

Green box

Frequently asked questions

What can go into the green box for small electrical items?

Yes	No
Glass - all glass bottles and jars including bottle tops and lids	Light bulbs
Food tins	Pyrex dishes
Drinks cans	Window/greenhouse glass
Aerosol cans (without lids)	Broken glass
Aluminum foil	Tablet blister packs
Sweet and biscuit tins	Car batteries
Household batteries - please put in a clear plastic bag and place it on top of the cans and glass so it is visible	Plastic backed foil packaging, for example, pet/food pouches
	Baking trays and pans

How can I find out when my box collection dates are?

Please visit our [collection dates and missed bins](#) page to search by postcode, or request a [new calendar](#).

Where do I present my boxes for collection?

Please present your bins, boxes and bags at the edge of your property, where it meets the pavement by 7am on the day of collection.

I am unable to move my boxes out for collection. What can I do?

If you have a physical/medical condition/infirmity/a temporary injury/pregnancy leaving you unable to present your waste for collection, and there are no able bodied occupants at the property (over the age of 16), you can request an [assisted collection](#). Once approved you will receive an assisted collection for all bins, boxes and bags.

I have just moved into a house and there are no boxes at the property?

New residents are entitled to a blue and green kerbside recycling boxes and a textile sack free of charge. To request any containers please fill in the [request for a new bin form](#).

My box has not been collected - report a missed bin/box?

Please report a missed bin or box online with our [missed bin](#) form, or contact the Customer Contact Centre.

For more information, or to check you collection dates, please view our [Collection dates and missed bins or boxes](#) page.

Do I need to rinse out tins, cans, glass bottles and jars?

We ask that residents rinse out all glass bottles, jars, tins, cans and aluminum foil. You don't need to remove labels.

I have extra tins/glass that will not fit in my recycling boxes. Can I put out extra?

Yes. Excess cans and tins will be accepted in a carrier bag next to your green box. Please do not present any glass bottles or jars in a bag as the crews will not collect them.

Why has other metals items – ie pans, baking trays, not been collected?

We can only collect cans and tins, you will need to recycle other metal items in scrap material at the Household Recycling Centres.

Why can't you collect pyrex dishes and crockery?

We can only collect glass bottles and jars. Pyrex and crockery are a different type of glass and can't be recycled at the facility which takes this material these would need to be placed in your general waste bin.

My box has been lost/stolen/damaged. Can I get a replacement?

Yes. Boxes are provided initially to new residents free of charge. On the first occasion we will provide a replacement box. . To request a box please complete the replacement bins/boxes request form or contact the Customer Contact Centre. Alternatively visit your local pick up point below:

- Barton Local Link
- Ashby Library and Local Link
- Scunthorpe Central Library
- Park Library
- Brigg Library
- Crowle Library and Local Link
- Epworth Library and Local Link
- Goxhill Library
- Haxey Library
- Kirton Library
- Messingham Library
- Winterton Library and Local Link

Do you provide box lids?

Box lids are also available at a cost, (see our fees and charges). Lids should be removed when presenting your boxes for collection.

To request a box lid please complete the replacement bins/boxes request form or contact the Customer Contact Centre. Alternatively visit your local link or library – see above question of links.