Waste Management Requirements
New Developments

Contents

1. Introduction and Service Overview
2. Households – How Residential waste and recycling is collected
3. Household Containers
4. Vehicles and Access
5. Storage Chambers – New Flats/Apartments
6. Container specifications for apartments
7. Commercial guidance
8. New Developments Collection Sign off Procedure
9. Container Delivery

Further information

Appendix A – Site Sign off Sheets
Appendix B –
Appendix C – Terms and Conditions for Multi Occupancy Properties

Medway Council Collection contractor for kerbside services is Veolia this contract term is for 2010 – 2019
1. Introduction and Service Overview

1.1 This guide is to serve architects and other officers involved in the design and building of proposed developments in Medway, providing information with regard to waste storage facilities to new Household and Apartment schemes. As each scheme is treated and collected differently, this guide is to ensure developers enable refuse and recycling to not only be stored safely and reducing visual impact on the development but also ensuring convenience for residents living in new properties especially those with impairments.

1.2 When an application has been submitted Medway Council Waste Services will expect to see proposals and details of storage facilities to be agreed. Before submitting an application Medway Council’s Waste Services can be contacted for advice on storage facilities and collection arrangements.

1.3 This document has been developed taking guidance from the “NHBC Foundation Document: Avoiding Rubbish design: Providing for bin storage on new housing developments”, which addresses not only the functionality of bin storage areas for Households and Apartments, but also the street scene to consider the appearance of sites on collection days long after site completion.

Regard shall be given to the following documents

1.4 British Standard BS 5906:2005 Waste Management in Buildings – Code of Practice
1.6 EN840 standard for 2 and 4 wheeled containers
1.7 HSE Waste and Recycling vehicles in street collection
1.8 HSE the safe use of refuse collection vehicle hoists and bins
1.9 Manual for streets (DTF) (2007)
2. Households – How Residential waste and recycling is collected

2.1 Medway Council operates a kerbside domestic collection service. Residents are required to present their refuse, recycling and garden/food waste on the highway in front of their boundary by 7:00am on the day of collection.

2.2 Where residents are unable to present to their collection point, through illness/infirmity, Medway Council Waste Services will assess, on an individual basis, the need for an Assisted Collection from within the property boundary.

2.3 Refuse, Recycling and Garden/Food waste collections are on a weekly collection schedule, the same day every week and carried out in different collection vehicles.

2.4 As of 2014, properties have been supplied with a 5L sliver kitchen caddy to assist with disposing of food waste. These containers are for internal use only and are not collected from kerbside as part of the service.

2.5 Provision for adequate storage and collection of domestic waste and recycling should be included in the layout of all new developments. Drawings must be supplied at the time of application.

2.6 Collections of larger unwanted household items are provided for all residents of Medway. Residents can book a bulky collection by contacting customer contact. A collection of unwanted furniture and other household items cost £20.00 for up to three items. (this price can be subject to a yearly increase)
3 Household Containers for houses (non flats)

3.1 Household waste containers; provided by Medway council (authorised containers) these are provided free of charge to residents

- Reusable Blue and White bags for recycling
- Clear plastic non reusable sacks to supplement white reusable bags
- 1 x 240L brown wheeled bin for Garden and food waste
- 1 x 5L kitchen caddy for food waste (internal use only)

3.2 Medway Council do not provide black sacks, residents are required to purchase these themselves. Residents can store their refuse in a dustbin within the boundary of their property but must present black sacks as an authorised container to the highway for collection.

3.3 Residents are required to place out their waste at the boundary of their property at the nearest point to the highway on collection day.

3.4 Developers are to include sufficient internal storage for refuse and recycling. This should be Incorporated into the kitchen/utility area, and designated within a unit that can accommodate the segregation of recycling material from other waste and be closed from view and sufficiently ventilated.

3.5 Developers are to include sufficient external storage to accommodate 1 x 240 litre bin, 1 x 50 litre white reusable bag and 1 x 50 litre blue reusable bag and 2 black refuse sacks as a minimum.

3.6 Storage of wheeled bins must be provided for each household and must be able to contain a minimum area that would store 3 x 240L wheeled bins externally for the purpose of organic waste recycling and residual waste.

<table>
<thead>
<tr>
<th>Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bin Type</td>
</tr>
<tr>
<td>240 L</td>
</tr>
</tbody>
</table>
3.7 Any storage area provided should be made of hard impervious surface, which can be washed down to remove any residue. These areas must be within the boundary of the property and must not reduce the effective width of the public footpath.

3.8 External storage areas should firstly be considered to the front of the property within the boundary. Adequate screening must be provided, so containers are not visible from the highway, storage areas should be ideally provided in a shaded area.

3.9 Where storage is not possible to the front of properties access should be given to the rear or side with access spaced out as of no less than every 5th property to enable waste/recycling to be moved from the rear to the front for collection. Residents should not have to walk further than 30m total to present their containers for collection.

Bin stores for houses that do not form part of the property are not advised these can have rubbish dumped and cause anti social behaviour problems. Medway Council Waste Services are not responsible for the maintenance of any bin stores. Should they become fly tipped or lapse into a poor condition we will not collect waste from the store.

Waste collection crews collecting from individual households will not:

- Carry waste sacks further than 10 metres from the highway to the collection vehicle
- Carry containers or move 240L wheeled bins more than 15metres from the highway to the collection vehicle
- Negotiate steps with either sacks, containers or bins
4 Vehicles and Access

4.1 Where collection vehicles are required to access the development to carry out collections developers the following should be incorporated; Manual for street (DFT) (2007) provides guidance on the design and construction of new residential streets and access roads and should be referred to during the design stage of new developments.

Roadway Strength

4.2 Roads should have foundations and hard wearing surface capable of withstanding a fully laden waste collection vehicle which weighs 26 tonnes. Waste collections in Medway require that 3 collection vehicles attend site each week. Roads must be constructed to an adopted highway standard. All access roads, manhole covers and road grating must be constructed to withstand the gross vehicle weight of 26 tonnes and axle of 11.5 tonnes. If a road is not constructed to the required public highway standard the collection vehicles will not travel along the road.

Drop Kerbs

4.3 There must be drop kerbs at all collections points and at all storage chambers.

Loading

4.4 Vehicles undertaking collections must be able to stop for loading in a safe and legal position where they will not obstruct other traffic or pedestrians.

Sufficient turning circle

4.5 Appendix A supplies the vehicle specifications used by Medway Council. Plans must show vehicle tracking for entrance/exit and turning on the site.

On street parking

4.6 Roads and access roads should incorporate sufficient parking restrictions to allow for safe passage of vehicles into these areas of the site. On street parking should be discouraged.

Reversing

4.7 Waste collection vehicles should not be required to reverse, where this is unavoidable ie exceptional circumstances the vehicle should never be required to reverse more than 12 metres or up or down a slope. Developers should design roads layouts so that waste collection vehicles are not required to reverse in from or out from the public highway.

Road Markings

4.8 Waste Collection vehicles cannot stop to carry out collections from containers where there are road marking restrictions are in place, for roads where vehicles are not permitted to stop alternative collection locations must be sourced by the developer.
4.9 Minimum turning areas required for Refuse Collection Vehicles
5 FLATS / APARTMENTS

Storage Chambers

5.1 For developments of 6 or more households 1100 litre euro bins must be provided for refuse and recycling for developments of 6 or less households a kerbside collection service will be implemented. A rule of thumb for ratio of containers per flats is 10 x 2 bed flats would require 1 x 1100 litres refuse bin and 1 x 1100 litre recycling bin.

Location

5.2 Waste/recycling storage areas:

- Must be within the footprint of the development.
- Should be within 30 metres of the dwelling. Residents should not be required to walk more than 30 metres from their front door (excluding vertical distances) when carrying refuse and recycling.
- Must be at ground level BS (British Standard) 5906 states that four wheeled bin containers must be within 10 metres from where a vehicle can safely park.
- If vehicular access to the site is necessary, there should be sufficient space for the Refuse Collection Vehicle (RCV) to turn from the main road into the site.
- Waste storage capacity should be designed to ensure that there is sufficient space available to contain the waste generated by the proposed development.
- Bin storage chambers should not be used for the storage of resident’s personal possessions. Separate areas for bicycles or other storage requirements should be provided.

Construction

5.3 Construction of Storage Chamber:

- All communal storage chambers to be constructed with access at street level and incorporate all guidance points below.
- Must be designed allowing containers to fit side by side (width to width), enabling the lid to be opened by any person depositing waste/recycling directly in front of them. Access (doorways) must be a minimum of 2m by 2m to allow the safe removal and return of the containers.
- It must be possible to remove the container horizontally during removal and replacement. Sufficient spaces should be provided to allow that a bin can be removed without the need to move another container.
- There should be sufficient clear space of 150mm between the containers to allow for ease of movement. Residents should not have to squeeze past bins to access the furthest bins.
• There must be a water supply with standard tap fittings to enable the washing down of the bins.

• Walls and floor the design of the bin store chamber should have regard to accessibility for the elderly and disabled

• The chamber must also be permanently ventilated. If the bin storage area is over-looked, it is recommended that it be of brick construction with a permanent roof.

• Internal height of the chamber must allow the lid to be opened without having to be removed from the storage area.

• Must be constructed to prevent vermin

• The floor should be constructed to take into account adequate drainage. The surface must be easy to keep clean.

• Doors must be fitted with restrictive openers to prevent over extension and must not open onto or obstruct any existing or proposed public footway or highway. Door must be fitted with a secure opening mechanism to allow for safe bin collections. Scratch plates must be fitted to the relevant side of the doors to prevent the bins damaging them, e.g. If the doors open outwards, they must be fitted with scratch plates on the inside.

• All bin chambers should have adequate lighting, artificial or natural to ensure that collections can be carried out safely.

Access for collection crews and bins

5.4 For Eurobins the path from the storage area to the vehicle should be:

• Free of steps or kerbs (dropped kerbs are required)
• Be rendered with a smooth continuous finish – no cobbles etc.
• Be flat or slope from the storage chamber at a gradient no more than 1:12
5.5 Access to the bin store area

Must not include going through other parts of the building. Lockable gates/doors are recommended to prevent unauthorised access. These must be either FB1, FB2 or punch code locks. Any lockable door or padlocked store area requiring a key will only be serviced if it is either FB1 or FB2 type and a minimum of three (3) keys are provided to the Waste Services team this is to ensure that the residual waste, recycling waste and bulky waste vehicles can access the bin store.

Should any other key fob be utilised Medway Council will not be able to service the bin store to empty the waste. Or, if an onsite caretaker or supervisor is on hand to open and present and return containers to the storage chamber after collection.

5.6 Where containers over 240ltrs are to be moved from point the storage area to the vehicle for collection, by either the public or contractor and will pass private property, e.g. parked cars, wooden fencing or adjoining buildings, anti-scratch mechanisms must be installed. Our recommendation is a 100mm face kerb line running the length of the distance containers are required to travel. Other considerations could be for metal handrails. Dimensions of the largest container used in Medway are such that it the kerb will need to sit out no more than 100mm from the private property boundary line.

Four wheeled bins have a maximum travel distance of 10m from collection point to the vehicle.

5.7 Dropped kerbs and traffic management must be put in place in front of access to storage chambers for the safe emptying of four wheeled containers. Parked vehicles in front of bin stores will result in bins being left in situ, as crews will not be able to remove bins.
6 Container specifications for apartments

6.1 Container dimensions of recommended bin types for communal bin stores. Container specifications can be used to design proposed communal bin stores to house containers as illustrated in section 4.7

<table>
<thead>
<tr>
<th>Volume (Litres)</th>
<th>Height (mm)</th>
<th>Width (mm)</th>
<th>Depth (mm)</th>
<th>Max Load (kg)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1100</td>
<td>1470</td>
<td>1380</td>
<td>1090</td>
<td>450</td>
</tr>
</tbody>
</table>

6.2 Refuse containers must be supplied by the developer. Medway Council does not supply residual containers for refuse. Recycling containers are provided free of charge on request via the management agent (which remain the property of the contractor, Veolia) The Council will supply flats/apartments with communal recycling containers, but do require these developments to include adequate contained space for both refuse and recycling.

6.3 The provision of refuse containers is the responsibility of the developer, or managing agent, but must a metal container suitable for emptying using Medway Council machinery and not blue in colour.

6.4 Before purchasing refuse containers, the purchaser should contact our current waste collection contractor Veolia on 0203 567 6500 to obtain exact specifications and/or to purchase bins. Bins can be purchased either directly through Veolia but other suppliers can be sourced, after exact specifications have been discussed with Veolia.

6.5 Any bins purchased must comply with EN840 which is the European Standard which sets out the basic standard for 2 and 4 wheeled bins

6.6 Bins must be compatible with the lifting devices on the collection vehicles.
7 Commercial Guidance

7.1 Where mixed developments are proposed, access and storage for commercial waste must be separated from domestic storage facilities.

7.2 Veolia currently carry out commercial refuse collections for some commercial properties within Medway. This arrangement is made by the commercial entity with Veolia commercial directly. Medway Council does not carry out commercial waste collections. Other licenced waste carriers can be sourced and used to carry out these collections.

7.3 Assisted Living, Extra Care and HMO’s are collected under Medway Council’s derestriction. Residential and Care Homes will have to arrange their collections with a commercial providers as in 7.2

8 New Developments Collection Sign off Procedure

The Health & Safety of the operatives collecting the waste is of upmost importance and as such Medway’s current waste collection contractor Veolia, have identified risks and hazards to their employees and the general public when collecting from an unfinished new development. It is to mitigate these risks and associated liabilities that this procedure guide has been published.

8.1 When is it safe to operate within new developments?

- In the majority of instances, residents inhabit properties on new developments before the large plant and machinery are withdrawn from site or bin storage areas are completed. It is also commonplace that residents are moved in before the final layer of road surface is laid, thus leaving exposed and raised metalwork - a further opportunity for damage to occur, especially with the frequency and weight of collection vehicles entering the site.

- It is both unsafe and inefficient for the vehicles to enter the site while the road surface is substandard. This would only cause damage to the road surface and push back completion times. We cannot collect waste from sites that do not have a road strength and type that can withstand the weight of the collection vehicles.

- As there are numerous hazards on site for collection and site crews as well as residents, Medway Council in conjunction with Veolia will monitor the final stages of work on the development and commence collections from within the sites once it is deemed safe to do so. Until a site is inspected and it is agreed to be safe to commence collections by both Medway Council and the authorized officer at Veolia we cannot collect waste from the site.

8.2 What happens to residents’ waste whilst collection crews are not authorised to enter new development?

- While plant machinery and road surface works are being completed and with residents in situ, Medway Council and Veolia will arrange with the developer a suitable collection point for refuse to be presented on the developments assigned collection day.

- With any building project, the pulling out of waste and recycling to the designated collection point on the collection will be the responsibility of the developer. The developer must contact Medway Council’s waste department to agree the location in advance of the first domestic occupation.
8.3 Procedure

- Domestic waste and recycling must be assembled at this point by 7am on collection day. If there is no vermin-proof containment at this point and the sacks become ripped open it shall be the developers responsibility to clear any spillages.

- It is important that developers give pre-warning of any changes to the development that may effect this arrangement; a record sheet (appendix B) will be kept by our contractor and the Waste Services Office to record any agreements made.

8.5 Container delivery

- A minimum of 6 weeks notice is required by Veolia for the order of refuse bins required for communal bin stores. Developers are responsible for the purchase of refuse bins as advised in section 6. Please be aware that in periods of high demand the suppliers can take longer than 6 weeks to fulfil orders its is best to order the euro bins well in advance.

- When the site is near completion developers/managing agents should contact Veolia to arrange purchase of communal refuse bins for apartments, and the first collection arrangements from these bin stores.

- A site visit will be carried out by a Waste Services Officer in conjunction with Veolia Supervisors to ensure Eurobins deliveries can be carried out safely to the site.

- Recycle bins will be delivered shortly after refuse bins have been installed within the bin chamber.
## Developer sign-off sheet for Waste Services

### Development:

<table>
<thead>
<tr>
<th>Signed Off Section</th>
</tr>
</thead>
</table>

### Developer/Managing Agent:

### Stage 1:

<table>
<thead>
<tr>
<th>Date</th>
<th>Letter sent/delivered to site office:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Copy attached</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Is the road surface condition acceptable for the collection vehicle to traverse over</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Is there working plant and machinery in the immediate vicinity preventing safe collection of wastes?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Allocated collection point (attach map if required):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Is there adequate containment at this point?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Are the waste storage chambers safe to collect from:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Doors open outwards</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Door mechanism in place to ensure door remains open</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Bump strips in place</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Ventilation acceptable</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Lighting adequate</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Water pipe in chamber</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Drop Kerbs to bin stores and footway</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>FB keys provided to Waste / Veolia</th>
</tr>
</thead>
</table>

If waste cannot be safely collected notification given to developer so they are aware of their duty of care not to present waste prior to night before collection.

### Development review date (6 monthly):

<table>
<thead>
<tr>
<th>Signed (Medway Council waste officer):</th>
</tr>
</thead>
</table>

Name and Designation

### Stage 2

<table>
<thead>
<tr>
<th>Date</th>
<th>Veolia to complete</th>
</tr>
</thead>
</table>

Development site certified as adequate and safe for waste operations to take place:

<table>
<thead>
<tr>
<th>Signed (Veolia):</th>
</tr>
</thead>
</table>

Name and Designation
Waste Presentation and Collection Arrangements from (insert development name)

Dear

I contact you with regards to the waste presentation and collection arrangements from (insert development name)

Under the Environmental Protection Act 1990 The council has a duty to collect waste from the boundary of a property to the nearest point to the public highway. However any new development must be inspected and agreed by our contractor as safe to do so.

The above development whilst has residents occupying properties is not in condition where we can safely access the site to collect residents waste from the kerbside.

A waste contract officer and a representative from our contractor have visited the site, and in the current condition we cannot safely carry out collections at this development. The waste collection vehicles must be able to circumnavigate the site without causing any damage to the vehicle or the development. Heavy plant and equipment must also have finished working in the vicinity.

Until the site is in a completed safe condition the waste collections will be the responsibility of the Developer until otherwise notified by the waste authority, Medway Council.

Yours sincerely

Waste Services Officer
TERMS AND CONDITIONS FOR WASTE AND RECYCLING SERVICES IN MULTI-OCUPANCY PROPERTIES

Managing Agents, Housing Associations, landlords and Residents.
Contents

Introduction
Service overview
Access
Containers
Maintenance
Missed collections
Collections during inclement weather
Difficult Waste
Damage to Property
Information
Introduction

These terms and conditions apply for anyone who is responsible for managing flats or other properties that have multiple residences. This includes (but is not limited to) Property Management Companies, Housing Associations, Council Housing Departments, Residents Associations, Managing Agents, Landlords and Individuals. (For the purpose of simplicity in this document where managing agent is used it shall refer to all of the above)

This document aims to provide information about the collection services delivered by Medway Council and its contractor Veolia and further details the level of service you can expect from the Council and what you need to do to ensure you help us to deliver an efficient service to residents.

Service Overview

The Waste collection kerbside services are delivered by Veolia who are the Council’s contractor, the contract term is 2010 until 2019. Together we work in partnership to ensure we deliver a high quality service. We collect Residual, Recycling and Organic waste weekly on the same day each week.

We offer a bulky waste collection service for larger unwanted items such as furniture, this must be pre booked and a charge of £20.00 is applicable. (This can be subject to a price increase year on year)

There are some items that we will not collect as part of the household waste and recycling collections services. This is because they are not classed as household waste or are hazardous waste. (See appendix A)

Access

Bin Stores

Where bin stores have restricted access you must provide either a FB key or if a key pad system is used the code must be provided. FB1 and FB2 keys are used to reduce the need for the operatives to carry many different keys. The Managing agent will be required to provide 3 of the required keys. Where Managing Agents are responsible for multiple properties and use a key pad code system the same code should be used for each building.

Where key codes are used it is the managing agent’s responsibility to inform the council of the key codes before the next waste collection. Should codes need to be changed the managing agents are required to inform at the council and provide the new code before the next scheduled collection.
If keys / codes are not provided collections cannot be completed.

It is the managing agent’s responsibility to ensure padlocks and key code entry pads are maintained in a good working order.
Access to gated estates / properties

Where access to properties is controlled by electronic gates and access is permitted for the collection vehicles the gate must stay open long enough for the vehicle to pass through. Any damage caused by premature closing of the gate will be the responsibility of the managing agent.

Where access is not permitted waste must be presented at the nearest point to the public highway outside of the gate. Residents will be expected to walk their waste out or the managing agent’s caretaker shall present the bin at the nearest public highway for emptying. The collection team will leave the container at the same place it was presented.

Access via buzzer entry system

Where access is via a gated estate/property, residents will need to accommodate the collection vehicles and allow them access. Due to the nature of the collection rounds and the number of properties and collections that must be completed Veolia cannot wait for long periods to be given access.

If access is not given within 5 minutes the crews will be unable to collect the waste and residents will have to wait until the next schedule collection day.

Access over private roads

Where a vehicle is required to travel over a private road (not adopted highway) the owner will have to provide Veolia and Medway Council with an indemnity that we will not be held liable for damage from wear or tear to the road surface. If an indemnity is not possible Veolia reserve the right to not travel across the private area and residents will have to present waste at the nearest public highway. The location shall be agreed by Medway Council and or Veolia.

Containers

Medway Council do not provide containers for residual waste. The responsibility of the provision of refuse containment is the managing agents. These containers can be purchased from Veolia or by any other container company. The receptacle must comply with EN840 and be compatible with the lift devices on Veolia’s collection fleet. Details of the bin requirements are in appendix B of this document.

The maintenance of the refuse containers is the responsibility of the managing agent who shall be responsible for ensuring that the containers are in a condition so as to be safely emptied. It is the managing agent’s duty to ensure that they can demonstrate compliance with EN840. If at any time Veolia or Medway Council deem the containers to be in such a condition so as to be unsafe we reserve the right to no longer empty the container until such times as repairs or replacements are provided by the managing agents.
Recycling containers

Once the refuse bins have been purchased and installed Medway Council will arrange for communal recycling bins to be delivered to the property for the residents to use to recycle waste. **Residents in flats do not receive individual sacks for recycling as a container is being provided.**

These containers are the property of Medway Council, and as such Medway Council reserve the right to remove these bins should they be found to have excluded items of waste which contaminates the recyclable materials. The council procedure allows for the managing agents and residents to be notified on all occasions before the bin is removed.

Once the recycling bins have been removed will mean the refuse bins will no longer be sufficient in numbers, the managing agent must then purchase additional refuse bins to replace the removed recycling bins. We will not collect any waste that is not contained within a bin.

Overweight Containers

When a communal recycling or refuse bin is overweight it cannot be safely emptied. The overweight bin poses a health and safety risk to the operatives. The weight can cause the bin to fall from the vehicle whilst being emptied which can also damage the container and the lifting devices on the vehicle. In this instance the bin will not be emptied until the amount of waste has been reduced from the container it is the responsibility of the managing agent to empty the bin and reduce the weight so that it can be safely emptied on the next schedule collection day.

Maintenance of communal areas

When a communal bin area is unable to be accessed due to fly tipped waste/bulky items and we cannot safely access the bins to empty them, it shall be the managing agents’ responsibility to remove the items so that we can empty the bins.

The collection operatives are not responsible for cleansing the bin stores; this is the responsibility of the managing agent. The collection operatives will clear any spillages that occur as a direct result of the collection activities.

The bin store chambers must be fitted with doors that open outwards and can be held safely open (normally by hooks and eyes) whilst the bins in and out of the chamber. Doors should be fitted with bump strips on the inside to minimise damage to the containers and drop kerbs or ramps that are at an incline of no more than and are flush to the road surface should be installed.

All lighting within the bin store area should be maintained so that collections can be carried out safely. It is the managing agent’s responsibility to ensure the bin store chambers do not fall into disrepair making collecting the waste unsafe.
**Homeless people and safety of collections**

To help prevent any death or serious injury to people sheltering and sleeping in large waste bins the Waste Industry Safety and Health Forum have developed guidance with advice that we recommend managing agents refer to [https://wishforum.org.uk/wp-content/uploads/2017/02/WASTE-25-.pdf](https://wishforum.org.uk/wp-content/uploads/2017/02/WASTE-25-.pdf)

**Missed Collections**

If a collection has not taken place on the designated collection day, if the collection is genuinely missed and not as a result of issues mentioned above in this document, Veolia will return to the address to carry out the missed collection. It MUST be reported to Medway Council within 24 hours of the collection not occurring no later than 3.00 pm the day after collection.

Residents and or managing agents can report a missed collection by either telephone customer contact on 333333 or by completing an online form [https://eforms.medway.gov.uk/ufs_live/ufsmain?formid=LE_MISSEDCOLLECTION&ebd=0&ebz=1_1475847839634](https://eforms.medway.gov.uk/ufs_live/ufsmain?formid=LE_MISSEDCOLLECTION&ebd=0&ebz=1_1475847839634)

We will not return for a missed refuse or recycling collection if:

- ✗ Containers are damaged and unsafe
- ✗ Container is too heavy to safely lift
- ✗ Storage areas are blocked or unsafe due to fly tipped rubbish
- ✗ Access has been denied
- ✗ Wrong materials are presented for collection
- ✗ Recycling is contaminated
- ✗ Storage area is unsafe due to poor maintenance or damage
- ✗ Missed report was made after 24 hour period

**Collections during inclement weather**

Health and safety of the public and the collection operatives can be affected during periods of inclement weather should the conditions impact to be detrimental to the service and collections cannot be completed the service is suspended.

In these instances we will endeavour to catch up on collections as quickly as possible, all waste presented at the next schedule collection day will taken.
Difficult Waste

Due to the nature of certain household waste types we politely ask residents to assist us with these waste types so that they can be collected and not cause a mess or nuisance to others.

Paint

- Paint should never be placed into a container for emptying as the tin becomes crushed during the compaction of the waste, the paint then spills out of the vehicle and can cause damage to roads making the environment look unsightly. It is also a banned liquid into landfill.

- Paint must be allowed to dry out by either leaving in a safe place to naturally dry out or by adding soil, cat litter, saw dust or paint drier to the tin. Once the paint has hardened it can then be placed into the bin for collection.

If you have lots of unused paint you can donate this to a community paint project

https://www.recyclenow.com/what-to-do-with/paint

Pet Waste

- Please ensure pet waste is not placed into one bag which can become heavy and split, we politely ask that residents place pet waste double bagged into the refuse bin.

Damage to Property during Collections

Occasionally, during the course of carrying out collections accidental damage can be caused to a property or vehicle by Veolia.

Under the terms of the contract between Medway Council and Veolia, Medway Council are indemnified against any liability. Therefore any insurance claims must be made to Veolia directly for their insurance section to process. The Council cannot do this on your behalf.

It is important to provide as much information as possible and to include:

- Location
- Date and time of incident
- Registration of the vehicle involved
- Any witnesses and their details
- Information relating to the incident
- Any photographic evidence

Veolia vehicles are fitted with trackers so this information can help them to investigate your claim.
What can be placed into the recycling bin:

Medway thanks you for recycling:
- Paper
- Cardboard
- Metal cans
- Glass jars and bottles
- Household plastic packaging

Please NO black sacks
## Appendix A  Unwanted Household Items (Bulky Waste)

The Following Items can be collected as bulky household waste, residents are required to book and pay for the collection.

<table>
<thead>
<tr>
<th>Item</th>
<th>Item</th>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armchair</td>
<td>Air Conditioning Unit</td>
<td>Barbecue</td>
</tr>
<tr>
<td>Bath (not cast iron)</td>
<td>Bed (not including mattress)</td>
<td>Bidet</td>
</tr>
<tr>
<td>Bicycle</td>
<td>Cabinet</td>
<td>Carpet</td>
</tr>
<tr>
<td>Chest of Drawers</td>
<td>Cupboard</td>
<td>Computer</td>
</tr>
<tr>
<td>Cooker</td>
<td>Cot</td>
<td>Desk</td>
</tr>
<tr>
<td>2 Dining room chairs</td>
<td>Dishwasher</td>
<td>Electric Fire</td>
</tr>
<tr>
<td>Extractor Fan</td>
<td>Freezer (food removed)</td>
<td>Fridge (food removed)</td>
</tr>
<tr>
<td>Fridge Freezer (food removed)</td>
<td>2 Garden Chairs</td>
<td>Garden Gate</td>
</tr>
<tr>
<td>Garden Table</td>
<td>Gas Fire</td>
<td>Headboard</td>
</tr>
<tr>
<td>Hi Fi system</td>
<td>Home photocopier</td>
<td>Home shredder</td>
</tr>
<tr>
<td>Internal door (no glass )</td>
<td>Ironing Board</td>
<td>Mattress</td>
</tr>
<tr>
<td>Microwave</td>
<td>Ottoman</td>
<td>Pouffe</td>
</tr>
<tr>
<td>Pram</td>
<td>Satellite Dish</td>
<td>Settee (corner sofa &amp; pouffe) 3 items</td>
</tr>
<tr>
<td>Shower Tray</td>
<td>Sideboard</td>
<td>Sink</td>
</tr>
<tr>
<td>Small musical instruments</td>
<td>Strimmer</td>
<td>Table (no glass)</td>
</tr>
<tr>
<td>Television</td>
<td>Toys</td>
<td>Tumble Dryer</td>
</tr>
<tr>
<td>TV aerial</td>
<td>Underlay</td>
<td>Vacuum Cleaner</td>
</tr>
<tr>
<td>Wall unit</td>
<td>Wardrobe (no glass / mirrors)</td>
<td>WC Toilet</td>
</tr>
<tr>
<td>Washing Machine</td>
<td>Wheelbarrow</td>
<td>Worktop up to 6ft</td>
</tr>
</tbody>
</table>
Container Dimensions

Containers must comply with EN 840 Standard

1. The Container shall be constructed so that it fits on an approved compatible lifting device, the container must automatically locate and lock safely into the lifting device during the lifting operations. Veolia Lifting device is compliant with EN1501 – 5
2. The Container shall have 4 swivel castors. Each castor must be capable of withstanding 1/3 of the total permissible weight
3. The container shall fulfil all the performance requirements and tests Of EN840 for its category (10 physical tests)
4. Lifting handles must be strong enough to avoid damage caused by collision or from disconnecting when used to lift the container

<table>
<thead>
<tr>
<th>SIZE</th>
<th>1100L FLAT</th>
<th>1100L DOME</th>
</tr>
</thead>
<tbody>
<tr>
<td>VOLUME (l)</td>
<td>1047</td>
<td>1148</td>
</tr>
<tr>
<td>DEAD WEIGHT KG</td>
<td>51</td>
<td>64</td>
</tr>
<tr>
<td>MAXIMUM LOAD</td>
<td>500</td>
<td>530</td>
</tr>
<tr>
<td>TOTAL HEIGHT (mm)</td>
<td>1335</td>
<td>1460</td>
</tr>
<tr>
<td>TOTAL WIDTH (mm)</td>
<td>1360</td>
<td>1360</td>
</tr>
<tr>
<td>TOTAL DEPTH (mm)</td>
<td>1030</td>
<td>1050</td>
</tr>
<tr>
<td>UPPER EDGE COMB (mm)</td>
<td>1230</td>
<td>1230</td>
</tr>
<tr>
<td>WHEEL DIAMETER (mm)</td>
<td>200</td>
<td>200</td>
</tr>
</tbody>
</table>