## General bin information regardless of bin top colour

We do not collect any bags of waste left beside the bin.

**Blue, green and black bins will not be collected:**

* **If the bin is too heavy**
* **If the bin lid is fully open**
* **If the bin is broken**
* **If a vehicle is blocking access**
* **If roadworks are preventing access to the property or road**
* **If we do have the code or key fob to the gates or door**
* **If the bin contains items that cannot be put in the black top bin**

## Blue top bin

**We collect blue top bins every week between 6am and 8pm on a customer’s bin collection day. T**he blue top bin is for dry recyclable items. All recycling must be clean and put into the bin loose. Plastic bags or black sacks cannot be used.

**A customer’s blue top bin will not be collected:**

* **if the recycling is contained within plastic bags or black sacks**
* **If the recycling is not clean and dry**
* **If the bin contains items that cannot be put in the blue top bin**

Items **customers** can put in **their** blue top bin:

* glass bottles and jars
* paper and cardboard
* plastic bottles, tubs and trays unless it’s black plastic
* tins, cans and empty aerosol cans
* kitchen foil and foil meal containers
* cartons and Tetrapaks (often used for juice cartons)

**A full list of items that can be put in a customer’s blue top bin can be found on the Royal Borough of Greenwich website.** Items **customers cannot** put in **their** blue top bin

* black plastic, polystyrene and bubble wrap
* personal protective equipment (PPE) like face masks, gloves
* nappies, wipes or tissues
* wrappers and packets
* pouches and tubes
* plastic wrap, film or carrier bags

Items not allowed in your blue top bin can go in your black top bin.

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

## Black top bin

**We collect black top bins every two weeks between midday and 8pm on a customer’s bin collection day.**The black top bin is for waste that cannot be recycled, also known as general waste. Sometimes a customer will refer to a black top bin as a grey top bin because it has faded over time. **A customer** must bag **their** rubbish before putting it in the black top bin. For hygiene, health, and safety reasons, some items require extra care when **they** dispose of them.

**A customer** should:

* double bag hygiene waste like dog poo, cat litter or menstrual pads
* wrap sharp items like broken glass or nails to prevent injury
* allow coal and wood ash to cool before putting them in the bin
* request a clinical waste collection from their GP for clinical waste like syringes or needles
* book a hazardous waste collection for hazardous waste like bleach, weed killer or household cleaning products

If the item is large**, a customer** may need to:

* book a bulky waste collection
* donate it to charity
* take it to the reuse and recycling centre
* pass it on through a reuse network like Freegle

**A customer can request a hazardous waste collection or a bulky waste collection via our website.** If **the customer’s** property does not have a black top bin, **the customer will** need to buy **their** own black bin bags for **their** general waste.We collect up to 3 bags of general waste from properties with no black top bins.

**A customer’s black top bin will not be collected:**

* **If the bin contains items that cannot be put in the black top bin**

**Customers** can use **their** black top bin for non-recyclable items like:

* disposable nappies
* tissues, kitchen roll and wipes
* polystyrene packaging
* cotton wool pads, earbuds and make up wipes

**A full list of items that can be put in a customer’s black top bin can be found on the Royal Borough of Greenwich website.**

Items **customers cannot** put in **their** black top bin

* building materials
* wood
* paint or chemicals
* electrical items
* all batteries

A **customer** can take these items to the Reuse and Recycling Centre, except for paint and chemicals.

We’ll not collect a **customer’s** black top bin if **they** put the wrong items in it. We'll not put a tag on it or send **them** a letter explaining why for back top bins.

## Green Top Bin

**We collect green top bins every week between 6am and 8pm on a customer’s bin collection day.**The green top bin is for food and garden waste. If the **customer’s** property does not have a green top bin, **they can** use a paper and corn starch sack for **their** food and garden waste.Paper and corn starch sacks can be ordered from our website.**Customers** can use sacks made of paper or corn starch in **their** green top bin, or **they** can put **their** food and garden waste in loose.**Customers must use** corn starch bags with the ‘compostable’ logo.We provide a free kitchen caddy to help **customers** separate your food waste. **They** can line **their** kitchen caddy with:

* newspaper
* paper bag
* compostable bag

**Customers can order a kitchen caddy and buy equipment to compost food on the Royal Borough of Greenwich website.**

**A customer’s black top bin will not be collected:**

* **If the bin contains items that cannot be put in the black top bin**

**Customers** can use **their** green top bin for food waste like:

* fruit and vegetables
* meat, fish and bones
* plate scrapings
* rice, pasta and bread
* tea bags and coffee grounds

**Customers** can also use it for garden waste like:

* grass, hedge and shrub cuttings
* leaves and weeds
* plants and flowers
* straw, hay and sawdust
* tree bark and small branches
* waste from pets that only eat plants like rabbits, guinea pigs and hamsters

**A full list of items that can be put in a customer’s green top bin can be found on the Royal Borough of Greenwich website.**

Items **customers cannot** put in **their** green top bin

* plastic bin liners, bags or sacks
* biodegradable or degradable bags or sacks

We’ll not collect a **customer’s** green top bin if **they** put the wrong items in it. We'll put a tag on it and send **them** a letter explaining why.

## Missed bin collections

If we miss the **customer’s** street **they** do not need to report a missed collection if we’ve not collected the rubbish on **their** street.

We’ll try to collect **their** rubbish by the end of the week, including the weekend if **they’ve** missed their street.

If we've only missed your bin collection, the customer must report it within 24 hours of the end of customer’s bin collection day.

A customer can also report their missed bin collection using the online form on the Royal Borough of Greenwich website.

We’ll try to collect their bin as soon as possible.

## What a customer must do if they put the wrong items in their bin

If a customer puts the wrong items in their blue or green top bins, their bin cannot be recycled and is classed as contaminated.

If a customer puts the wrong items in their blue or green top bin, it will not be collected and we'll put a tag on it and send them a letter explaining why

We will not book a recollection. The customer needs to remove the incorrect items so that we can empty their bin on their next collection date.

If the bin is contaminated a second time, it will be tagged again, and they will get another letter.

If the bin is contaminated three times, we'll remove it permanently.