

## **New Waste Collection Days**

### **FREQUENTLY ASKED QUESTIONS**

#### **Why are we doing it?**

It has been more than five years since Huntingdonshire District Council has reviewed its collection rounds, and since then a lot has changed within the district. The biggest change has been the growth in house building and the further housing growth anticipated in the next 2-3 years

By carefully analysing its current collections rounds the council has been able to work out more efficient and effective ways to collect residents' refuse and recycling.

#### **When will the changes be happening?**

We will be making changes from 27 February 2017.

#### **How will it affect me?**

We are still working on the final routes. Once we know how the changes will affect an individual household the new collection days will be updated on our web calendar. In addition we will be writing to households letting them know about the changes.

#### **Will my day of collection change?**

It is likely that collection days may change for some or all of your bins.

#### **Will my time of collection change?**

We do not provide a time of collection for your bins as issues such as traffic jams, roadworks or breakdowns can affect our collection time. You should ensure your bins are out for collection by 6.30am. If your bin is not out for 6.30am and we miss it because we have collected at a different time from normal we will not return to collect it before your next scheduled collection day.

#### **I have an assisted collection, will it affect me?**

The assisted collection service will remain in place and continue as normal; however this may be collected on a different day but we will notify you if this is the case? Please ensure we can get access to your property to collect your bins on your new collection days.

#### **What information will you be sending me?**

In early February you will receive a pack with a letter detailing your new collection days and a Recycling and Refuse Guide which provides an up to list of what materials can be put into each bin.

**What if the changes do not affect me – will I still receive a letter?**

A letter will be sent to all households and our trade customers to provide up to date information on our services.

**What should I do if I haven't received a letter?**

If you haven't received a letter by 17 February 2017, then please contact us by email on [mail@huntingdonshire.gov.uk](mailto:mail@huntingdonshire.gov.uk) or by telephoning 01480 388640. Please make sure you give us your full name and address of your property and the types of receptacle you have.

**When will you be updating your collection calendar?**

As soon as the routes are finalised we will be updating our online collection calendar. The information should be available in early February. Your collection calendar is available at [www.huntingdonshire.gov.uk/bins](http://www.huntingdonshire.gov.uk/bins).

**Where can I get more information?**

Further information will be available on [www.huntingdonshire.gov.uk/bins](http://www.huntingdonshire.gov.uk/bins) or by telephoning 01480 388640. Please do not call us before 6 February 2017 regarding changes to your day of collection as specific information on collection days will not be available until then.

**Bank holiday collections**

During Easter, May Bank Holiday, Spring Bank Holiday and the August Bank Holiday there will be no changes to your scheduled day of collection as our crews will be collecting on Banks Holidays.