



# Household Waste and Recycling Collection Policy

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# 1. Policy Purpose

This Policy outlines the responsibilities of Mid Sussex District Council, as well as those of its service users. It establishes the framework for the delivery of waste and recycling collection services, setting clear expectations for both the Council and residents regarding their respective roles in the process

- 1.1 Under the terms of the Environmental Protection Act 1990, Mid Sussex District Council is classed as a Waste Collection Authority. As such, under Section 45 (1) it has a statutory duty to collect household waste from domestic properties. Under Section 46 (4) of the Act the Council also has specific powers to stipulate:
  - 1.1.1 The type and size of receptacle required for collection.
  - 1.1.2 The materials or items which may or may not be placed within the receptacle.
  - 1.1.3 Where and when the receptacles must be placed for collection.
- 1.2 The Controlled Waste Regulations (England and Wales) 2012 outlines the legislative controls to which the Council must adhere in the collection and disposal of waste. These Regulations classify waste as household waste, industrial waste or commercial waste for the purposes of Part 2 of the Environmental Protection Act 1990 Section 75 (4) and prescribe the types of household waste for which a charge for collection can be made.

## 2. Our responsibilities and duties

Outlined below are the commitments given by the Council with regards to the provision of household rubbish and recycling collection services to residents in our District.

- 2.1 The Council will provide a collection service for your domestic general waste, recycling and food waste in the containers provided by us, when they are presented at the boundary of your property.
- 2.2 Food waste collections will be made weekly, recycling collections will be made fortnightly and general waste collections will be made every three weeks.
- 2.3 The Council will make collection schedules available online and via the Council's 'Mid Sussex District Council' App.
- 2.4 Where paid in advance to do so by you, the Council will provide a fortnightly collection service for green garden waste in line with the service Terms and Conditions.
- 2.5 Where paid in advance to do so by you, the Council will collect bulky household waste in accordance with the service Terms and Conditions.
- 2.6 Where requested in advance to do so the Council may provide a clinical waste collection service to remove hazardous healthcare waste at a frequency no more than weekly when presented at the boundary of your property.
- 2.7 Where it is safe to do so the Council will, following the collection of your domestic general waste, recycling, food waste, and/ or garden waste, return your bin to the same location.

- 2.8 In cases where we have genuinely overlooked your general waste, recycling, food waste, and/ or garden waste collection you must notify us within three working days of your scheduled collection. We will return within three working days of notification.
- 2.9 Where it has not been possible to make a collection of your general waste, recycling, food waste, and/ or garden waste a record will be made by our collection crew and passed on to the Council to assist with reports of missed collections.
- 2.10 Where a householder presents additional rubbish alongside their black wheelie bin an advisory tag will be attached to the container, and a record will be made by our collection crew and passed on to the Council to assist with reports of missed collections. The additional rubbish will not be removed.
- 2.11 Where a container is not presented for collection on time, a record will be made by our collection crew and passed on to the Council to assist with reports of missed collections. A return collection will not be made in advance of the next scheduled collection.
- 2.12 Where a householder presents recycling, food waste and/ or garden waste containers for collection which are contaminated an advisory tag will be attached to your container and a record made by our collection crew and passed on to the Council to assist with reports of missed collections. The contaminated waste will not be removed.
- 2.13 Where a householder has placed unacceptable materials in their general waste container an advisory tag will be attached to your container and a record made by our collection crew and passed on to the Council to assist with reports of missed collections. The container will not be emptied.
- 2.14 If we cannot get access to your general waste, recycling, food waste and/ or garden waste containers, and the reasons are outside of your control (e.g., roadworks) three return visits will be attempted in the following 24 hours. If access is still not permitted, then no further collection attempts will be made.
- 2.15 We will undertake all collections scheduled on Bank Holidays, Good Friday, and Easter Monday.
- 2.16 Collections will not be made on Christmas Day, Boxing Day, and New Year's Day when alternative collection schedules will be in place. We will issue advance notice of collection schedule changes on our website.
- 2.17 Where changes to collection schedules are required, the Council will give no less than three weeks' notice to householders before the alteration is made.
- 2.18 The Council will make all required container deliveries for general waste, recycling and food waste within 28 working days of the request being approved by us.
- 2.19 Where a householder has cause to contact us, a response to the enquiry will be provided in line with the Council's corporate response times.

### 3. Your responsibilities and duties

Outlined below are the actions we expect you to take to ensure the rubbish and recycling you generate is managed in the most sustainable way possible.

- 3.1 You will, on a three-weekly cycle, present for collection domestic general waste, recycling and food waste containers at the boundary of your property no later than 7am on your scheduled day of collection.
- 3.2 Your containers will be brought in from the boundary of your property as soon as possible after collection.
- 3.3 Where your property is in receipt of a paid for garden waste collection service the service may only be used in accordance with its Terms and Conditions.
- 3.4 Where you have made payment for a collection of bulky household waste you may only use the service in accordance with its Terms and Conditions.
- 3.5 Where you make use of the clinical waste collection service you will use that service in accordance with the guidance given to you by us.
- 3.6 You will not present domestic general waste, recycling and food waste containers in such a way to cause a nuisance to pedestrians or vehicles.
- 3.7 Where a collection of domestic general waste, recycling and/ or food waste has not been made from the specified containers on your scheduled collection day, and you believe it is our oversight, you will contact the Council within three working days to advise us.
- 3.8 You should present all waste safely contained in the containers provided by the Council. No rubbish should be presented to the side of your general waste containers or in containers not authorised or provided by us.
- 3.9 Only recyclable items can be placed into your recycling containers. Acceptable items are listed on our website. It is your responsibility to remove unacceptable items from your recycling containers.
- 3.10 Only domestic household waste can be placed into your black wheelie bin. Acceptable items are listed on our website. It is your responsibility to remove unacceptable items from your general waste containers.
- 3.11 Only domestic food waste can be placed into your green food waste container. Acceptable items are listed on our website. It is your responsibility to remove unacceptable items from your food waste containers.
- 3.12 On your scheduled collection day, you should ensure your general waste, recycling and/ or food waste containers are freely accessible for our collection crews.

## 4. Your collection services

### Household general waste collections using black wheelie bins

All domestic households will be provided with a general waste collection service. We will supply every suitable property with a 240-litre black wheelie bin for domestic general waste as standard (unless there are storage restrictions or access constraints). This will be collected once every three weeks.

- 4.1 **If your property is not suitable for a wheelie bin an alternative container will be provided. These are outlined in the section below.**
- 4.2 Only Council issued bins will be emptied by our collection crew.
- 4.3 The lid of your wheelie bin must be firmly closed when the bin is presented for collection.
- 4.4 You must ensure your general waste is contained within the wheelie bin and not presented loose inside the bin. You must supply your own bags for this purpose.
- 4.5 Should you choose not to use our collection service, no alternative collection service will be provided, and it will be your sole responsibility to dispose of your rubbish in a safe and legal manner.
- 4.6 If you do not use our service, you may be required to sign an agreement confirming you accept responsibility for the safe and legal disposal of your rubbish. It is anticipated that this would only be necessary once all possible solutions have been exhausted or where wheelie bins have been rejected but where they form the most practical solution.

### Household recycling collections using blue lidded wheelie bins

All domestic households will be provided with a recycling collection service. We will supply every suitable property with a 240-litre blue-lidded wheelie bin for domestic recycling as standard (unless there are storage restrictions or access constraints). This will be collected once every two weeks.

- 4.7 **If your property is not suitable for a wheelie bin an alternative container will be provided. These are outlined in the section below.**
- 4.8 Only Council issued bins will be emptied by our collection crew. Bins from other local authority areas will not be emptied.
- 4.9 The lid of your wheelie bin must be firmly closed when the bin is presented for collection.
- 4.10 You must ensure your recycling is clean, dry, free of contaminants and loose within the recycling bin. Please check our website for the most up to date information on what can and cannot be recycled.

- 4.11 If you do not use our service, you may be required to sign an agreement confirming you accept responsibility for the safe and legal disposal of your recycling. It is anticipated that this would only be necessary once all possible solutions have been exhausted or where wheelie bins have been rejected but where they form the most practical solution.

### **Household food waste collections using food waste caddies**

- 4.12 All domestic households will be provided with a food waste collection service. We will supply every property with a 23-litre lockable food waste container for domestic food waste as standard (unless you reside in a flatted development). This will be collected on a weekly basis.
- 4.13 **If your property is not suitable for an individual 23-litre food waste container you will have access to a 140-litre communal food waste wheelie bin, located in your bin store area.**
- 4.14 Only Council issued food waste containers will be emptied by our collection crew. Food waste containers from other local authority areas will not be emptied.
- 4.15 The lid of your food waste container must be closed when the caddy is presented for collection.
- 4.16 You must ensure that your food waste is not contained within plastic bags and is free of contaminants. You may use compostable liners. Please check our website for the most up to date information on what can and cannot be recycled.
- 4.17 If you do not use our service, you may be required to sign an agreement confirming you accept responsibility for the safe and legal disposal of your food waste. It is anticipated that this would only be necessary once all possible solutions have been exhausted or where food waste caddies have been rejected but where they form the most practical solution.

### **Contamination of recycling or food waste**

If your recycling or food waste containers are contaminated with items that we are not able to recycle or compost they will not be emptied.

- 4.18 Your recycling and/ or food waste container will have an advisory tag attached to it to verify that a collection has taken place, and your container was not emptied because of contamination. It is your responsibility to remove the items that we cannot recycle or compost from your containers. These items can be placed into your general waste container or taken to your local Household Recycling Site.
- 4.19 We will not return to empty your recycling and/ or food waste container once the contaminants have been removed. Your recycling and/ or food waste containers should be presented for collection on your next scheduled collection day.

### **Placing your rubbish and recycling containers out for collection**

- 4.20 Your general waste, recycling and food waste containers must be put out at the front boundary of your property (or other exceptional designated collection point) in a clearly visible location ready for collection by 7.00am on the morning of your collection day. You must take your containers to the agreed collection point.
- 4.21 Details of your collection day can be found online.
- 4.22 When you place your containers out for collection you must, wherever possible, avoid blocking paths or other public areas.
- 4.23 Once collection has taken place, wheelie bins, food waste caddies and recycling boxes (where provided) must be taken back within your property boundary and removed from the public highway or footpath on the same working day.

### **Assisted collections**

If you find putting your general waste, recycling, food waste containers and garden waste out for collection at the boundary of your property unmanageable you may request an assisted collection.

- 4.24 An assisted collection allows our collection crew to collect and return your containers from an agreed point within your property boundary.

### **Assisted Collections – Eligibility Criteria**

- 4.25 Residents may be eligible for an assisted collection where they are unable to present their bins at the collection point independently.
- 4.26 Eligibility will be assessed based on the following criteria:
- The resident is physically unable to move their bins due to age, illness, disability, or frailty.
  - There is no other able-bodied person living at the property who can move the bins on their behalf.
  - Temporary assisted collections may be considered where a resident has a short-term medical condition or recovery period preventing them from presenting their bins.
- 4.27 Each application will be assessed on a case-by-case basis to ensure support is provided where genuinely required.
- 4.28 You can apply for an assisted collection online.
- 4.29 If we agree to provide an assisted collection service, this will automatically apply to all collections at this property (excluding bulky waste collections) and crews will enter your property boundary to move and return your general waste, recycling and food waste containers.
- 4.30 Where circumstances change your ability to place your containers out for collection (e.g., recovering from illness) you must contact us to change or cancel the agreement.
- 4.31 Given that the number of properties receiving assistance affects the efficiency and effectiveness of the collection service, and there is an acceptance that households can change over time, we

will regularly review our list of properties in receipt of an assisted collection to confirm with you that assistance is still required.

### **Properties unsuitable for wheelie bins**

**The majority of households have space for wheelie bins on their property. Properties will be considered unsuitable for wheelie bins if:**

- 4.32 There is no space, or space under five square metres at the front of the property and no access from any other storage area to the point of collection other than through inhabited rooms.
- 4.33 There is space at the front of the property, but it will cause an unacceptable obstruction on the public highway.
- i. There is suitable space for storage at the rear of the property but no way of bringing wheelie bins to a collection point.
  - ii. There is an excessive number of steps to negotiate in a single flight or a very steep slope (based on latest HSE guidance).
  - iii. The distance required to manoeuvre a wheelie bin to a collection point is unreasonable (based on latest HSE guidance).
  - iv. There is no reasonable access for the collection vehicle.
- 4.34 The Head of Service and/ or Assistant Director for the service deems the property unsuitable for reasons of operational practicality or some other significant reason. This may include specific local issues that require special consideration.
- 4.35 If your property is considered unsuitable for wheelie bins, we will provide the following containers:**
- 104 blue one-use rubbish sacks per year; branded with the Mid Sussex District Council logo. To encourage waste minimisation, we will collect no more than four sacks every three weeks. Your rubbish sacks will be delivered to you when you ask us to do so.
  - 55-litre green recycling boxes emptied every two weeks. There is no limit to the number of recycling boxes that we will empty every two weeks.
  - If you choose to subscribe to our garden waste collection service, we will provide properties unsuitable for a garden waste wheelie bin with 52 paper sacks.
- 4.36 All containers will be collected from a designated collection point. Unauthorised containers will not be emptied.

- 4.37 If we determine that your property is unsuitable for wheelie bins, we can supply them on your request, subject to our being satisfied that you can safely store wheelie bins on your property between collections and present them at the designated collection point.
- 4.38 If we determine there is only room for one wheelie bin at your property, we will supply a general waste wheelie bin only.
- 4.39 If we determine there is only room for two wheelie bins at your property, we will supply both a general waste wheelie bin and a recycling wheelie bin.
- 4.40 If we determine that there is room for all three wheelie bins (rubbish, recycling, and garden waste), then no alternative container will be offered.

## 5. Your collection service (flats)

### Communal general waste, recycling and food waste collections

- 5.1 At flats and Houses in Multiple Occupation (HMOs), communal rubbish and recycling wheelie bins will be provided in suitable locations with the agreement of Residents Association, Managing Agents and/ or Housing Associations and the Council.
- 5.2 All wheelie bins for new developments and replacement and/ or additional bins for existing developments will need to be purchased in advance by the Residents Association, Managing Agents and/ or Housing Association.
- 5.3 More information on communal waste collection services can be found online.
- 5.4 Applications for communal general waste, recycling and food waste wheelie bins should be made by the Residents Association, Managing Agent and/ or Housing Association by email. In cases where additional general waste wheelie bins are requested, a waste audit will be undertaken before supply is agreed.
- 5.5 There is a charge for providing communal general waste, recycling and food waste wheelie bins. Please contact us for our current charges.
- 5.6 It is your responsibility (as resident) and that of the Residents Association, Managing Agent and/ or Housing Association to use your communal general waste, recycling and food waste wheelie bins correctly.
- 5.7 We expect all Residents Associations, Managing Agents and/ or Housing Associations to accept their responsibilities and work with us in communicating correct use of communal wheelie bins to all residents.
- 5.8 Where our collection crews attempt to empty communal bins and find extra waste at the side of the bins this will be left in place and not collected. It will be the Residents Association, Managing

Agents' and/ or Housing Association sole responsibility to arrange the correct disposal and removal of this waste.

- 5.9 It is your responsibility (as resident) and that of the Residents Association, Managing Agent and/ or Housing Association to ensure the communal bin storage area is always kept clean and tidy and accessible to ensure collections can be made safely and without hindrance by our collection crews.
- 5.10 We reserve the right to undertake a waste audit of communal waste bins at any time in order to ensure all containers are being used correctly by residents.

### **Contaminated communal recycling and food waste wheelie bins**

- 5.11 Recycling right is a requirement, and it is important that you (as flat residents) use the containers supplied by us correctly.
- 5.12 We accept that some isolated instances of misuse are accidental and, in those instances, will offer further advice and support for you (as residents) to recycle correctly.
- 5.13 For contaminated communal recycling bins, it is the responsibility of the Managing Agent, Residents Association and/ or Housing Association to arrange for private contractors to clear the recycling contamination.

## **6. Additional capacity**

### **Request for additional rubbish capacity**

- 6.1 You may apply for additional capacity to dispose of your domestic general waste only if the following criteria apply:
  - 6.1.1 Your household has six or more permanent residents, or
  - 6.1.2 A member(s) of your household has a medical condition where medical wrapping or packaging that cannot be recycled requires extra capacity, or
  - 6.1.3 Households with two or more children in nappies may qualify for additional waste capacity.
- 6.2 Applications for additional capacity should be made online. All applications will be assessed by a member of Council staff. Assessments may involve a site visit to ensure you are recycling as much as you are able and the completion of a waste diary.
- 6.3 We reserve the right to refuse an application if the criteria are not met and/ or the household is not able to demonstrate committed recycling behaviour.

- 6.4 Where additional capacity is granted, delivery for the additional receptacle could take up to 28 working days from approval.
- 6.5 We reserve the right to undertake further random assessments once additional capacity has been granted to ensure continued compliance with our set criteria and, if the criteria are no longer met, we reserve the right to withdraw that additional capacity. We will remove the additional capacity without notice.
- 6.6 We only empty bins that are formally supplied under this Policy. All our bins have the Mid Sussex District Council logo and any bins without this logo or not supplied under a formal arrangement within this Policy will not be emptied.
- 6.7 If your application for additional capacity is rejected and you wish to appeal the Council's decision you should write to us.

### **Request for additional recycling capacity**

- 6.8 You can have as many recycling containers as you need to dispose of recycling generated at your home. You can apply for additional capacity online.
- 6.9 Extra recycling can be collected, alongside your wheelie bin, if placed securely within a dry cardboard box. Wet cardboard may not be collected.
- 6.10 If you do not use your additional recycling capacity appropriately it will be removed without notice.

### **Request for additional food waste capacity**

- 6.11 You can apply for additional food waste capacity online. However, it is accepted that food waste production drops over time. We would, therefore, like you to consider what measures you can take to reduce your food waste before making an application.
- 6.12 If you do not use your additional food waste capacity appropriately it will be removed without notice.

### **Excess or additional rubbish**

- 6.13 Only waste contained within the black wheelie bin will be collected. Extra waste placed on the top of, or beside the general waste bin, will not be removed although it will be placed into your wheelie bin (once that has been emptied) to ensure your rubbish is secure.

- 6.14 Your bin will be tagged with an advisory label to show that a collection has taken place, and the extra rubbish was not removed. This additional rubbish can be taken to your local Household Recycling Centre.
- 6.15 If your household produces extra rubbish over four consecutive collections, we will contact you directly to help with waste minimisation and advice on how to recycle more. If you want to speak to us about the amount of rubbish you are producing, please contact us.

## **7. Waste containers**

### **Missing/ stolen wheelie bins and caddies**

In the event that your general waste, recycling or food waste container goes missing (or you believe it to have been stolen) please check the length of your road before contacting us. It can sometimes be that a neighbour has taken the wrong bin in by mistake, or it has been moved further along from your property.

- 7.1 If you are still unable to locate your container, please contact us and we will order a replacement and give you guidance on how to present your general waste, recycling and food waste for collection until your replacement container is delivered to you.
- 7.2 Replacement containers could take up to 28 working days to be delivered.
- 7.3 If, after a replacement container has been delivered to you, your original container is located, please let us know and we will remove the additional container.

### **Damaged wheelie bins and caddies**

- 7.4 In the event that your general waste, recycling or food waste container is damaged beyond use, other than damage caused by our collection vehicles, the bin will be replaced once free of charge.
- 7.5 If there are any subsequent occurrences of damaged containers at the same property, whilst under your ownership, you may be subject to the current charge covering the cost of the replacement container, administration, and delivery costs.
- 7.6 Damaged wheelie bins can take up to 28 working days to be replaced.

### **Ownership of wheelie bins and caddies**

- 7.7 The containers supplied to you remain the property of the Council. We ask you look after the containers whilst they remain in your care and we would encourage you to mark your container with your house number to prevent theft and enable the safe return of your bin to your property after collection.

## **New developments and new properties**

- 7.8 Where a new development is being built, it will be the responsibility of the developer to purchase the required general waste, recycling and food waste containers from us.
- 7.9 Containers will not be supplied until the required payment has been made in full.
- 7.10 These will be delivered to the developer by the Council, and it is the responsibility of the developer to distribute these to households and/ or bin stores within their development.

## **8. Optional collection services**

### **Garden waste subscription service**

The collection of garden waste is discretionary, and we can provide you with a fortnightly collection service and supply a 240-litre for the collection of green garden waste for an annual subscription fee.

- 8.1 It is possible for more than one property to share a garden waste subscription, although the subscription account holder and payment will need to be made by a single account holder.
- 8.2 This service is not provided to commercial premises or commercial gardeners.
- 8.3 Please review our Garden Waste Service Terms and Conditions for more information.
- 8.4 You can subscribe for the service using our website.

### **Bulky waste collection service**

The collection of bulky household waste is discretionary, and the service is provided to domestic households only, at cost.

- 8.5 This service is not provided to commercial premises.
- 8.6 You can review our Bulky Waste Collection Terms and Conditions and book a collection on our website.

### **Clinical waste collection service**

The collection of clinical waste is discretionary, and the Council could, if they wished to, levy a charge for this service. This Council does not charge.

- 8.7 We can collect and dispose of healthcare waste and sharps that are infectious as they should not be put into your general waste, recycling or food waste containers. This waste should be presented at the boundary of your property for collection.

- 8.8 We don't collect separately non-hazardous, offensive healthcare waste as this can be disposed of safely in your general waste container.
- 8.9 You can find out more about our service and arrange a collection on our website.
- 8.10 If, once registered for our service, you do not present clinical waste for four consecutive collections we will contact you to see if you still require this service.

### **Small electricals collection service**

We offer a collection service for broken small electrical appliances. Broken electricals should be put out alongside your general waste container in a securely tied carrier bag.

- 8.11 Please don't save up broken electrical items as space on our collection vehicles is limited.
- 8.12 Please only present those items that are accepted for collection. An up-to-date list can be found on our website.

## **9. Adverse weather**

During adverse weather and unavoidable conditions, it may be necessary to bring forward, delay or cancel collections. Adverse weather can be:

- 9.1.1 Snow/ ice
  - 9.1.2 Rain
  - 9.1.3 Hot weather (temperatures in excess of 28 degrees Celsius)
- 9.2 If the adverse weather conditions do not improve or deteriorate, we may need to prioritise some collections over others.
  - 9.3 Up to date information on your waste collection services will be found on the homepage of our website and on our authorised social media accounts.