

Excess Waste - Frequently Asked Questions

What is Excess Waste?

This is the practice of placing additional bags of waste or loose waste beside or on top of your bin when your bin is full.

If the bin lid cannot be closed but is only slightly open this will be permitted, however, if the lid is open wide due to the bin being overloaded this will not.

The photographs below provide some examples of excess waste.

Not Accepted



Accepted



Which Households are affected by this Policy?

Residents who present their bins as part of the managed weekly collection service. This relates mainly to single properties, namely, detached, semi-detached, 4-in-a-block, terraced and bungalows. In some instances this may include flatted properties.

This policy applies to residents in households presenting wheeled bins to kerbside or lanes adjacent to their household's kerbside properties. Kerbside properties are defined as those where the householder currently places their green domestic waste bin for collection at the edge (kerbside or lane) of their properties.

This policy will not apply to flatted properties (flats, tenemental and multi-storey properties) with communal bins.

What bin colours does the policy apply to?

The policy applies to all bin types;

- Blue (co-mingled recycling)
- Green (domestic waste),
- Brown (garden waste)
- Purple (glass).

What should I do if I have excess waste from time to time?

Glasgow City Council provide recycling services that allow you to recycle mixed papers, plastic bottles, card packaging /cardboard, food/drink cans glass bottles and jars and garden waste. This means that the capacity of your green household wheelie bin should be more than adequate for your waste that cannot be recycled and composted.

If you cannot keep it until your next collection, then you can take your excess waste to any of the Council [Household Waste Recycling Centres](#) (HWRC). Glasgow has four HWRC where you can deposit household waste and recycle additional waste streams to those collected within the current recycling collection services.

Why should you not place extra waste beside or on top of your bin?

We all need to recycle more of our waste to protect the environment we live in.

By reducing waste sent to landfill, we are not only keeping our city green and clean but also reducing the cost of sending it to landfill. We all need to work together to meet national recycling targets set within the [Scottish Government Zero Waste Plan](#) and the [Waste \(Scotland\) Regulations 2012](#) will also have

an impact on the waste collection services provided by local authorities to residents.

- Excess waste interferes with the proper waste collection process, which means it takes crews longer to collect, is less safe, and costs more.
- Excess waste is unsightly, causes litter, attracts animals and damages the local environment.
- Excess waste usually has not been fully separated for recycling.
- Every resident is required to make sure that the waste they produce is stored for recycling and disposal responsibly.

We can support anyone having problems with excess waste through recycling advice. The green bin collected fortnightly, combined with the recycling services, is more than enough capacity for most household's waste and recyclables.

Why have the Council introduced this policy?

The council has provided additional bins for recycling, increased the collection frequency and increased the materials accepted within the blue bins to encourage more recycling.

The Council will engage with communities and individual households who have put out extra waste to help them recycle more and the policy was introduced on 25 March.

On the first instance of excess waste, we will collect the extra waste but will notify the owner of the change. This will be done by placing a sticker on the bin. On the second instance (if occurring within 3 months of the first instance) another sticker will be applied to the bin and a letter will be sent to the resident offering the opportunity for help and assistance with recycling. A third instance (if occurring within 3 months of the first instance) will trigger a visit from a Land & Environmental Services officer to provide advice and if there is a fourth occurrence, enforcement action may be initiated.

What if my bin gets full before collection day?

The suite of bins provided to residents has sufficient capacity to store waste and recyclables. If you are producing additional waste, this can be taken to any of the four HWRC.

Residents should segregate waste appropriately and make sure that the waste they produce is stored for recycling and disposal responsibly.

What if residents have a large household? Can they have an extra green bin or more recycling bins?

All houses are provided with 240 litre wheelie bins. Households that have a large number of occupants can apply for an assessment to receive a larger or additional bin, subject to them using the existing recycling facilities to the fullest extent.

For more information on larger/additional bins and help with recycling, visit www.glasgow.gov.uk/recycling or call 0141 287 9700

My bin has been stickered what shall I do?

Your bin was stickered because extra bags/loose waste were beside or on top of your bin. The sticker is to inform and encourage residents to use their blue, purple and brown recycling bins fully. If you cannot keep extra waste until your next collection, you can take it to any of the Council Household Waste Recycling Centres.

My last collection was missed and I now have excess, what shall I do?

We will return and service your bin if confirmed as a missed collection. Please contact the Customer Care Centre, 0141 287 9700 who will notify the relevant depot.

I recycle all of my waste and still produce excess, what do I do next?

You can receive additional recycling bins. A visit can be arranged from a recycling advisor to provide advice on reducing the amount of waste and tips to help you recycle more.

Alternatively, you can take your excess waste to any of the Council Household Waste Recycling Centres.

If I didn't put my bin out on time, do I need to wait two weeks?

Yes, unfortunately it is not possible to make separate arrangements in this case. If possible, you should take waste to the Household Waste Recycling Centre's or wait until your next collection day. Please remember, waste should not be left at the side or on top of your bin.

What have you done to help people reduce their waste and recycle more?

In August 2011 the Council introduced a Managed Weekly Collection service to encourage residents to utilise their suite of recycling bins more and increased the collection frequency of the blue bin. In addition cardboard and card packaging was introduced as a material accepted within the blue bins and the Council is assessing options to increase the range of materials collected within these bins.