

Frequently asked questions

• Do my recyclables actually get recycled?

Yes they do! Once your bins have been emptied the materials get stored at our depot in Buntingford. Then larger lorries come to take them to a Materials Recovery Facility (MRF) which is a big sorting plant that uses various technologies to separate the different materials. These materials are then sent to different recycling factories within the UK, Europe and Asia to get turned into new things. For example, the paper gets sent to a paper mill in North Wales and is turned into new newspapers in just seven days.

• Why is it important to Recycle Right?

In recent years we have seen an increase in incorrect material being put in the mixed recycling bin. This is known as contamination. The more contamination there is in the recycling, the more likely it is that whole lorry loads will be sent to landfill. With the increasing cost of collections and landfill tax, not only does this waste everybody's efforts, but it is also costly to the environment and council tax payers' wallets.

• What should I do if I don't know which bin to use?

If in doubt, leave it out! If the item isn't on the list inside this leaflet then it's likely that it can't be recycled so please put it in your purple bin. Otherwise, we have a handy A-Z guide on our website with lots of information on which bins to put items in.

Enquiries

You can do the following online at www.north-herts.gov.uk

- Missed bins
- Bulky waste collections

- For:
- Ordering a new paper recycling box
 - Repairing and replacing wheeled bins
 - Clinical waste services
 - Assisted collections

Please contact 0800 328 6023

For all other enquiries: www.north-herts.gov.uk

Food Waste

Did you know that in Britain we waste a third of all food that's produced? Of that a massive 50% comes from our homes! All of your food waste can be put in your brown outdoor food caddy. It will then be turned into compost and reused by local farmers, rather than being sent to landfill if put with the general waste. Simply follow these steps to get started:

1. Use your food caddy to collect your peelings and scraps
2. Fill it up with any cooked or uncooked food waste. (No liquids please.)
3. Once full, empty the caddy into your brown outdoor food caddy. You can use compostable liners (with the seedling logo) if you want to help keep the caddy clean.



Love Food Hate Waste

For lots of great tips on recipes with leftovers, how to portion plan and much more visit- www.lovefoodhatewaste.com

Real Nappies

Real nappies are cloth nappies which can be washed and used again. Modern reusable nappies fit snugly and are very similar in shape and ease-of-use to disposables, but with the added option of great patterns and colours! They are soft and chemical free for your baby, offering financial savings over disposables, and they help reduce the amount of rubbish that ends up in landfill.

Using real nappies can significantly reduce the amount of rubbish you produce so as a thank you we will offer a real nappy reward of up to £50. Alternatively if you're thinking of using Real Nappies we also provide a free starter kit worth over £100. Go to www.north-herts.gov.uk and search 'Real Nappies' for more information.



See inside for important information regarding your recycling service.

www.north-herts.gov.uk/recycleright

0800 328 6023  @NorthHertsDC



Putting items that can't be recycled into your recycling bin:

- Can spoil the recyclable items. Just think what a dirty nappy could do to clean recyclables!
- Get caught in the machinery at the recycling centre, for example textiles cause major issues with this.
- Might mean they can't be recycled. Some items such as electrical goods need specialist equipment to process them for recycling, which is only available if they are collected at a Household Waste Recycling Centre (dump or tip).
- Increases the likelihood of our recycling facilities rejecting lorry loads and them being sent to landfill – which has a negative effect on both the environment and on council tax payers' wallets.

For more information go to www.north-herts.gov.uk/recycleright

Grey recycling bin

Please put any extra recycling in a box next to your recycling bin

– No plastic bags or film please.
Clean and squashed



Textiles bag

at the side of your grey recycling bin –
No black bags please



Blue box



Brown outside kitchen caddy



All food waste including cooked and uncooked food

Your food waste can be contained in compostable caddy liners, as long as they have the seedling logo on



Brown compost bin



Garden waste

Please note this is a subscription service. For more information visit the Council's website

Purple bin



NO THANK YOU
Food waste, plastic bags or film, textiles, electrical goods, polystyrene or toys

NO THANK YOU
Duvets, pillows, and cushions

NO THANK YOU
Wrapping paper, brown paper or cardboard

NO THANK YOU
Liquids

NO THANK YOU
Cardboard, pet faeces, soil, plant pots, bags or household refuse

NO THANK YOU
Anything that can be repaired, reused or recycled. Donate quality items to charity shops and furniture schemes.

Not sure of your collection day? Go to our website to find your collection information

Can't find a specific item on this page? Check out our handy A-Z guide on our website