

General Waste Bin

Frequently asked questions

What can go into the green/grey bin?

Yes	No
General waste which cannot be recycled	Excess waste
Food waste	Building materials
Carrier/plastic bags	Soil and rubble
Nappies	Asbestos
Pet Bedding	
Plastic/foil pouches, e.g. food	
Black plastic containers	
Polystyrene	
Cardboard with a metal base eg crisp/snack tubes	
Ash	

Can I get a larger general bin?

Yes, you can have a larger general bin which is chargeable, if you have larger 240L recycling bin you will need to downsize this to a 140L. For further details see our [change your bin size](#) page. If you are a households with 5 or more permanent residents or residents with specific medical conditions you can [apply for a larger bin](#).

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.

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

New residents are entitled to a general waste, garden waste and mixed recycling bin 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.

If you already have some bins at the property you can just purchase individual bin types.

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

There is a charge for replacements unless it is less than 12 months from purchase then it is still under warranty.

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.

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 general bin it could be that it contained building materials, soil and rubble 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 if 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.

You say the bin is too heavy but I can move it?

If your bin is too heavy the lifting arms on the truck will not be able to lift and empty the bin. The bin would split if it was lifted. Even if you are able to move the bin yourself this does not mean that the vehicle is able to take the weight of the bin.

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.

Why can't my bin be emptied with a raised lid?

The council operates a flat lid policy which is designed to safeguard the health and safety of collection vehicle crews. It is up to the discretion of the crews as to whether it is safe to empty.