

FAQ's Animal Proof Sack Service

Q: Why is this service being implemented?

A: For some time our residents have complained about bins and recycling containers being left on the pavements in terraced streets. The new service will allow all pavements to be free of waste containers. It will also be introduced in streets where access is restricted due to the number of parked cars, and collections have not been able to take place.

Q: Why is this new service an improvement?

A: Our streets will no longer be an obstacle course, access will be easy for wheelchairs and pushchairs and a small street sweeper will be used to clean our streets more thoroughly.

Q: I thought my street was moving to the animal proof sacks, but I haven't received one yet. When will it arrive?

A: We are introducing the scheme in phases. If your property is going to be included in the scheme you will receive a letter to advise you of your start date and when the sack will be delivered.

Q: How do I stop someone taking my sack?

A: There is a clear pocket on the sack in which you can insert a sheet of paper with your property number. Please also ensure you remove your sack from the frontage of your property as soon as you can after collection.

Q: My sack is dirty, what do I do?

A: The sack is your responsibility to keep clean, the same way a bin is. The sack is polypropylene and is washable. We suggest you either wipe down with warm soapy water, or if you have one, use a hose pipe to wash it down.

Q: Can I leave my sack on the pavement between collections?

A: No, please remove your sack from the street as soon as you can after collection. It is the Council's aim to keep streets free of all waste and recycling receptacles. This will help the street cleaning team clean the street more effectively and also allow easier access for those with a disability (wheelchairs, mobility scooters, visual impairment) and parents/ carers with children in pushchairs.

Q: My neighbour is leaving their sack on the highway. What will you do about it?

A: In the first instance, when you see your neighbour, please mention it to them. If after you have explained to them they cannot keep the sack on the street, they continue to do so, please let us know. We will attempt to make contact with them either by visit or letter. Failure to comply with our request to remove the sack may result in enforcement action.

Q: I have a large family; can I have a bigger sack?

A: You will need to complete a waste audit application and as long as you qualify, you will receive extra capacity in the form of an additional sack.

Q: I don't want a sack; can I continue to use my bin?

A: No, if you have been provided with an animal proof sack you need to use this for your weekly collection of waste.

Q: Neighbours on the opposite side of the street/ further down the street are still using bins. Why is this?

A: The weekly collection of waste using an animal proof sack is only for those households who either don't have a frontage to their property to store a bin off the highway, or where we have encountered access issues for the refuse crew. Properties in your street with a frontage will not have been provided a sack and remain on fortnightly collection.

Q: My bin was removed, but I want it to store my bags of waste in. Will you return one to me?

A: Yes, you can have a bin delivered, but you need to ensure it is removed from the highway as soon as you can. If you would rather have a smaller bin we can provide this size instead. The bin must be kept within the boundary of your property.

Q: Some bins have been left on the street. Will you remove them?

A: Yes, we will arrange for these bins to be removed. Thank you for notifying us.

Q: I put my sack out for collection but the waste wasn't removed. Why was this?

A: Sacks must be put out for collection by 7am, with a closed lid (Velcro closure). The waste must be contained within bags e.g. carrier bags or refuse sacks. If you have complied with all of these requirements then we will put a request through for the crew to return. If we find these requirements were not complied with, then the crew will not return.

Q: My sack has gone missing. Will I need to pay for a replacement?

A: Please check with your neighbours that they have not picked up your sack in error. If you still cannot find your sack then we will arrange for a replacement. There is not currently a charge, but we will monitor how many sacks are being replaced over the year.

Q: I am moving house; can I take my sack with me?

A: No, please leave the sack at your current property. If you get to your new property and find there is no bin/ or sack (if applicable) then please let us know and we will arrange delivery.