

Home ➤ Recycling and rubbish ➤ Bins and collections ➤ **Missed bin collections**

Missed bin collections

We collect your rubbish between 6am and 8pm on your bin collection day.

If we miss your street

You do not need to report a missed collection if we've not collected the rubbish on your street.

We'll try to collect your rubbish by the end of the week, including the weekend.

If we miss your bin

If we've only missed your rubbish, you must report it within 24 hours. You can do this by:

- calling us on [020 8921 4661](tel:02089214661)
- using the online form

We'll try to collect your bin as soon as possible.

➤ **Report a missed bin collection**

If we put a tag on your recycling bin

We'll not collect your blue or green top bin if you put the wrong items in it. We'll put a red tag on it and send you a letter explaining why.

[Find out what happens if you put the wrong items in your bin](#) and what you'll need to do.

Is this page helpful?

☐

Yes

☐

No



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