

# Burgundy bin

## Frequently asked questions

### What can go into the burgundy bin?

Yes	No
Plastic food containers, e.g. yoghurt pots, margarine and ice cream tubs (can accept all polymer types but not black plastic)	Black plastic containers
Plastic bottle tops and lids (can accept all polymer types)	Polystyrene
Food and drink cartons	Carrier/plastic bags
Plastic bottles	Plastic film/wrapping
Drinks bottles	Plastic/foil pouches, e.g. food
Toiletry/cosmetic bottles	Toothpaste tubes
Cleaning product bottles	Plant and paint pots
Any clean cardboard, e.g. cereal boxes, toilet roll tubes and egg boxes	Plastic toys and garden furniture
Takeaway pizza boxes, okay with residue left, just no food waste.	Cardboard which has food waste in it
Greetings and coloured card without glitter	Cardboard with a metal base eg crisp/snack tubes
Corrugated cardboard	Card with glitter
	Food Waste

### Can I get a larger recycling bin?

Yes. If you are happy to reduce the size of your general waste bin you can either have a larger burgundy bin (for plastic, cardboard and cartons) or a larger brown bin (for garden waste). For further details see our [larger recycling bin](#) page.

### How can I find out when my bin and 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 bins, boxes and bags 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 bins or 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 (over 16) at the property, you can request an [assisted collection](#). Once approved you will receive an assisted collection for all bins, boxes and bags.

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

On the first occasion we will provide a replacement box free of charge. Bins unless they are less than 12 months and is still under warranty there is a charge for replacements

## **I have just moved into a house and there are no bins or boxes of the property?**

New residents receive a standard suite of 140 litre bins, for general waste, garden waste and mixed recycling and there is a charge for these. You will also receive 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/bin has not been collected - report a missed bin**

If your bin was presented at the edge of your property where it meets the pavement before 7am on collection day and it was missed by the collection crews you can report a missed bin online with our missed bin form, or contact the Customer Contact Centre 01724 297000.

Only report a missed bin after 4pm unless your adjacent neighbours either side have been emptied. We will check on CCTV and crew reports and then a decision will be made as to whether we will return. If we return for the bin it needs to be accessible by the crews and will be emptied within 3 working days of reporting.

## **What to do with your bins after collection?**

We request that the bins are returned to your property after collection as soon as you can. Do not leave your bin on the highway/pavement as this is an offence under the Highways Act 1980 it is an offence to obstruct the highway including pavements.

## **Why was my bin tagged?**

We have three tags

- **Blue tag** – this means that your bin was either compacted or frozen and the contents could not be emptied. The bins are lifted several times and knocked, they can't continue as this will lead to the bin splitting. We suggest that you loosen the waste with a garden fork before your next collection to ensure the bin can be emptied properly.
- **Red tag** – this means that you had the wrong materials/items in the bin. If it's the burgundy bin it could be that it contained food waste or had plastic bags or any of the No items as listed at the top of the page.  
If you remove the wrong materials/item then we will collect on the next scheduled collection day.
- **Orange tag** – this means that the bin was unsafe to empty as it could be the lid is raised, too heavy or that the container is damaged. If the problem is corrected then the bin will be emptied on the next scheduled collection day.

## **Why was the extra waste at the side of my bin not collected?**

It is council policy not to collect excess waste with any of the bins under any circumstances. This is to ensure that all residents receive a fair and equal service, and to safeguard the health and safety of the crews. To make more space squash bottles and replace the lids, fold or tear cardboard, or home compost cardboard. If you have extra waste or recycling it can be taken to one of the Household Recycling Centres. Extra recycling can be taken to the community recycling centres found across North Lincolnshire.

## **Do I need to rinse out plastic bottles and containers?**

Yes please. We ask that residents rinse out all plastic bottles and containers for hygiene purposes. This will prevent smells developing.

## **Why can't I put plastic bags in the burgundy bin?**

The facility where the materials from the burgundy bin are taken cannot recycle these items. Most large supermarkets now have recycling bins where plastic bags can be taken for recycling.

## **Why can't I recycle black plastic containers?**

Black plastic cannot be sorted by the machinery used at the recycling facility which takes our plastic material. The majority of black plastic packaging is coloured using carbon black pigments which do not enable the pack to be sorted by the optical sorting systems which is used by the recycling facility that takes our plastics.