

## Kerbside food waste introduction FAQs

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#### **Can I put my food waste directly into the brown bin rather than using liners?**

Yes. Although it is advisable to use the liners to minimise spillages.

#### **Will the brown bins collections continue all year round?**

Yes. The brown bins were previously collected March-November with a real Christmas tree collection in January. With the new service, the brown bins will be collected every fortnight throughout the whole year.

#### **I don't have a brown bin due to lack of garden space or have decked/paved over my garden area. How do I participate?**

If you have no space for a brown bin, options are being assessed to provide communal collection points e.g. terraced houses.

If you have space to position a brown bin, but do not have a garden, a brown bin will be provided, if requested, to enable participation in the food waste collection service.

#### **I have a large family/garden and my brown bin is full every 2 weeks with garden waste. Can I get another brown bin?**

Residents can apply for an assessment to be undertaken to determine whether an additional brown bin will be provided. Please arrange an assessment by contacting the Customer Care Centre on 0141 287 9700.

#### **My brown bin is lost / has been stolen. Can I get a replacement?**

Yes, replacement brown bins will be provided free of charge.

#### **My brown bin is stickered as contaminated / too heavy. How do I sort it?**

Please refer to your recycling instructional leaflet which highlights materials that are accepted within the brown bin. Householders will have to remove any material that is not accepted within the brown bin service.

### **If my brown bin is full can I put food waste in the green bin?**

Yes. But any food waste placed within the green bin will be sent to landfill and not composted.

### **My brown bin has been knocked over and the contents spilled onto the street. Who is going to clean it?**

If the council is responsible for spilling the contents of the bin, this will be cleared by council staff. The householder will be responsible for clearing spillages due to any other circumstance.

### **Why are we collecting food waste?**

There are a number of reasons, which include;

- An average residual waste bin is made up of approximately one third food waste. We can save considerable amounts of waste going to landfill by removing food waste from this bin and increase recycling rates at the same time.
- The Waste (Scotland) Regulations 2012 place a statutory duty on all local authorities to provide households with a separate food waste collection service.
- The council pays landfill tax on every tonne of waste sent to landfill. Reduce the waste sent to landfill, reduce the amount of tax paid by the council and reduce the environmental impacts associated with landfill.
- Collected food waste is processed within a treatment plant and turned into agricultural fertilisers and gas. The gas is then converted to electricity and fed into the national grid.

### **What food waste will be collected?**

All cooked and uncooked food waste can be recycled using your food waste caddies, including:

- Dairy
- Meat
- Chicken
- Fish
- Bones
- Fruit
- Vegetables

- Bread
- Rice and pasta
- Teabags and coffee grounds

### **What should I not put in the food waste collection?**

Your caddies are intended for food waste only. Please do not use them for any other type of household waste, specifically:

- Liquids
- Any oil and fat (including solid fats such as lard)
- Animal faeces
- Cardboard
- Nappies
- Pet litter
- Animal bedding

### **How will the food waste be collected?**

Dependant on the type of property you live in, namely, a house, tenement/flat or multi storey, there will be slight differences to the collection procedure.

#### **Single Houses**

This applies to residents who present their bins as part of the managed weekly collection service and relates mainly to single properties, namely, detached, semi-detached, 4-in-a-block, terraced and bungalows. You will receive an internal 5 litre kitchen caddy with a free supply of compostable liners. When you empty your kitchen caddy, tie the liner and place it into your brown wheelie bin. This bin will be emptied every two weeks on the existing brown bin collection day.

#### **Tenements/Flats**

Each property will be provided with an internal 5 litre kitchen caddy and a free supply of compostable liners. There will be one communal 240 litre wheelie bin for the backcourt area. Collection crews will collect the food waste wheelie bin from the backcourts and the bins will be serviced on a weekly basis.

#### **Multi-Storey**

Each property will be provided with an internal 5 litre kitchen caddy and a free supply of compostable liners. One communal 500 litre bin will be located near to the front entrance of the block or within the communal bin area. Collection crews will collect from the communal bin area or from the front of the property and the bins will be serviced on a weekly basis.

### **Will my kitchen waste caddy smell and attract flies and vermin?**

It shouldn't, provided that basic housekeeping rules are followed:

- Food waste should be put inside the supplied liners and the lid of the food waste caddy should always be kept closed.

- Empty the contents of your kitchen food caddy regularly into your external bin. Keep the lid closed on your external bin.
- If your food waste caddy becomes dirty, we would advise that you swill it out with disinfectant or bicarbonate of soda after it has been emptied.

### **I don't like the thought of storing waste food in my kitchen; won't it be unhygienic or smelly?**

You will be supplied with a small kitchen caddy which is great for scraping plates and popping out-of-date food items into, although if you do have large or smelly food items it's probably best to put these directly into the external bin. We recommend the kitchen caddy is emptied every few days to prevent problems. Storing the food in the small kitchen caddy will not be very different from putting your food waste into your normal kitchen bin.

### **Would I be able to put food waste in with my normal domestic waste?**

We would encourage all residents to participate fully in the proposed food waste collection service to divert food waste from landfill.

### **Can I use plastic bags to line my caddy?**

No. A free supply of compostable liners will be provided when your food caddies are delivered.

### **Will additional liners be provided when I run out?**

No. A free supply of compostable liners will be provided when your food caddies are delivered. Additional food waste liners can be purchased from various retail outlets.

### **What will happen to the food waste?**

As two different collection methods are employed (houses and flats/tenements), the food waste will be taken for treatment to different facilities.

Food waste collected from houses within the brown bins will be taken for treatment to an in-vessel composter. This produces a fertiliser predominantly used in agriculture.

Food waste collected separately from flats, tenements and multi-storey properties will be treated via anaerobic digestion which produces a gas which can be used to generate electricity, a compost like material and a liquid liquor which can be used as a fertiliser.

### **Will the compost be sold to the public?**

It won't be offered for sale to the public as it is a soil enricher used for industrial and agricultural purposes. It is not suitable for domestic use as it is not traditional compost in content or consistency and would not give the desired effects in your garden as standard shop bought compost.

## **Is it not better to reduce food waste than to collect for treatment?**

Yes, reducing waste is always the preferred option. It is hoped that as residents start using the system they will become more aware of food that is going to waste in their home. This in turn will enable them to better manage their food purchasing habits. If households reduce the amount of food waste produced, it can benefit both the environment and their pockets, as they save money on food bills. To find out more on reducing your food waste visit the Love Food, Hate Waste website at <http://scotland.lovefoodhatewaste.com/>.

## **There is no food waste collection service in my area – when will it start?**

All households within Glasgow will receive a food waste collection service by April 2017. An approximate timetable for when houses within each geographical area within the city will receive the service is noted below.

- **North West** - January/February 2016 (Hillhead, Partick West, Garscadden/Scotstounhill, Drumchapel/Anniesland, Maryhill/Kelvin, Canal and Springburn)
- **North East** - February 2016 (East Centre, Shettleston, Baillieston and North East)
- **South East** - February/March 2016 (Linn, Newlands/Auldburn, Pollokshields, Langside, Southside Central, Calton and Anderston/City)
- **South West** - March 2016 (Greater Pollok, Craigton and Govan)

Before the service starts in your area you will be notified and provided with information on how it operates.

Flats and tenements will receive a service from April 2016 onwards. Further information on this will be provided in due course.

## **Can I continue to compost at home?**

Yes, if you already compost at home please continue. Home composting is still the best way to deal with garden waste as well as a lot of uncooked food waste, such as fruit and vegetable peelings. However, cooked food and meat should not be put into normal home composting bins as they can encourage unwanted vermin.

## **What happens if my bin is not emptied?**

Any missed collection should be reported to the council via the website, MyGlasgow app or via the customer care centre on 0141 287 9700.

**Can I take food waste to my local Household Waste Recycling Centre for recycling?**

No. There are no facilities at the recycling centres to accept separately collected food waste.

**If I have extra food waste that will not fit in my bin, can I put it out for collection in a bucket or a bag?**

The external bin, for all property types, will usually be large enough to contain your food waste, but please contact us if you regularly find you have more food waste than will fit in your external bin. Please do not leave food waste on top of or beside your external bin.

**I live on my own and do not have a lot of food waste so I don't think this service will be of use to me?**

We would still encourage you to take part. If you only generate a small amount of food waste, it is better for it to be recycled than sent to landfill.

**I was part of the previous food waste trial – why is the new service different?**

The pilot food waste collection service allowed the council to assess food collections to different property types in the city (kerbside, tenements and multi storey collections). The pilot has been an invaluable tool in allowing us to evaluate how we provide a food waste collection service.

**I already have caddies from the previous trial – what should I do with these?**

All households will receive new caddies to enable them to participate in the new collection service.

**My caddy is damaged / broken - can I get a replacement?**

Yes. Replacement caddies can be arranged by contacting the customer care centre on 0141 287 9700.

**I didn't receive a caddy / food liners, can I get one/some liners?**

If your food caddy and liners were not delivered, please contact the customer care centre on 0141 287 9700.

**I require more food waste liners. Where can I get them?**

A year's supply of liners was provided when the food waste collection service started. If you require additional liners for your caddy, these can be purchased from various retail outlets.

**Do I have to use biodegradable bags?**

If you stay in a flat or a tenement, your food waste will be taken to a treatment facility which can only treat food within biodegradable bags. Please do not use any other type of bag to contain your food waste within your caddy e.g. plastic shopping bag.

If you stay in a house you can put your food waste directly into your brown bin without using the liners. However, it is advisable to utilise the liners to minimise odours and the bins from becoming too messy. Please do not use any other type of plastic bag.

**I don't want the service, please don't deliver a caddy?**

The Waste (Scotland) Regulations 2012 require local authorities to provide all households with a food waste collection service. All households will receive a caddy, but it is up to the householder to determine if they wish to utilise the service.