

Timed refuse and recycling collections

Frequently asked questions

www.southwark.gov.uk/timed_collections

We're going to be introducing timed collections on the Camberwell Town Centre and in the streets nearby. Here are some questions you may have.

General

Why are you bringing in timed refuse and recycling collections?

Round Camberwell Town Centre, as with most high streets, there are many businesses and flats above shops that have limited space for storing waste. So waste is frequently left on the pavement in sacks at different times of day, making the streets look unsightly and unwelcoming for long periods every day.

Having timed collections will manage the times when residents and businesses leave waste out for collection, so that there will be 20 hours every day when there is no sack waste at all on the street and with no trade waste bins present. It will make the street environment far cleaner and more pleasant, which we believe will be good for business and make for a better place to live.

How do timed collections work?

Timed collections set out the times when it is permitted to leave sacks of waste on the pavement for collection - this is called a 'Put-Waste-Out Slot', followed immediately by the times when it must be collected – this is called a 'Timed Waste Collection Slot'. Businesses and residents won't be able to leave waste on the pavement at any other time of the day. Businesses also won't be able to store trade waste bins on the pavement.

Why is it necessary to remove trade waste bins from the pavement?

Trade waste bins on the pavement cause a number of problems. They look unsightly, especially if they overflow; they often have an offensive smell; they tend to attract sacks of waste from the surrounding area and they cause obstruction. The benefit of having pavements clear of waste for most of the day through a Timed Collection Scheme would be lost if trade bins are allowed to be left on the pavement.

How will residents and businesses know the times when waste can be left on the pavement?

The council will also send information to all properties that are affected. Information about timed collections is also available on the council's web-site and signs in the streets that are part of a Timed Collection Scheme.

Businesses

I'm a business in a street with a Timed Collection Scheme, how does this affect me?

If you are a business that has waste collected in sacks, you'll need to place your sacks out during the advertised 'Put-Waste-Out Slot' and arrange with your collection contractor to remove it during the advertised 'Timed Waste Collection Slot' that follows. If your trade waste collection service provider has difficulty in providing the collection service during the advertised time slot, you will need to keep your waste on your premises until your collector arrives and can take your trade waste directly from you to load it straight onto their collection vehicle.

If you are a business that uses trade waste bins, you will need to store them on your own premises off the pavement, or else you will need to arrange with your collection contractor to remove the trade waste bins and set up trade waste collection arrangements that are in keeping with the Timed Collection Scheme requirements.

How can I be sure that my waste will be collected during the advertised collection slot?

Businesses will need to arrange directly with their own trade waste collection service provider for their waste to be collected during the advertised 'Timed Waste Collection Slot'. Failure by trade waste collection service providers to collect during the advertised time slot will not be accepted as a reasonable explanation if trade waste is on the pavement after the 'Timed Waste Collection Slot' has finished and this is likely to result in enforcement action against the business responsible.

Note: The council has written to all known trade waste collection service providers operating within streets with a timed collection scheme, so they are aware of the need to provide reliable and compliant collection times for businesses in these locations.

What happens if I don't arrange for my trade waste bin to be removed?

Reasonable notice will be given to businesses that need to arrange for trade bins to be removed and for setting up trade sack collections. Businesses that don't arrange for the removal of their trade waste bins will face enforcement action being taken.

Residents

I live in a street with a timed collection scheme and I use sacks to contain my household waste, how does this affect me?

You will need to place your household waste sacks on the pavement during the 'put waste out' slot. The council will arrange for it to be removed during the 'timed waste collection' slot that follows.

What can I do if the advertised time slots for putting waste on the pavement don't suit me?

There are 8 available slots for putting waste out every week, so it should be possible to manage your waste within your property and observe the advertised 'put waste out' slot. This may require some adjustments for you but hopefully these will be minor and worthwhile for the benefits that will be realised.

What happens if I put my waste out at the wrong time?

The council will monitor streets where this scheme is operating. If waste is found on the pavement at the wrong time we will speak to the resident or business and remind them of the right time to leave their waste out. However, repeated failure to observe the requirements of a timed collection scheme is likely to result in enforcement action being taken.