

Dumfries and Galloway Council

**PLANNING SERVICES**

# **Refuse & Recycling Operational Policy and Procedures**

*November 2019*



## **Refuse & Recycling Operational Policy and Procedures**

Charges will be levied to house builders and developers of new domestic properties for waste bins and recycling receptacles. Only Council supplied bins will be collected.

A minimum requirement per property is for three 240 litre wheeled bins for general waste and recycling materials. Space for one food waste caddies (1 x 23 litre outdoor caddy and a 1 x 5 litre indoor caddy) (only applies to Stranraer, Dalbeattie, Dumfries, Lockerbie, Annan and Gretna). This requirement will apply to all house builders including those building single properties.

Access to new build properties should incorporate smooth, hard finished surface with drop kerbs and similar as appropriate to aid the householder to take their bins to their designated collection point.

The route from the collection point to the nearest point accessed by the collection vehicle should also permit an unimpeded route for collection crews to allow them to freely move the waste containers from the household collection point to the collection vehicle and back.

The housing and road designs should permit easy access by large collection vehicles and incorporate adequate turning areas to avoid excessive reversing of collection vehicles.

Should a development require the use of communal bins it is recommended that Architects and designers are recommended to contact the Council Waste Services Team at an early stage of development to ensure adequate measures are incorporated into designs to allow for the long term collection of waste and recycle once the development is complete.

All wheeled bins and recycling receptacles for new houses and developments will be supplied by Dumfries and Galloway Council. Charges will be levied to the developer for the initial supply of these items to each new property. Costs for the supply of these items are available from local offices or by contacting free phone 0300 333 3000.

The Council will provide a waste, recycling and food waste collection service to domestic residents who have moved into a new development and whilst construction of other properties is on-going or prior to the relevant access roads being adopted by the Council, however

The household waste, recycling and food collection services are primarily collected from the kerbside or nearest public road.

All waste bins must be placed at the agreed collection point of the property for collection. Bins must be presented by 7:30am on the day of collection, taking care not to block the footway or road. Customers should return their containers to their storage area within their property as soon as practicably possible after collection, at the latest by the end of the collection day.

Where a household is on a private or unadopted road (roads not maintained by the Council), the Council's collection vehicle will collect from the properties on that road, if all the following criteria apply:

- The road surface is in a good state of repair, free of unsafe potholes or obstructions which the Council considers could cause cumulative damage to the collection vehicle and is to be of asphalt or a similar bound surface.
- There is a minimum of three occupied properties located along the private road.
- The minimum road width is to be no less than 3 metres in width without obstruction from trees, shrubs, cables etc. which could cause damage to the collection vehicle. There should be no sharp corners/bends or deviations from the road line or camber.
- The minimum height clearance should be no less than 4 metres without obstruction from overhanging branches, cables etc. which could cause damage to the lighting or any other part of the collection vehicle.
- There must be regular passing places of a suitable size and of sound construction to enable the safe passage of all vehicles meeting on the road. These passing places must be visible from one to the next so as to ensure there is plenty of warning of approaching vehicles.
- Where a through road does not exist, a suitable turning area must be available to enable the collection vehicle to turn safely and without obstruction. The turning area should be sufficient to allow a 12 metre long vehicle to turn with no more than three manouvres.
- There are no health and safety risks to collection vehicles and/or employees arising from road conditions such as adverse cambers, poor visibility at bends, risk of flooding or unprotected steep embankments.
- The nature of the road is not such that it would take an unreasonable length of time to carry out collections.

The above criteria also apply to public roads and as with private roads should any of the above conditions not be met then the service will revert to a public road end collection or in the case of public roads the nearest and safest suitable location.

Residents who receive a collection service from a private road should ensure regular preventative maintenance is undertaken to their access road thereby ensuring a trouble-free collection service is delivered at all times.

Where the service is currently provided from a private road and the road is reported as having fallen below the minimum conditions stated above, the service will be withdrawn after a period of notice.

The period of notice allowed under which the service will continue will depend on the severity of deterioration of the access road when reported. It will be at the sole discretion of the Council to determine the length of notice to be given to residents to rectify faults.

As a general rule, for minor deterioration, residents will be allowed up to eight weeks' notice to rectify faults whilst any significant deterioration reported would allow only four weeks. Should faults not be rectified after these periods of notice the service will be withdrawn and residents would be required to place their refuse at the public road end for collection. If the deterioration was so severe that in the opinion of the council the risk of damage to vehicles or injury to persons was too high, then the Council reserve the right to withdraw the service immediately. Householders may re-apply for the service once faults are rectified.

The Council will not be held liable for any damage or deterioration in the road surface.