put into a receptacle provided under section 46 of the Act because of a notice served under that section	Yes	No, subject to entries 11 to 17
8	Waste from premises used wholly or mainly for public meetings	Yes	No
9	Clinical waste and offensive waste produced at a domestic property, a caravan or a vehicle or vessel used wholly for the purposes of living accommodation	Yes	No
10	Waste from a residential hostel which provides accommodation only to persons with no other permanent address or who are unable to live at their permanent address	Yes	No
11	Waste from a charity shop selling donated goods originating from domestic property	Yes	Yes, but only to the extent that the waste originated from non-domestic property

12	Waste from premises occupied by— (a) a community interest company (being a company which is registered as such with the registrar of companies), or (b) a charity or other not for profit body, which collects goods for re-use or waste to prepare for re-use from domestic property	Yes	Yes, but only to the extent that the waste originated from non-domestic property
13	Litter and refuse collected under section 89(1)(f) of the Act	Yes	Yes
14	Waste from a residential home or land belonging to or wholly or mainly used in connection with a residential home	Yes	Yes
15	Waste from premises forming part of a university, school or other educational establishment	Yes	In Wales: yes In England: yes, subject to paragraph 4(8)
16	Waste from premises forming part of a hospital or nursing home except for waste from a residential hostel forming such part which provides accommodation only to persons with no other permanent address	Yes	Yes
17	Waste from a penal institution	Yes	Yes