

FAQ's for managing your waste if your collection has been cancelled

Q: I have a full bin. Why are you leaving it until the next collection day to empty it?

A: Every day we carry out 6000 rubbish collections and 11,000 recycling collections. We have explored all options for catching up, but with the current weather forecast predicting adverse weather from 1pm Thursday 1st March until Sunday 4th March, there will not be an opportunity to catch up over the weekend period on this occasion.

Q: Will you take extra waste on the next collection day?

A: Yes we will collect four extra sacks per household on your next scheduled collection day.

Q: My recycle box is already full. How do I store extra recycling?

A: If the weather improves next week, residents can collect another box from Amey's Eastern Avenue Depot. Alternatively extra recycling can be presented in see through bags placed on top of your recycling box on the next collection, or in any other suitable container. Please do not use cardboard boxes.

Q: What about food waste?

A: The cold weather will prevent food waste from decomposing and we recommend you store your food caddy outside. Remember you can bag your food waste in any type of plastic bag and the caddy lid is lockable by pulling the handle forwards. Additional food waste will be taken as long as it is bagged (please do not use black bags for excess) and placed on top of the caddy on your next collection day.

Q: I have children in nappies/ health issues. I am concerned about keeping this waste for an extra two weeks.

A: We recommend you double bag this type of waste and store outside if possible. As long as you do not have food waste in the same bag, this should not be attacked by animals.

Q: I don't want to keep extra waste and/ or recycling until my next collection. What else can I do with it?

A: Excess bags of waste and recycling can be taken to a local Household Recycling Centre. The nearest is in Hempsted Lane. However this will be dependent on weather conditions allowing the centre to remain open. Check the [Recycle for Gloucestershire](#) website for further information.

Q: I have paid for my garden waste service, but you haven't collected it. Will I get a refund?

A: The terms and conditions for service (item 13) state that the Council will make every effort to maintain collections during adverse weather conditions. However, the Council reserves the right to suspend or delay collections without refund in exceptional circumstances.

Q: I have my waste collected from an animal proof sack and you did not collect it today, what do I need to do?

A: Present it again next week and we will collect an additional 2 sacks by the side of the AP bag.

