



Your complete guide to
waste
recycling



Welcome

This booklet is your guide to New Forest District Council's waste and recycling service.

We are a member of Project Integra (PI), a Hampshire-wide waste management partnership with Veolia.

Project Integra's overall objective is to "provide a long-term solution for dealing with Hampshire's municipal waste in an environmentally-sound, cost-effective and reliable way".

Hampshire is successful in diverting approximately 90% of household waste from landfill through an integrated approach of reuse, recycling and energy recovery.

The aim of this guide is to provide you with information and guidance to help you and your family reduce, reuse and recycle more of your household waste. You can use this guide to find out about:

- **Your household waste, recycling and glass collections**
- **What items you can and cannot recycle**
- **What happens to your waste and recycling**
- **Other recycling and collection services we offer**
- **Locate your nearest Household Waste Recycling Centre**

Please
read and keep
this guide
for future
reference



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Household recycling and rubbish collection

We have a weekly kerbside collection of household recycling and rubbish on the same day. Household recycling is collected in clear sacks and general household rubbish is collected in black sacks.



Most households in the New Forest will be provided with one black rubbish sack and two clear recycling sacks per week, or will have access to communal recycling and rubbish bins, depending on the type of property you live in.

Clear recycling sacks and black rubbish sacks are delivered to households twice a year.

Recycling

We collect

- ✓ Paper, newspaper, magazines, catalogues and junk mail
- ✓ Food tins
- ✓ Drinks cans and empty aerosol cans
- ✓ All plastic bottles (no tops please)
- ✓ Cardboard boxes and packaging

We do not collect

- ✗ Plastic bags and film
- ✗ Plastic pots, tubs and trays
- ✗ Gift wrap and shredded paper
- ✗ Cartons and tetrapaks
- ✗ Tin foil and trays
- ✗ Food waste

Please put these items in your black sack, with your other general household rubbish



- Please tie your clear and black sacks securely and put on the pavement at the edge of your property ready for collection, no earlier than 6.00pm the previous day.
- If your property is located in areas accessible to commoners' livestock, please put your sacks in clear view just inside your gate or cattle grid, to help protect local livestock and keep your community litter free.



Assisted collections - We offer an assisted collection to residents who have difficulty putting their recycling and rubbish sacks out, and who have nobody at home to help them. Find out if you may be eligible by contacting Customer Services. Applications are assessed on an individual basis.

Missed collection - If your sacks were out for collection at the correct time but not picked up, please let us know and we will arrange to collect them.

Bank Holidays and seasonal changes - Recycling, rubbish and glass collections will be collected as normal on Bank Holidays. There may be changes to collections over the Christmas and New Year period. These will be advertised online, in our information offices and local press.

Extra sacks - More sacks are available from our information offices for a small charge, or black sacks are available to buy from a variety of retailers.

Your recycling is taken to a Material Recovery Facility (MRF) where it is sorted ready to be collected and reprocessed into new products. Recycling helps protect the environment and fight climate change by reducing the demand for natural raw materials and energy.

We do not landfill your household rubbish. We take your black sacks to the Energy Recovery Facility (ERF) where it is used to generate electricity.



Household glass collection

We have a kerbside collection of household glass every four weeks. Most households will have a glass collection box, or access to a communal glass collection bin, depending on the type of property you live in.



Each household is issued with a glass collection box and a collection calendar. Please write your collection day and colour in the spaces provided on the calendar to help you remember when to put your box out for collection.

What we collect in your glass box

All glass bottles and jars including

- ✓ Coffee jars
- ✓ Jam jars
- ✓ Sauce jars
- ✓ Wine, spirit and beer bottles
- ✓ All colours and sizes accepted

We do not collect

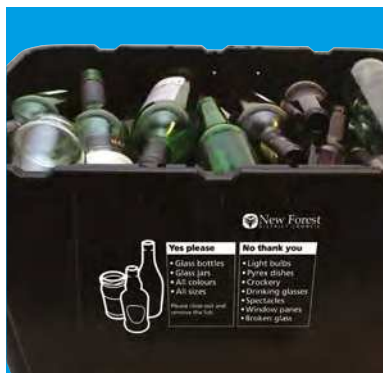
- ✗ Drinking glasses
- ✗ Window panes
- ✗ Kitchenware and crockery
- ✗ Broken glass
- ✗ Light bulbs



- Please remove lids, rinse and lay your bottles and jars flat in your box. Do not overfill
- Before 7am on collection day, put your glass collection box in clear view, in an easily accessible place, just at the edge of your property to avoid obstruction and hazard to pedestrians

Your glass is taken to a sorting facility where it is crushed into cullet and separated by digital technology ready for reprocessing

Recycle Right



Your collection day - You can find out your collection day and colour at newforest.gov.uk/glass

Extra boxes - If you do not have a glass collection box or need more

Email:

customer.services@nfdc.gov.uk

Visit:

One of our information offices

If you are eligible for an assisted collection, your glass collection can be added to this service

remindme
text message reminder service

Receive text reminders the day before your glass collection

To register

Text **GLASS** to **81025** with your first and last name, first line of your address and postcode

Please use a space between each entry, not on a separate line

Example: GLASS John Smith 1 Long Lane SO12 A34

Online newforest.gov.uk/remindme

Text charged at one standard network rate message



Glass

Household garden waste scheme

In the New Forest you have the option to join a chargeable garden waste collection scheme for periods of either 12, nine or six months.



Garden waste is collected every fortnight and can be used to dispose of up to 20kg per sack.

If you choose to join the scheme, you will receive a welcome letter with details of your collection day and week, a reusable green garden waste sack and a collection calendar. Please write your collection day and colour in the spaces provided to help you remember when to put your green sack out for collection.

Yes please

- ✓ Grass cuttings
- ✓ Hedge clippings
- ✓ Dead flowers and weeds
- ✓ Leaves and twigs

No thank you

- ✗ Soil and rubble
- ✗ Plant pots
- ✗ Fruit and vegetable peelings
- ✗ Invasive plant species

- Please leave your green sack out at the edge of your property by 6.00am on your collection day.
- In poor weather please cover your green sack to prevent excess water increasing the weight of your sack.
- Please do not overfill your green sack

For more information and to find out how to join the scheme:

Online:

newforest.gov.uk/gardenwaste

Phone:

023 8028 5391 (garden waste hotline)

Visit:

One of our local information offices

Your garden waste goes to a composting facility in Hampshire where it is turned into Pro-Grow, a high grade soil conditioner which is available to buy from most Household Waste Recycling Centres



Household bulky waste collection

We offer a chargeable bulky waste collection for household items such as furniture, fridges and carpet that residents may find difficult to transport to the household waste recycling centre.



The charge for this service covers the cost of collection. Residents who are in receipt of benefits may claim one free collection (of up to three items) per financial year.

Certain items are excluded from the bulky waste collection service and residents will be advised at the time of booking.

Online:
newforest.gov.uk

Email:
customer.services@nfdc.gov.uk

Phone:
023 8028 5000



Household items we can collect include:

- ✓ Beds
- ✓ Mattresses
- ✓ Furniture including wardrobes and sofas
- ✓ Cookers
- ✓ Fridges and freezers
- ✓ Washing machines
- ✓ Carpet



Certain items are excluded these include:

- ✗ Fence panels
- ✗ Sheds
- ✗ Garage doors
- ✗ Windows
- ✗ General bagged rubbish

If you are unsure, Customer Services will advise you, at time of booking.

Recycling bring banks

The bring bank sites are an important part of the waste service we provide and are located in frequently-used locations around the New Forest.

Recycling banks
HWRC



The bring bank sites accept the same materials that can be collected in the clear recycling sacks and glass collection boxes, but provide additional capacity for any extra recycling.

There are also additional charity bring banks at some of these sites for textiles and other materials.

These sites are for household waste only and cannot be used for business or trade waste.

Visit:

newforest.gov.uk/bringbanks

Ashurst

Ashurst car park,
Lyndhurst Road

Blackfield

Sainsbury's Local,
Hampton Lane

Bransgore

Bransgore car park,
Betsy Lane

Brockenhurst

Rail Station car park

Burley

Burley car park, Chapel
Lane

Calshot

Calshot car park

Dibden

Tesco Superstore,
Sizer Way

Fawley

School Road

Fordingbridge

Town centre car park

Hythe

New Road car park

Lymington

Cannon Street car park
Waitrose supermarket,
Stanford Road

Lyndhurst

Village car park

Milford on Sea

Sea Road car park

Minstead

Minstead Village Hall

New Milton

Elm Avenue car park
Tesco superstore, Caird
Avenue

Ringwood

The Furlong car park

Totton

Asda Superstore,
Maynard Road
Morrison's Superstore,
Spruce Drive

Household waste recycling centres

You can take most furniture, electrical appliances, garden waste and a variety of other items free of charge to a Household Waste Recycling Centre (HWRC) operated by Veolia on behalf of Hampshire County Council.

Items that are in a good condition can be put in the sales area, please ask a member of staff on site.

Some items are not accepted or are restricted at certain sites.

Please check before you visit:

- If your vehicle needs a permit to use the site
- If there are any fees or charges for the material you wish to dispose of
- Opening times

hants.gov.uk/wasteandrecycling/recyclingcentres



1 Marchwood

Household Waste Recycling Centre
Normandy Way
Marchwood
SO40 4UD
023 8066 6376

2 Efford

Household Waste Recycling Centre
Milford Road
Pennington, Near Lymington
SO41 8EZ
01590 672891

3 Somerley

Household Waste Recycling Centre
Verwood Road
Ringwood Forest
Somerley
BH24 3QE
01202 828083

Recycling banks
HWRC

Clinical waste collection

Residents who are receiving medical treatment or treating themselves at home are entitled to a collection of clinical waste.



Clinical waste items are used syringes or dressings that are infectious. Clinical waste is collected in a yellow sharps box or orange sack.

The current policy is not to charge for this service.

How do I apply for the service?

Please speak with your healthcare professional, who will explain the short registration process and submit a collection request form to the council. We will then contact you to confirm the start of the collection.

Using the service

Orange sacks are given to residents who have infectious waste such as stoma pads. The sacks are collected once a week and new ones left in their place. Sacks should be filled three quarters full and tied securely to prevent any spills.

If the request is for the collection of needles or syringes, a yellow sharps box will be delivered. When the box is three quarters full, please let us know and we will arrange for the box to be collected and a new one left in its place.

- **Black refuse sacks are not suitable for this collection service and will not be taken.**
- **We do not collect waste from veterinary treatment, animal healthcare centres or commercial premises.**
- **We cannot collect healthcare waste from residents who are not registered for the service.**

Email:

customer.services@nfdc.gov.uk

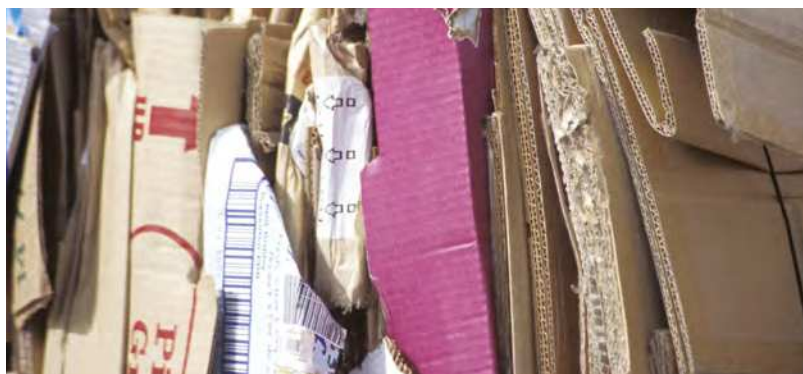
Phone:

023 8028 5000

Business waste collection



Reduce the environmental impact of your business and save money with New Forest District Council's business waste and recycling services.



Every business has a Duty of Care to dispose of their waste through a licensed waste carrier. This applies to all businesses, no matter how large or small, including those who operate from their own home.

We offer a flexible commercial waste service and can collect from your business weekly, fortnightly or monthly.

To help you reduce your costs, we are able to offer practical tips and advice on how to reduce your general rubbish and increase your recycling.

What we collect:

- ✓ Paper and card
- ✓ Tins, cans and aerosols
- ✓ Plastic bottles
- ✓ Glass

There are various options, depending on the size and needs of the business.

We can also provide one-off collections for most waste on request.

General business waste

Green business waste sacks can be pre-purchased from our information offices to dispose of non-recyclable business waste.

More information

If you would like more information, a price list, or a free no obligation quote please contact:

Online:

newforest.gov.uk/tradewaste

Email:

trade.waste@nfdc.gov.uk

Phone:

023 8028 5000

Businesses do not have to use our service; there are many private companies that offer a collection service.

Environment outreach

New Forest District Council can provide free talks, presentations and assemblies to community groups and schools. We can also offer support to help you tackle litter issues in your area.

Schools

Introducing children to the three Rs - Reduce, Reuse, Recycle, can help them become involved in caring for their environment. We offer entertaining assemblies for schools, as well as fun creative classroom activities to help children learn about the environmental benefits of reducing waste.

Community groups

If you are looking for an engaging and informative speaker to give a presentation and help you learn more about waste and recycling, we can visit you.

Get in touch and learn more about saving energy and saving resources - good for you and good for the environment.






Chat, follow and share

You can access most of our services via webchat

 newforest.gov.uk

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Education
Useful Information





newforest.gov.uk

