

Refuse, Recycling and Waste Management Statement Revision B.

Change of use from commercial (with ancillary residential) to C3 residential use. Demolition of existing bungalow and erection of a 4 bed detached house and associated works and retrospective siting of 2 bed mobile home.

Riverview Manor, Scours Lane, Tilehurst, Reading, Berkshire, RG30 6AX on behalf of Mr M. Coffey.

The site was previously a Commercial business it is proposed to obtain a change of use to Residential, therefore the site will need to register with Reading Borough Council as a Waste Collection and Disposal Authority, for its Household Waste Service. The site will acquire the correct number and type of bins from the Council.

It is understood that Reading Borough Council (the Council), as a Waste Enforcement Authority, has a duty placed on it by the Environmental Protection Act 1990 to manage and regulate waste. The Council is committed to maintaining a clean and safe environment for the benefit of everyone in the town. Under the terms of the Environmental Protection Act 1990, Reading Borough 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. Under Section 45(1) of the Act, the Council has specific powers to stipulate:

- The type and size of the receptacles required for collection.
- The materials or items which may or may not be placed within the receptacle.
- Where and when the receptacles must be placed for collection.

The council is committed to increasing the amount of waste that is recycled and to reducing the amount of waste sent to landfill for environmental and financial reasons.

It is understood that the Service Standard sets out the responsibilities of the Council and the service user and defines how the Council will deliver both the domestic collection service. It should be read in conjunction with the Council's Waste Contamination and Enforcement Policy which is available at ww.reading.gov.uk/.

Management of Waste during the Construction Process.

CC5 – WASTE MANAGEMENT AND STORAGE.

Waste Minimisation and Storage states.

Development should demonstrate measures to minimise the generation of waste in the construction, use and life of buildings and promote more sustainable approaches to waste management, including the reuse and recycling of construction waste and the promotion of layouts and designs that provide adequate, well-designed space to facilitate waste storage, reuse, recycling and composting.

Site Waste Management Plan (SWMAP).

Comment:

The Applicant will be undertaking the development construction process under 'Self Build' and will be engaging sub-contractors that are registered 'Considerate Contractor' who will minimise the generation of waste during construction. Where possible existing materials will be reused, for instance, as hardcore. A refuse and recycling store will be provided for storage of household waste, otherwise all other waste will be managed as stated in the submitted Refuse and Recycling Management Statement which promotes a sustainable approach to waste management.

The Applicant has already demolished and removed the dog breeding structures and paraphernalia removing them from site. There remains a 2 Bedroom Bungalow of non-standard construction, prior to demolition, an asbestos survey will be undertaken and any materials identified as ACM will be disposed of by a licensed operator if required, any certification to be provided. The Bungalow consists of mainly of timber construction with some cavity brickwork. There is a timber roof with a corrugated sheet finish. The porch, cladding and 11No. windows and 1No. door that are PVCu. Where possible existing materials are to be re-used as part of the construction process or re-used elsewhere to reduce the use of landfill sites. The Applicant will provide an audit of materials present on site and provide an assessment as to the extent to which they could be put to use in the new development or in other developments elsewhere through his business. By re-using demolition waste, the environmental impact of new development can be reduced and savings can be made on the costs of landfill. The Applicant will outline where they he will be transporting waste to in order to ensure they are considering the most appropriate option and transporting waste the minimum journey possible. Where feasible, the Applicant intends to use recycled and secondary aggregates in construction, thereby reducing the demand for virgin material. This could help to secure a credit under the BREEAM standard. The Applicant will manage to storage of materials on site to avoid over-ordering and to ensure that any waste is prevented, and manage the improper storage and damage of materials. Materials that can be re-used or recycled need to be identified early on in the build process and segregated for easy storage, collection and transfer. Adequate provision for both internal and external storage of waste should be provided. This space should be an integral part of the design of the proposal and not merely added on at the end of the process. The Applicant has considered

Waste Management through the life of the development.

As part of the development the installation of a Sustainable Drainage System (SuDS) incorporating a new 'Kingspan Klargestor Gamma' Rainwater Harvester Tank and water butts will be installed to the downpipes of the Mobile Home and the Cycle and Refuse/Recycling Bin Stores to reduce waste. All other remaining rainfall will infiltrate the subsoil via permeable hardstanding's and soft landscaping in an effort to minimize any surface water run-off. The Applicant intends to provide a compost bin and to adopt an on-site flood composting regime and any waste produced that is not suitable for household collection will be taken to the local recycling sites.

The Applicant is considering utilising a Waste Management System such as ‘SmartWaste’ or similar, enabling him to manage his commercial construction waste. The system provides:

- Optimise waste management and reduce environmental impact through real-time tracking and analytics
- Ensure compliance with BREEAM, and other sustainability standards with simplified ESG reporting
- Improve resource utilisation with efficient materials tracking and reporting
- Support biodiversity on construction sites with data capture and reporting tools
- Demonstrate social impact with comprehensive metrics and reporting
- Facilitate compliance before demolition with tools for comprehensive pre-demolition audits
- Enhance operational efficiency through seamless API integration with compatible systems
- Streamline waste management and materials tracking
- Monitor and reduce Scope 1, 2, and 3 carbon emissions
- Ensure compliance with evolving ESG regulations
- Set science-based targets and track progress towards net zero
- Generate comprehensive ESG reports aligned with global standards
- Demonstrate leadership in sustainable construction practices

These benefits come from our comprehensive set of features, including waste tracking, carbon reporting, materials management, biodiversity monitoring, and more. Enabling the Applicant to cut construction waste volume by up to 35% relative to turnover, in an effort to taking steps towards more efficient, sustainable, and accountable construction.

Reading Borough Council Household Waste Service

This section describes the waste service the Council provides and the responsibilities of the Council and residents.

More [information about waste services](#) including requesting services is available.

It is understood that the Council operates an alternate weekly collection system for refuse and recycling, a weekly food waste collection service (commencing in February 2021 for most households) and an on-request clinical waste service. It also provides chargeable fortnightly green waste collection and bulky waste services. It would appear that Wednesdays are identified as the collection day for Scours Lane.

The type of receptacle provided for each waste type is shown in the table below:

Receptacle	Collection frequency	Waste type	Chargeable service
140l Grey refuse bin	Fortnightly	General	No
Black refuse sack	Weekly	General	No
240l Red recycling bins or boxes	Fortnightly	Recycling	No
23l Food waste bin	Weekly	Food waste	No
5l Kitchen food waste caddy	–	Food waste	No
Clinical waste collection	As required	Clinical waste	No
240l Green garden waste bins or bags (max 2 per property)	Fortnightly	Garden and green waste	Yes
Bulky waste collection service	As requested	Large items unsuitable for domestic collection.	Yes

General waste bin (grey).

It is understood that you can order a general waste bin online. The Council will empty one standard-sized grey bin per property. The Council is experiencing delays with the delivery of grey bins. The current delivery time is 4 weeks. Extra grey bins cannot be ordered. A 140 litre bin costs £30.

What should Residents do if I have too much waste to fit in their general waste (grey) bin?

It is understood that a standard-sized bin is usually big enough to take most Household's general waste. If they sometimes have more waste than will fit into their bin, [check you have recycled all you can](#). Residents can also book a slot to [take your extra rubbish to the recycling centre](#).

If they regularly have more waste than can fit in your grey bin, extra waste may be approved depending on the circumstances, though we may visit your property to check if you could recycle more. The Council usually process applications within 4 weeks. If approved, extra waste capacity sacks or bins will be delivered within 4 weeks.

Food waste.

It is understood that before ordering a food waste bin or kitchen caddy, [check that your property receives weekly food collections](#). Residents can only order a food waste bin or caddy if there is a food waste collection for the property.

The Council are experiencing delays with the delivery of food waste bins and caddies. The current delivery time is 4 weeks. There is no charge for food waste bins or caddies.

Food waste caddy liners.

It is understood that if a household has run out of caddy liners, Residents can collect them from a [local library](#) or [leisure centre](#). Residents can also use other types of bags such as:

- caddy liners purchased from shops or supermarkets.
- plastic shopping bags.
- bread bags.
- plastic liners from cereal boxes.
- pedal-bin liners.
- food packaging bags.
- biodegradable bags.

1.1 The Council understands that for some larger households, a 140l residual bin capacity may not be sufficient. Such Households should [apply to the council for additional capacity](#). Officers may visit the household to conduct a bin audit and offer advice on waste management. Additional capacity in the form of white sacks will be issued to larger households which can demonstrate that they are only using their residual bin for items that cannot be collected via kerbside collections and bring banks, yet still need greater capacity than a 140l bin.

1.3 It is understood that households with more than one child in nappies may be eligible to have an additional sack (provided by the council) collected for a period of 12 months, to be presented on the scheduled domestic waste collection day. Residents will need to apply on an annual basis.

1.4 It is understood that in exceptional circumstances, households other than those specified in paragraph 1.3 may be granted additional waste capacity. Householders should apply to the council including an explanation of their need for additional capacity. These applications will be subject to an assessment of the household's current waste capacity which may involve accessing crew records and/or a visit to the property to conduct a waste audit.

1.5 It is understood that Households that require collection of non-hazardous clinical waste (incontinence pads, stoma bags etc.) will be reviewed every 2 years for eligibility to receive the service.

1.6 It is understood that households who have limited/no curtilage or who are in a road with limited width for a kerbside collection vehicle are required to present up to 3 waste sacks on a weekly basis or clear recycling bags on a fortnightly basis.

1.7 It is understood we are required to provide one each of **grey**, **red**, food waste bin and food waste kitchen caddy with liners for use by households in new or converted properties.

1.8 It is understood that **Green** wheeled bins or re-usable green bags can be purchased for collection of garden waste. **Green** waste bins will be subject to a delivery charge. The council will only collect **green** bins or bags that have been purchased from the council. **Green** waste bins and bags will only be collected from residents who have paid the relevant collection charge.

1.9 It is understood that additional or replacement recycling and food bins and liners will be provided by the council free of charge to encourage households to participate in or increase their recycling, as long as the bins are being used correctly. New or additional bins can be applied for via the Council website and rolls of liners will be available for collection from Council buildings and libraries.

1.10 It is understood that **Grey**, recycling, food waste and **green** waste bins/containers will be replaced by the Council if the container falls into the waste collection vehicle on collection day or the collection vehicle damages the bin on collection, no charge will be made for a replacement or delivery. [Kitchen caddies which are damaged are the responsibility of the householder to replace.](#)

1.11 It is understood that in the event that a bin/container is stolen from within the household's property boundary the Householder is expected to pay for a replacement bin. If a bin is lost under any other circumstances the Council will use its discretion in re-charging for a replacement. No delivery charge will apply.

It is understood that where a Household damages a **grey**, recycling, food bin or **green** bin, (e.g. by using hot ashes or modifying the bin) the [household is expected to pay for a replacement bin](#). No delivery charge will apply.

1.12 It is understood that in the event of a bin/box/bag becoming damaged through general wear and tear (e.g. loose wheels, cracked body or lid) the household is expected to pay for a replacement bin, no delivery charge will apply. Kitchen caddies which are damaged are the responsibility of the Householder to replace.

1.13 It is understood that new or replacement bins/containers will usually be delivered within 20 working days .

1.14 It is understood that all of these bins are provided for domestic purposes only. Their use for commercial purposes is illegal.

1.15 It is understood that all bins remain the property of the Council. Bins should be left at the property if the resident moves out of the Borough.

1.16 It is understood that Households are responsible for the upkeep of all wheeled bins on their property.

Presentation of containers for collection.

1.17 It is understood that Residents can [find information about their collection days and view an online calendar](#) on the Council's website.

1.18 It is understood that unless otherwise notified, bins are emptied on the same day of each week and should be placed out for collection on alternate weeks. Food waste bins and sacks are collected weekly.

1.19 It is understood that households with a sack collection need to ensure that sacks are not presented in bins for collection. The sacks should be removed from the bins and placed on the pavement/footpath.

1.20 It is understood that it is Residents responsibility to place the bin, sack or box at the boundary of their property by 6am on the day of collection. If the bin is not out by the time required the crews will not return to collect the bin until the next scheduled collection.

1.21 It is understood that the Council offer assisted collections for elderly and/or infirm residents who do not have an able bodied person in the household to present the bins at the kerbside on their behalf.

1.22 It is understood that bins, bags or boxes should be placed on the nearest public (Council maintained) pavement/footpath, normally in front of the property in a position that does not obstruct access to pedestrians and other users. This is shown in Figure 1.

It is understood that if the property is on a privately owned road the bins should be presented at the property boundary.

1.23 It is understood that where there is no pavement, or the pavement is narrow adjoining a property (i.e. the property is next to the road), Residents must place their bin, bag or box on collection day just inside the curtilage of their property adjacent the edge of the road).

Figure 1.



1.24 It is understood that in accordance with current British Standards, the collection crews will not walk to retrieve bins that are more than 15 metres for 2 wheeled bins and 10 metres for 4 wheeled bins from the rear of the collection vehicle.

1.25 It is understood that only bins that have been missed by the collection crew will be returned to. Bins which have not been presented by the stipulated time will not be collected as missed bins. Missed bin reports may be verified by the crew records and camera footage from the collection vehicles.

It is understood that Residents are required to report missed bins via the [online missed bin form](#) within 48 hours of the scheduled collection. The Council will return to genuinely missed bins within 7 working days of it being reported.

1.26 It is understood that the Council reserves the right to change the location of any collection points for operational reasons.

1.27 It is understood that collections will normally be provided from private/un-adopted roads where the following conditions are met and maintained:

- Road Surface – roads must be of sound construction to a suitable hard surface free of potholes and obstructions, which could cause damage to the vehicle.
- Road Width – the minimum road width to be not less than 3.2 metres with no obstruction from trees, shrubs, etc which could cause damage to the side of the vehicle.
- Height Clearance – the minimum clearance should not be less than 4 metres with no obstruction from overhanging branches, cables etc., which could cause damage to the lighting on the roof of the vehicle
- Turning Area – where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn round. The turning area should be sufficient to allow the waste collection vehicle to turn with no more than three manoeuvres i.e. 10.22 metres kerb to kerb.

1.28 It is understood that the Council monitors compliance with these conditions. Should the situation deteriorate to the extent whereby the Council cannot be reasonably expected to continue the service, residents will be asked to take their wheeled bins to the nearest public highway on collection day unless a suitable accessible alternative location can be agreed.

1.29 It is understood that bins, bags or boxes must not be left on the public highway or footpaths after collection day unless agreed with the Council. Bins left on the highway cause an obstruction and present a potential hazard to members of the public using the pavement. Residents are asked to ensure that wheeled bins are removed from the highway and returned to within the property boundary promptly after they have been emptied (section 46 Environmental Protection Act 1990).

1.30 It is understood that Residents are responsible for ensuring that there are no parked cars belonging to their household or visitors which impede access for waste collection vehicles on collection day. The Council is required to make reasonable effort to collect bins provided it is safe to do so. If bins cannot be collected on the due day they will not be emptied until the next collection.

1.31 It is understood that waste will occasionally become stuck in the bottom of a waste bin, causing it to fail to be emptied during the standard mechanical lifting and tipping process. This is typically caused by waste being compacted into a bin, forming a vacuum, or by a solid waste item that becomes wedged across the width of the bin. Should a resident experience this issue, they should remove the offending waste item from the bin and replace it, ensuring that it can move freely. If it is then reported as a missed bin, we will return within 7 working days to collect this waste, alternatively they will collect on the next scheduled collection day.

What materials can be placed in each bin?

Grey Refuse bin

1.32 It is understood that the grey refuse bin is for domestic waste that cannot be recycled via the kerbside recycling and food waste collections, or at local recycling banks or the Household Waste Recycling Centre (HWRC) in Island Road. The material in the grey bin is either sent to landfill or to an Energy from Waste facility (EFW) which are both more expensive and environmentally undesirable forms of disposal than recycling.

1.33 It is understood that the lists below refers to items that can and cannot be placed in the grey bins:

Can go in the grey bin	Can't go in the grey bin
General waste which can't be recycled, reused or composted:- Non-recyclable waste, polystyrene nappies and sanitary waste	Food Waste – please present this for weekly collection in the 23l food waste bin. Recyclable and garden waste that can be placed in the red or green bins. Small waste electrical and electronic equipment (WEEE)

Can go in the grey bin	Can't go in the grey bin
	Rubble and soil Hot ashes Hazardous waste which includes but is not limited to:- Hazardous clinical waste (sharps, blood products) Asbestos Pesticides, paint and oils

1.34 It is understood that bins are designed to be emptied safely with lids closed. Collection crews will remove any items not contained within the bin and will not collect that excess waste.

1.35 It is understood that any waste not contained within the bin with the lid closed and left as excess at the side of the bin will not be collected, and if it is not removed from the public highway this will be regarded as fly tipping.

1.36 It is understood that **Grey** bins found to contain waste which is not household waste (e.g. vehicle parts, hazardous materials, builder's rubble, concrete, business waste, etc.) will not be emptied. There is a weight limit for wheeled bins of 25 kilograms. Any bins exceeding this weight cannot be emptied by the vehicle and Residents will be required to remove all heavy items before the next scheduled collection. The crew will report this on their schedules. Crews will not return to empty bins which have been made lighter until the next scheduled collection.

Red recycling bins/boxes.

Recycling bin (red).

It is understood that Residents can order a recycling bin online. They can also request an extra one if they need it. There is no charge for a recycling bin. The Council are experiencing delays with the delivery of recycling bins. The current delivery time is 4 weeks.

1.37 It is understood that Householders are asked to ensure recyclable containers (plastic pots, tubs and trays, bottles/tins) are rinsed out.

1.38 It is understood that the list below refers to items that can and cannot be placed in the **red** bins/boxes:

Can go in the red bin/box	Can't go in the red bin/box
Paper and Card	Trade Recycling
Junk mail & flyers	Glass Bottles and jars*
Plastic bottles (drinks, toiletries, bleach & detergents)	Food waste
Empty drinks and food cans	Nappies or sanitary waste
Empty aerosols	Plastic bags
Clear plastic food trays	Black plastic food trays
Ice cream & margarine tubs yoghurt, cream, soup & snack pots	Food wrappers
Cosmetic pots and tubs (no lids)	Kitchen towels, tissues and wet wipes
Foil trays and clean foil	Polystyrene
Cartons (no lids)	Textiles*

*These items should be taken to the nearest [Bring Bank site](#).

1.39 It is understood that small amounts of shredded paper can be sent for recycling provided they are placed in an envelope or cereal box. Large amounts of loose shredded paper causes problems with the sorting equipment.

1.40 It is understood that all recyclable waste should be placed loose in the **red** bins/boxes and **not to put recycling in plastic bags as this makes it difficult to separate**

1.41 It is understood that large cardboard packaging boxes should be folded or cut up and placed in the bin. If they will not fit in the bin they can be placed neatly next to the bin on the day of collection. Wet cardboard cannot be recycled effectively. If Residents present excess cardboard next to their recycling bin please keep it dry until you put it out. Larger items of cardboard should be taken to the Household Waste Recycling Centre in Island Road

1.42 It is understood that bins/boxes containing items other than those described in table 1.30 will not be emptied and will be classed as 'contaminated'. When found, the Council will not empty the bin/box. Crews will record this on their In-cab device, which connects to the Council Contact Centre.

It is understood that Residents are required to report missed bins by 12 midnight on the working day after the scheduled collection. Reports should be made via the [online missed bin form](#) . Missed bin reports may be verified by the crew records and camera footage from the collection vehicles The Council will return to genuinely missed bins within 7 working days of a report. Information about missed bin reports is available to view online until midnight on the following working day after collection was due. E mail updates will be sent to residents about the status of the missed bin collection.

It is understood that the Council will not return to a contaminated bin until the next scheduled collection. This policy contained in this service standard may be applied to residents who present contaminated bins.

1.43 It is understood that excess recyclable waste can be placed in cardboard boxes by the side of the bin/box on collection day. The Council would appreciate it if Residents could make every effort to keep side waste such as this dry on collection day

1.44 It is understood that if households have a need for an [additional bin/box for recycling](#) they may request one.

Food Waste

Can be put in the food waste bin	Can't be put in the food waste bin
Uneaten food and plate scrapings	Plastic food packaging

Can be put in the food waste bin	Can't be put in the food waste bin
Raw and cooked vegetables and peelings	Compostable liners
Raw and cooked fish and meat	Large Bones
Dairy products	Large amounts of liquid
Bread cakes and pastries, pasta and rice	Animal waste
Tea and coffee grounds	
Cooking oil sealed in a plastic bottle placed inside your 23l bin.	

It is understood to use the plastic liners provided in your 5l kitchen caddy. Other plastic bags such as bread bags can also be used. The use of liners in food waste caddies is not essential but they make containing the food waste easier.

It is understood that Residents who prefer not to use plastic liners can use newspaper or paper bags, or use their caddy unlined. Where liners are not being used, we recommend frequent cleaning of both the 5l caddy and the 23l bin. Full liners should be tied and placed in the 23l food bin which is put out for collection at the kerbside weekly. Liners are separated from food waste at the treatment plant and sent for Energy from Waste.

1.45 It is understood not to let the kitchen caddy become too full before emptying and do not present it at the kerbside for your weekly collection: only present the food waste bin for collection.

1.46 It is understood that used cooking oil can be put into a plastic bottle and sealed and placed inside the 23l food waste bin for collection. Liquids and oil in bottles left outside the food waste bin will not be collected.

1.47 It is understood that food bins containing items other than those described in the food waste table above will not be emptied and will be classed as 'contaminated'. When found, the Council will not empty the bin/box and crews will record this on their In-cab device which connects in real time to the Council Contact Centre.

It is understood that Residents are required to report missed bins by 12 midnight on the working day after the scheduled collection. Reports should be made via the [online missed bin form](#). Missed bin reports may be verified by the crew records and camera footage from the collection vehicles. The Council will return to genuinely missed bins within 7 working days of a report. Information about missed bin reports is available to view online until midnight on the following working day after collection was due. Email updates will be sent to residents about the status of the missed bin collection.

1.48 It is understood not present 5l food waste caddies at the kerbside: they will not be emptied.

2. Green Garden Waste.

Garden waste bin or bag (green).

It is understood that if Residents subscribe to the [garden waste service](#), they can order an extra or replacement bin or bag.

It is understood that the Council will collect a maximum of two garden waste containers from each property. We are experiencing delays with the delivery of garden waste bins and bags. The current delivery time is 4 weeks.

- Garden waste bins cost £52.30.
- Garden waste bags cost £15.50.

2.1 It is understood that chargeable green waste collection service is undertaken 50 weeks of the year for Households that maintain their own gardens.

2.2 It is understood that Households will be required to purchase up to a maximum of 2 green waste container(s) from the Council.

2.3 It is understood that the subscription will run for a period of 12 months from the date payment is received.

2.4 It is understood that concessions will be given only to those in receipt of Council Tax Support.

2.5 It is understood that the list below refers to items that can and cannot be placed in the **green** bins/bags:

Can be put in the green bin/bag	Can't be put in the green bin/bag
Grass cuttings and leaves	Animal waste, bedding and straw
Flowers and annual weeds	Windfall fruit
Hedge clippings	Gravel, rubble or hard core
Small branches up 100mm thick	Food waste (including fruit and veg)
	Large amounts of turf or soil
	Waste from a gardener or contractor working at the property

2.6 It is understood that all green waste should be placed loose in the **green** bins/bags **not in plastic** bags.

2.7 It is understood that **Green** waste bins or bags containing items other than those described in table 2.5 will not be emptied and will be classed as 'contaminated'. When found, the Council will leave the bin/bag and report it to the contact centre. It will be the responsibility of the individual householder to remove the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection

2.8 It is understood that **Green** bins/bags need to be presented at the curtilage of the property with the handles facing the road and away from the other **grey** and **red** bins by 7am on the morning of collection. The Council will not return to properties that have not presented their green waste containers until the next scheduled collection.

2.9 It is understood that any green waste presented in containers other than those purchased from the council will not be collected. Green bins or bags containing items other than those described in paragraph 2.5 "Yes Please" will not be emptied and will be classed as 'contaminated'. When found, the Council will not collect the bin/bag and crews will record this on their In-cab device which connects in real time to the Council Contact Centre.

It is understood that Residents are required to report missed bins by 12 midnight on the working day after the scheduled collection. Reports should be made via the [online missed bin form](#). Missed bin reports may be verified by the crew records and camera footage from the collection vehicles. The Council will return to genuinely missed bins within 7 working days of a report. Information about missed bin reports is available to view online until midnight on the following working day after collection was due. E mail updates will be sent to residents about the status of the missed bin collection.

2.10 It is understood that **Green** bins are designed to be emptied safely with lids closed; therefore any overloaded and overweight bins (exceeding 60kg) will be rejected and not emptied.

2.11 It is understood that green waste collections are attempted in sub-zero temperatures but frozen contents cannot always be dislodged. If this occurs emptying will be attempted on the next due collection date.

It is understood that Residents are required to report missed bins by 12 midnight on the working day after the scheduled collection. Reports should be made via the [online missed bin form](#). Missed bin reports may be verified by the crew records and camera footage from the collection vehicles. The Council will return to genuinely missed bins within 7 working days of a report. Information about missed bin reports is available to view online until midnight on the following working day after collection was due. E mail updates will be sent to residents about the status of the missed bin collection.

2.12 It is understood that if there is a need for an additional bin/bag for green waste (maximum 2 per property) they may request one.

4. Waste Electronic and Electrical Equipment (WEEE)

4.1 It is understood that the council provides a collection service for small electrical items from households that present their own individual recycling bins for kerbside collections.

4.2 It is understood that the items which include electric or battery-powered children's toys, hairdryers, toasters and power tools should be left in an untied carrier bag next to the red bins or boxes on collection day. They should not measure any more than 30cm x 24cm. Power cables can be included.

4.3 It is understood that the Council crews will take one bag per household on each recycling collection and the items will be placed in special collection cages on the refuse lorries.

4.4 It is understood that where items are too large to be collected, the crew will not collect them and residents will have to make alternative arrangements for disposal.

5. Bulky waste collections (chargeable service)

5.1 It is understood that the Council operates a discretionary service for the removal of up to five domestic household goods (generally defined as items that you would take when you move home) for a charge.

5.2 It is understood that there is a charge for the first 3 items, and a smaller charge for each additional item up to 5 items in total. Please refer for details of the current charges. Full details of what the Council will collect and its charges can be found on the [bulky waste collection](#) page.

5.3 It is understood that Households can request a [bulky waste collection](#).

5.4 It is understood that collections will be made within five working days from receipt of payment. The town is split into 2 halves for the purpose of bulky waste: with the East of Reading collected on a Monday, the West on Wednesday and fridges/freezers on a Friday.

5.5 It is understood that the Council will not collect any items other than those stated on the website.

5.6 It is understood that items must be left on the day of collection in a location from where they can be easily retrieved and without causing a risk to the public. Collection staff will not enter a property to collect items.

5.7 It is understood that in the event that there are too many requests for a particular day, the Council reserves that right to change the collection day to the following week, residents will be given prior notice and the option for a refund if they can't wait until the revised date.

6. Healthcare (Clinical) Waste Collections

6.1 It is understood that if a Resident is self-treating a medical condition and has healthcare/clinical waste which could potentially carry an infection (e.g. needles, syringes or other sharp instruments, any waste which includes blood or body fluids, human tissue, swabs or dressings, drugs or other pharmaceutical products), the Council will collect these on request. (If a resident is in receipt of care from a healthcare professional, any sharps/healthcare hazardous waste produced during treatment, should be removed and disposed of by the healthcare professional).

6.2 It is understood that Residents requiring a clinical waste collection should be referred to the Council by their GP Surgery, District Nurse or NHS Trust. Such referrals should be in writing either by letter or email, and be clearly identifiable as coming from the patient's medical providers.

6.3 It is understood that the Council's contractor will provide the first container and replacement containers on collection. Replacements are based on the same number of containers left as those collected (i.e. one for one)

6.4 It is understood that Residents are required to leave the clinical waste for collection on their own property, usually in a discreet location agreed prior to the commencement of collections. Replacement containers are left in the same location.

6.5 It is understood that the collection currently takes place on a Friday, and collections may occur early morning through to late afternoon on that day. Residents will be informed by telephone if there is any delay or change to this collection day.

6.6 It is understood that it is the surgery or NHS trust's responsibility to update the Council when a patient no longer requires a clinical collection.

6.7 It is understood that if no clinical waste has been presented from a regular user of the service for 3 consecutive weeks, or minimal amounts of clinical waste are being presented, the resident will be contacted to confirm they still require the service. Collections will be suspended until confirmation is received that the resident requires the service.

6.8 It is understood that any sharps and clinical waste which are generated by an intravenous drug user will not be collected through the council's clinical waste collection service. If the producer is part of a needle return scheme, the sharps should be returned to the agreed location in the receptacle provided.

7. Miscellaneous.

7.1 It is understood that Recycling and Enforcement Officers monitor contamination reports from collection crews to identify households that are having difficulty sorting their waste and recycling correctly. The Officer will visit the household, undertake an assessment of their waste capacity and any issues relating to recycling and make recommendations for improvements (a 'bin audit').

7.2 It is understood that the Council reserves the right to amend the collection frequency and time of collections at any time and for any reason.

7.3 It is understood that the Council reserves the right to withdraw any discretionary services at any time.

8. Alternative disposal of waste – household waste recycling sites (HWRCs) and recycling banks

8.1 It is understood that Residents may use either the Smallmead or Longshot Lane [HWRC's](#) to dispose of excess waste and recycling materials.

These sites are operated on behalf of the Council and its other partners, Bracknell and Wokingham Councils, by re3 Ltd. The site is their responsibility.

8.2 It is understood that Residents can recycle glass bottles and jars and textiles at any of our neighbourhood [Bring Banks](#) throughout the Borough.

9. How to contact the Council

9.1 It is understood that Residents wishing to make service request or enquiry can either fill out an [online waste enquiry form](#) or write to Environmental & Commercial Services, 19 Bennet Road, Reading, RG2 0QX

9.2 It is understood that Residents wishing to make a compliment or complaint: log onto [Complaints](#) or write to Environmental and Commercial Services, 19 Bennet Road, Reading, RG2 0QX

9.3 It is understood that Residents wishing to make a compliment or complaint about the re3 Ltd facilities at Longshot Lane or Smallmead should contact re3 Ltd: Smallmead Waste Management Park, Island Road, Reading, RG2 0RP; Tel: 0800 9883023, website: <https://re3.fccenvironment.co.uk/contact-us/>

10. Future updates

10.1 It is understood that the operational procedures are kept under review in light of ever-changing operational demands.

The Refuse, Recycling and Waste Management Statement Revision A is prepared and submitted by:
Keith Smith Design Consultant
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