Waste and Recycling Storage and Collection Guidance for Residential Properties

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1. Background

1.1. Brent London Borough Council ("the Council") is a Borough Council and, under the terms of the Environmental Protection Act 1990 (EPA), is classed as a Waste Collection Authority. As such, the Council has a statutory duty to collect household waste from all domestic properties within its administrative area.

1.2. The borough has approximately 118,610 households with a population of around 339,800. The Council is committed to the introduction of measures that reduce the environmental impact of waste in the borough by introducing policies that support and encourage waste reduction, and improved recycling practices.

1.3. The guidance sets out the service standards that apply to waste collection services. The aim of this information is to ensure that our guidance is clearly defined, fair and transparent, outlining how the Council intends to deliver waste and recycling collection services to its residents, and the actions required by householders to participate fully in the service.

1.4. This document also provides guidance to architects and developers to use when planning and designing a new development, undertaking refurbishment, modernising or changing the use of a building so that effective waste and recycling storage and collection is included at the design stage.

1.5. This guidance sets out the requirements for the storage, segregation, and collection of waste and recyclable materials to ensure compliance with sustainability standards and local regulations. It aims to reduce environmental impact, promote recycling, and provide safe and efficient waste management practices.

1.6. This guidance applies to all residential properties within the London Borough of Brent, including new builds, refurbishments, and conversions. The guidance does not apply to commercial properties.

1.7. This guidance replaces all previous versions.

2. Guidance objectives

2.1 To encourage greater consideration by residents and communities of waste as a resource through emphasis on reduction, reuse, recycling and composting.

2.2. To improve the environmental performance of waste management operations and achieve high recycling and composting targets.

2.3. To target action on materials with the greatest scope for improving environmental and economic outcomes.

2.4. To achieve efficiency savings and ensure Council services deliver value for money.

2.5. To increase engagement with residents and partners by communicating and supporting the needs for behaviour change.

2.6. To ensure adequate capacity for recyclable and non-recyclable waste for residential properties.

2.7. To ensure accessibility for collection operatives and compliance with health and safety standards.

3. Legislative powers

3.1. Under the terms of the Environmental Protection Act 1990, the Council is classed as a Waste Collection Authority and, as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties within the borough.

3.2. Section 46 of the Environmental Protection Act 1990 empowers a Waste Collection Authority to require residents to place household waste out for collection, in designated containers and separated into specified waste streams. In so doing, it can stipulate:

- The size and type of collection container(s)
- Where container(s) must be placed for the purpose of collecting and emptying
- The materials or items which may, or may not, be placed within the container(s)

3.3. The Environment Act 2021 introduces consistent recycling materials for collection across England by setting out the requirements of local authorities to collect a core set of recyclable materials. The core set of materials is designated by central government and can be reviewed on a regular basis to allow for new materials to be added to the core set in future. We must therefore ensure that:

- Recyclable waste streams are collected separately from other waste and from other recycling streams. Recyclable waste streams include:
    - Glass
    - Metal
    - Plastic
    - Paper and card
    - Food waste
    - Garden waste

- Recyclable waste streams may be collected together where allowed by the Secretary of State or where it is not technically or economically practicable to collect separately. Also, where there is no environmental benefit in doing so.

- There has been an England-wide exemption granted which allows for glass, metal and plastic to be collected together, but paper and card should be collected separately.

4. Stakeholders and responsibilities

4.1. Developers and property managers: to liaise with planning and waste services during design and construction; ensure provision of required containers and storage areas.

- The developer will liaise with the planning department for details and approval of their planning application and will inform Brent's Building Control of completion of the new development.
- The council also requires the developer to contact the Council's Waste and Recycling contractor to organise the delivery of the necessary bins and containers. Some developments may not fit into the broad categories outlined in this document, in which case advice should be sought from the Council's contractor.
- Email recyclemore@brent.gov.uk for up-to-date contractor's contact details.
- At least twelve weeks notice must be provided.

Please note that in planning applications where:

- commercial waste will also be generated, separate storage and collection arrangements are required and must be considered and outlined at the planning stage
- clinical waste is likely to be generated, separate storage and collection arrangements are required and must be considered and outlined at the planning stage.

4.2. Residents

- Sustainable waste management is a shared responsibility in Brent. Residents understand that responsible waste management is a key part of wider actions to meet environmental targets.
- Recycling is mandatory in the London Borough of Brent, residents are expected to follow the guidance and separate their waste in the different bins and containers provided by the Council.

4.3. The Council

- The Council works effectively with communities and local partners to manage household waste more sustainably and prioritise actions higher up the waste hierarchy as is reasonably achievable.
- The waste and recycling team:
    - Make available information for residents about waste reduction and reuse
    - Respond to residents enquiries received via the Council contact centre and the RecycleMore inbox
    - Review and assess requests to receive additional or larger waste containers and request to be placed on the assisted collection service.

4.4. The Waste Collection Contractor

- The contractor must collect waste and recyclables in accordance with agreed schedules and ensure all recyclables collected are free from contamination.
- The contractor shall ensure residents are informed when their bins are found contaminated by tagging them appropriately.
- The contractor shall maintain proactive and timely communication with the Waste and Recycling Team regarding any issues, concerns, or service disruptions that arise during service delivery.

5. Recyclable items (glass, metal, plastic)

5.1. The materials that are collected as part of the dry-mixed recycling scheme include:

- Glass:
    - Glass, including bottles and jars with lids on or off
- Metal:
    - Steel and aluminium tins and cans
    - Steel and aluminium aerosols
    - Aluminium foil
    - Aluminium food trays
    - Steel and aluminium jars and bottle lids

- Plastic:
    - Plastic bottles
    - Pots, tubs, tubes and trays
    - Cartons for food, drink and other liquids

5.2. Street level properties and purpose-built blocks of less than 8 units have their recycling collected every fortnight using 240l blue-lidded bins. Residents should put the recyclable items loose in the bin. If residents use plastic bags in their homes, they should empty the content of the bags in the blue-lidded bin and place the liner in the general rubbish bin as this is not recyclable. Alternatively, plastic bags and flexible plastic packaging can be recycled at large supermarkets.

5.3. Residents can request a 140l blue-lidded bin if they do not have room to store a 240l blue-lidded bin.

5.4. Recycling that does not fit in the blue-lidded bin can be presented in clear see-through sacks next to the bin on the scheduled collection day. If the household regularly has more recycling than can fit in the bin, the household can request to purchase a second bin

5.5. Flats above shops, properties on the North Circular Road and properties that do not have space to store wheelie bins have their recycling collected in branded transparent sacks. These sacks can be collected from libraries across the borough or ordered online from the Council website.

5.6. Flats in purpose-built blocks of more than 8 units have their recycling collected in communal recycling bins. Residents should put the recyclable items loose in the recycling bins (this could be a blue bin or a bin clearly labelled with a recycling sticker). If residents use plastic bags in their homes, they should empty the content of the bags in the blue-lidded recycling bin and place the liner in the general rubbish bin as this is not recyclable.

5.7. It is the responsibility of the housing association, council housing, managing agents or private developer/landlord to purchase all bins for their properties. The council does not provide waste and recycling bins free of charge. Residents will need to purchase the bins through the council. Please contact the Recycling and Waste team to receive an up-to-date price list.

5.8. Full detail of what can go in the bin is available on the Council website at What you can put in your bins | Brent Council

5.9. The Council will only collect recycling bins that contain the correct materials, and where it is safe for the collection crews to do so.

5.10. Contaminated means the bin contains items that cannot be recycled. Collecting contaminated bins has a detrimental impact on the council's recycling service by reducing the quality of the material and creating a risk that contaminated loads will be rejected by the Materials Recovery Facility. Additionally, this results in higher disposal costs for the Council and undermines the recycling efforts of all Brent residents.

5.1. Bins and containers considered by collection crews to be 'contaminated' will not be collected and this information will be logged on the in-cab monitoring system. A tag will be attached to the bin to notify the resident of why the waste was not collected.

5.12. The householder will be required to remove the contaminated items and present their general rubbish, recycling, food or garden waste bin or container for their next scheduled collection.

5.13. The Council reserves the right to not empty the bins and containers until the excluded items are removed. We will then empty the bin or container on the next scheduled collection day.

5.14. Collection crews will not revisit the property to empty the bin or container before the next scheduled collection day, even if contamination is removed from the bin or container.

5.15. Where there is contamination of waste within communal waste bins, the Council will require the Management Agency/Housing Association/Landlord to, at their own expense, ensure all non-recyclable material or other contaminant is removed, in readiness for the next collection.

5.16. Management Agency/Housing Association/ Landlord may request for the contaminated communal bin to be emptied by our contractor. The collection will be charged at a fee to account for the processing of the request and account for the additional charges incurred by the recollection and the disposal of waste as general rubbish. Please contact the Recycling and Waste team to receive an up-to-date price list.

5.17. When households continue to present contaminated waste for collection, the household might receive an educational letter or visit from the Waste and Recycling team.

5.18. If households continue to present contaminated waste for collection, the Council may take appropriate enforcement action under the relevant legislation.

6. Paper and cardboard

6.1. Paper and cardboard are susceptible to contamination from food residue and moisture. This damages the fibres and impacts the recyclability of these materials. In accordance with the Simpler Recycling policy introduced under the Environment Act 2021, paper and card should be collected separately as standard. This separation protects the material from damage and ensures higher quality recycling outputs.

6.2. Street level properties and purpose-built blocks of less than 8 units have their paper and card collected every fortnight using 90l reusable blue sacks.

6.3. Households may request additional blue sacks for paper and card if they regularly produce more paper and card than can be accommodated in a single sack. Additional reusable paper and sacks for street level properties can be ordered via the Council website.

6.4. The following are not accepted and should not be placed in the blue sack for paper and card, the recycling sacks or communal recycling bins:

- soiled paper
- clean or soiled tissue, kitchen roll paper or toilet paper
- wallpaper
- waxed paper
- foil-backed card or paper
- card with padding or bubble wrap
- Pizza boxes or other paper/card food containers with grease and food
- pringles tubes
- wet cardboard

6.5. Details of what can and cannot be placed in the paper and card sacks can be found at What you can put in your bins | Brent Council

6.6. Cardboard should be broken down to fit into the reusable sack. It cannot be presented in a plastic sack or left outside of the bin to get wet. Wet paper or card will not be collected as it is not suitable for collection, storage or recycling.

6.7. Flats above shops, properties on the North Circular Road should use clear recycling sacks to recycle their paper and card. Residents living in these properties can request a roll of recycling sacks through the Council website. They are also available to collect from Brent libraries.

6.8. Flats in purpose-built blocks with more than 8 units are required to recycle their paper and card using the communal recycling bin. They can be mixed with other dry mixed recycling items.

7. Food waste

7.1. The Council has provided weekly food waste collections to houses since 2011. The new legislation means that these collections must be extended to include flats and flats above shops from April 2026.

7.2. Our weekly collections ensure that food that is thrown away can be processed through an Anaerobic Digester. This means that the harmful emissions are captured, which reduces the carbon impact of this waste stream. Prevention of food waste, or home composting, are the more environmentally friendly options.

7.3. Residents in street-level properties and purpose-built blocks of less than 8 units have their food waste collected every week in 23l outdoor food waste caddies.

7.4. Residents can have more than one caddy per household if they produce more food waste that can be contained in one caddy. Residents can also share one caddy between households.

7.5. Residents in flats above shops and purpose-built blocks of more than 8 units receive a one-off provision of a communal food waste unit and an indoor 5l kitchen caddy.

7.6. Residents in flats above shops and purpose-built blocks of more than 8 units have their food waste collected every week in 100l or 140l communal on street food waste units.

7.7. Residents on the North Circular Road have their food waste collected every week in 23l outdoor food waste caddies.

7.8. Housing associations and private developers/ landlords are responsible for managing and maintaining the communal food waste unit that the Council procured and installed. They should consult with the supplier if any repair work is required.

7.9. For new developments of more than 8 units, it is the responsibility of the housing association, council housing or private developer/landlord to purchase communal food waste bins. The council does not provide recycling bins free of charge for new developments. You will need to purchase the bins through the council. Please contact the Recycling and Waste team to receive an up-to-date price list.

7.10. Compostable caddy liners are not provided by the Council and are not required to be used by residents. Those who wish to line their indoor container can do so with newspaper. The Council does not accept plastic bags as a caddy liner.

7.11. Full details of what should go in the food waste caddy are available at: What you can put in your bins | Brent Council

8. Non-recyclable waste (general rubbish)

8.1. The general rubbish bin is for the non-recyclable household waste, referred to in this document as rubbish. The waste in this bin should not include any recyclable waste that can be recycled in the food, paper and card, mixed recycling or garden waste bins.

8.2. Additional waste materials, including textiles, hazardous waste, paint, batteries, builders' rubble, concrete, commercial/business waste should not be placed in the refuse bin. We encourage residents to make use of the free bookable small item collection service or take these items for disposal at designated places such as Abbey Road Reuse and Recycling Centre.

8.3. An analysis of waste composition in July 2025 evidenced that 70% of refuse presented by residents could be otherwise collected as recyclable waste. It is the residents' responsibility to ensure that they are recycling all they can, including separating paper and card and recycling food waste.

8.4. The non-recyclable materials that should be placed in the grey bin include:

- Dirty, wet or greasy card or paper
- Hard plastics
- Nappies and sanitary products
- Pet bedding, cat litter and pet waste
- Polystyrene packaging
- Tissues, tissue paper, napkins and wipes

8.5. Full details of what should go in the general rubbish bin are available at: What you can put in your bins | Brent Council

8.6. Residents in street-level properties and purpose-built blocks of less than 8 units have their general rubbish collected every fortnight. The standard wheeled bin size is 140l.

8.7. In some circumstances, residents can request an assessment to have a larger rubbish bin or an additional rubbish bin. See 11.8. for more information.

8.8. Residents in flats above shops and on the North Circular Road are required to present their general rubbish at a designated location on street level. Waste needs to be contained within black bags. The Council does not provide black bags. Information about when to put the bags out can be found at: What is your address? :: WasteWorks

8.9. Residents in purpose-built flats of 8 units or more have their general rubbish collected weekly in communal general rubbish bins.

8.10. If incorrect materials are present in the rubbish bin, we reserve the right not to collect them and to request that the non-acceptable items be removed and the waste re presented on the next scheduled collection day. Residents can also take their non-recyclable items to Abbey Road Reuse and Recycling Centre.

9. Garden waste

9.1. The Council offers a separate, chargeable service (by subscription) for the collection of garden waste.

9.2. Residents who do not subscribe to the service, or compost at home, can dispose of their garden waste at Abbey Road Reuse and Recycling Centre without charge.

9.3. Garden waste should never be disposed of in any other bin or container such as the general rubbish bin, blue-lidded bin or food waste caddy.

9.4. The Council's subscription-based garden waste collection service requires residents to purchase an annual subscription. The cost of the subscription includes the rental of a 240l wheeled bin.

9.5. For households not on wheeled bin collections, the Council sells bio-degradable sacks. No other type of sack will be accepted.

9.6. The service operates all year round, collection frequency varies depending on the season. Subscribers can check their collection frequency and date on the Council Website: Garden Waste Collections.

9.7. Residents can put most garden waste in the garden waste bin, such as:

- Grass cuttings
- Shrub pruning's and hedge trimmings
- Garden weeds, plants and leaves
- Flowers
- Tree branches that are less than 30 centimeters in circumference and 1 metre in length

9.8. Full details of what should and should not go in the garden waste wheeled bin are available at: What you can put in your bins | Brent Council

9.9. Full details of the chargeable garden waste collection service can be found at: Garden waste collections | Brent Council

10. Small items (batteries, small electrical items, paint, textiles)

10.1. The Council offers a free bookable collection of batteries, small electrical items, paint, and textiles.

10.2. Collections can be booked online at: What is your address? :: WasteWorks

10.3. After booking, residents will receive a confirmation email confirming the items and collection date. Please make sure you place your booked items out for collection in the specified location on the day of collection by 7am.

10.4. To access the service terms and conditions, visit: Small item collection | Brent Council

11. Waste and recycling bins and containers

11.1. In accordance with the Environmental Protection Act, the Council has an obligation to provide all households with suitable bins and containers for the disposal of both household waste and recyclables. While these bins and containersare used by householders, they remain the property of the Council. In essence, the provision of containers constitutes a long-term loan.

11.2. The bins and containers remain the property of the Council. Residents are responsible for the storage and safe keeping of the waste bins and containers provided by the Council and for maintaining them in good, hygienic conditions.

11.3. A replacement bin will incur an administration/delivery charge. For new build properties, the developer is responsible for purchasing and arranging the delivery of a full set of bins for the property.

11.4. If recycling and waste bins and containers are purchased using the payment link without the request being first reviewed and authorised by a Waste and Recycling Officer there will be no refund of the bins

11.5. Only bins and containers issued by the council will be collected by the collection crew. Bins and containers obtained from a different source will not be emptied.

11.6. In the event of theft or damage of the bins and containers, it is the responsibility of the resident or landlord to replace it. In the case of damage incurred during collection, please refer to 11.8.

11.7. Residents may personalise their bins and containers and are recommended to affix the number of their property but must not cover the Council's logo.

11.8. If a bin or container is damaged or lost in the back of the collection vehicle during collection, the resident may receive a replacement free of charge, provided that adequate recorded evidence (such as doorbell camera footage) is supplied. Waste and Recycling Officers will review the submitted evidence and have final approval authority on whether a

replacement is issued. If no evidence can be presented by the resident, the bins will not be replaced for free.

11.9. If the bins are stolen or lost, the bins will not be replaced for free.

11.10. Requests for a replacement bin or containers can be made online at: What is your address? :: WasteWorks

11.11. The rubbish and recycling bins and containers supplied by the Council remain the property of the Council. If residents move house, the waste bins and containers must be left at the property, ready for the new residents.

11.12. The standard allowance for street-level properties is 140L of general rubbish per fortnight.

11.13. If residents make full use of the recycling services available to them, this allowance will meet the needs of the households.

11.14. Residents may request a larger bin for their general rubbish if their current one does not meet their household's needs. Each request will be reviewed by the Waste and Recycling Team, who will consider individual circumstances and operational requirements before making a decision. All decisions made by the team are final.

Your household must be recycling everything that can be recycled using the Council services provided. You must also agree to ongoing monitoring of your container use.

Monitoring may consist of:

- requesting extra information and checks to see what recycling is being put out for collection.
- crews may check the contents of your bins to make sure you are using the recycling and food waste services to its full extent and not putting recyclable waste in the general rubbish bin.
- We may reverse the decision if you are not complying with your recycling responsibilities and will remove large bins if needed.

11.14. Extra capacity may be allowed on a limited-term basis only depending on circumstances. For example, if additional capacity is granted because of young children producing a high volume of nappies, the capacity allocation will be reviewed once the children are not producing nappies anymore and the property will revert to a standard allocation. Larger or additional rubbish bins will be removed and swapped for the standard allocation.

11.15. The capacity allowance for a street-level property for a single household per fortnight:

	With 5 or less adults residing	With 6 or more adults residing OR for property meeting eligibility criteria
General rubbish	140 litres	240 litres
Recycling	240 litres	240 litres (additional bin can be requested for a small administrative fee if needed)
Food waste	23 litres	23 litres (additional caddy can be requested free of charge if needed)
Blue sack for paper and card	90 litres	90 litres (additional sacks can be requested free of charge if needed)

11.16. For properties that have been converted into flats, the capacity allowance per fortnight is:

	External storage per flat	2 bed flat
General rubbish	60 litres	140 litres
Recycling	120 litres	240 litres
Food waste	23 litres / more than one caddy can be used at the property	23 litres / more than one caddy can be used at the property
Paper and card	90 litres / more than one blue sack can be used at the property	90 litres / more than one blue sack can be used at the property

When storage space is limited and individual bins for each household are not feasible, households will share bins. The shared bin capacity should equal the combined capacity required for all households.

Where individual provision is approved, allocated capacity will be determined based on the number of occupants in each flat and a maximum of four bins for general rubbish and four bins for recycling is permitted in such situations.

11.17. For Houses with Multiple Occupancy (3 and + occupants):

A property is a house in multiple occupation (HMO) if both of the following apply:

- at least 3 tenants live there, forming more than 1 household
- toilet, bathroom, or kitchen facilities are shared with other tenants

HMO properties will be required to use shared waste and recycling bin and container.

If HMOs produce more non-recyclable waste that they can fit in their allowance, they will need to arrange additional collections with a licensed waste carrier.

Brent Council recommends Veolia UK as a trusted contractor. The Brent commercial team can be contacted at: Commercial waste collection quote or uk.brentcommercialwaste@veolia.com.

11.18. For residential developments with 8 or more households, on weekly collection:

	External capacity per household
General rubbish	30 litres
Recycling (including paper and card)	60 litres
Food waste	10 litres

*For a block of flats with 5 two bedrooms flats, their weekly capacity would be 5x30lx2= 300L

11.19. All new residential developments must provide storage space for non-recyclable waste and recyclable materials both internally and externally.

- Internal storage space: this refers to indoor space supplied for storing general rubbish and recyclable materials, prior to the transfer of the materials to an external bin.
- Internal recycling bins should be located in a dedicated non-obstructive position. This should be in a cupboard in the kitchen, close to the general rubbish bin, or located adjacent to the kitchen in a utility room or connected garage.
- External storage space: refers to outdoor space supplied for storing general rubbish and recyclable materials. All residential developments must provide storage areas externally to accommodate all bins and containers required by Brent Council and is accessible to collection crew with minimum pulling distance.
- The proposed storage for general rubbish and recycling bins and containers internally and externally, must be clearly marked and illustrated in any drawing (or site plan) submitted to the planning department in the planning application.
- The calculations made to determine the overall storage allowance should also be submitted.

11.20. The following general principles must be applied to all new houses, house conversions and multi occupancy accommodations of up to eight households:

- All residential developments falling within the above category must provide the storage space for general rubbish and recyclable materials both internally and

externally as indicated in the table in 11.15, 11.16 and 11.18. In addition, annex A outlines the containers' dimension.

- Internal storage space: To enable occupants to manage their general rubbish and recyclable materials, developers should provide the necessary internal storage space for the separation of general rubbish and recyclable materials into four separate containers, prior to the transfer of that material to an external bin.
- External storage space: A paved or hard standing area of adequate size must be provided within the front boundary of the property for the storage of the necessary number of containers, ensuring that the lids can be fully opened.
- Recycling and waste areas must be in a position that makes it convenient for the householder to present all bins and containers for collection from the front edge of the property. Bin storage areas should be located to create minimum nuisance to adjoining properties
- For houses with gardens, the council encourages developers to provide an area for the placement of a home compost bin to compost food and garden waste. Home composting is one of the easiest, most effective, and environmentally friendly ways of recycling organic waste. Home compost bins should ideally be positioned in a sunny location and placed directly onto the soil. Such containers should not be sited in close proximity of windows, doors, or ventilation intakes for habitable areas within the dwelling or surrounding dwellings.
- Adequate provision must be made for the disabled and the elderly, ensuring that enough space is provided to set out all required bins and containers whilst allowing enough room to manoeuvre a wheelchair to and from the property.

11.21. The following general principles must be applied to all multi occupancy accommodations of more than eight households using communal bins and containers:

- All residential developments falling within the above category must provide the storage space for general rubbish and recyclable materials both internally and externally as indicated in the table in 11.15., 11.16 and 11.18. In addition, annex 1 outlines the containers dimensions.
- Internal storage - To enable occupants to manage their general rubbish and recyclable materials, developers should provide the necessary internal storage space for the separation of non-recyclable waste and recyclable materials into three separate containers, prior to the transfer of that material to an external bin.
- External storage - storage areas for bins for general rubbish and recyclable materials should be co-located (ideally within the same bin storage area) so that both recycling and waste disposal are equally convenient to access. For large developments, several bin storage areas may be appropriate.

- The position and design of communal bin storage areas should also consider the impact of noise and smell on the occupants of neighbouring properties, existing and proposed.
- The council requires that appropriate signs are displayed in a suitable prominent position to clearly identify the bin storage area.
- The Council recommends developers to include signage of acceptable recycle items near or in the storage areas. Please contact the council's Waste & Recycling team for support on the signage content (recyclemore@brent.gov.uk). Communal storage areas for residential dwellings should be sited so that residents are not required to carry general rubbish and recyclable materials more than 30 metres from the front of the property (excluding vertical distances).
- Communal storage areas should be sited at ground level within the footprint of the development. External storage areas should have some form of soft landscaping around them (e.g. climbers or other vegetation) to screen the area and make it more aesthetically pleasing.
- Communal storage aeras should not be located at the end of a slope as this might hinder collection truck access, especially during icy conditions.
- The property manager should also ensure the access from the public highway to the storage areas is free of obstructions. Collection crews can refuse to collect if they cannot access the storage area.
- Communal storage areas must provide enough space to accommodate the required number of bins, allowing access to the bins and ensuring that an individual bin can be removed from the area without the need to move other containers. Enough head height must also be designed into the storage area to allow for the lid of a bin to be lifted comfortably.
- Communal storage areas should also be located so as not to interfere with pedestrian or vehicle access to buildings.
- Storage areas must have a suitable impermeable hard standing ground covering. Internal areas must be well ventilated, well lit and have a cleanable floor. External areas should also have a cleanable floor. This is important as such design features can help to prevent odour and vermin problems. To facilitate the cleaning of bins, suitable drainage should be a feature of waste and recycling storage areas, all run off must flow towards a drainage point. Access to water supply should also be provided.
- Should the developer decide to limit the access of the communal storage areas by using a key, a code lock or a fob, a copy of such access is required to be provided to the waste collection contractor prior to the first collection.
- Adequate provision must be made for the disabled and the elderly.

12. Presentation of bins and containers on collection day

12.1. Residents must make sure their bins and containers are out by 7am on collection day. When possible, present it the night before.

12.2. For houses:

- A house (including ones that have been converted into flats)
    - For all collections, residents need to put their bins and containers as close to the street as possible or they will not be emptied.
    - At all other times, the bins and containers must be kept within the property boundary. Residents must not leave bins on the pavement or public highway, except where a special arrangement is already in place with the council.

- The following are some examples of where to put the bins and containers on collection day:



For property with a large front garden, the bins and containers must be presented at the front of the drive or pathway. Residents need to ensure they are as close to the street as possible.



For property with a small area at the front, the bins and containers must be presented as close to the street as possible. For property with a very small front garden and no space to move the bins and containers, these can stay where they are.

- All bins must be presented with the lid closed. They must not be overflowing or be too heavy for the collection crew to manoeuvre safely.
- If residents have installed recycling and waste cupboards or storage space they will need to take the bins and containers out of their storage before 7am on their collection day. Crews will not retrieve bins or containers from storage areas.

12.3. For flats:

- For residents living in a house converted into flats, please see the information related to houses above.
- For residents living in a blocks of flats, they should have access to the following bins:

1. Communal recycling bins
2. Communal general rubbish bins
3. Communal food waste bins

- All the communal recycling bins have labels that clearly show what items can be recycled.
- Communal bins from blocks of flats receive a weekly collection for all their waste containers.

12.4. For flats above shops

- When residents first move into their flat, they will receive an initial roll of clear recycling bags and a letter advising them where and when they need to place their recycling bags for collection.
- The Council does not provide black sacks for general rubbish. This is the responsibility of residents to purchase their black sacks.
- The Council does not provide food waste caddy for these properties.

12.5. For residents on the North Circular Road:

- Residents must place their bags as near to the pavement as possible, within their property boundary.
- Bags must not be placed on the pavement or obstruct the pathway, and all recycling and rubbish should be secured, using durable bags, tied in a knot to prevent spillage.
- The Council does not provide black sacks for general rubbish. This is the responsibility of residents to purchase their black sacks.

12.6. All bins must be presented with the lid closed. They must not be overflowing or be too heavy for the collection crew to manoeuvre safely. Bins presented with the lid open will not be collected.

12.7. Bins and containers can be collected at any time up to 10pm on the day it is due to be collected. Residents must not report a missed bin before this time.

12.8. The Council will not collect the bin if:

- excess rubbish is left outside of the bin or bag
- the bins are too full and the lid can't be shut
- incorrect rubbish is placed in the bins or containers
- Bins and containers have been put out on the wrong day
- The bins and containers were presented after 7am on your day of collection
- Bins and containers have been placed in the incorrect position
- For garden waste and other specially arranged waste bin, a valid bin sticker was not found attached to the bin presented for emptying.

- the recycling bin contains incorrect materials. It will be the residents' responsibility to ensure that the wrong materials are removed before the next collection takes place.
- If a bin or container has been missed for the above reasons, resident will need to:
    - wait for your next scheduled collection; or,
    - take their recycling and/or rubbish to the Abbey Road Household Reuse and Recycling Centre

12.9. If bins and containers are not presented by 7 a.m. on the day of collection at the correct location and are subsequently reported to the Council as 'not-presented' by the crew, they will not be considered a justified 'missed' collection and the crew will not return to collect. In these circumstances, responsibility for disposal of the waste lies with the resident.

12.10. If a bin or container hasn't been collected by 10pm, residents can report a missed collection. They must do this within 2 days after the day their collection was due.

12.11. The Council aims to collect missed bins within 24 hours of receiving the missed collection report from residents.

12.12. Where possible, the collection crew will return the containers within the property boundary after collection. Residents are responsible for returning the containers to their preferred location.

12.13. Householders that leave containers on the highway may be subject to appropriate enforcement action under the relevant legislation.

13. Assisted collections

13.1. The Council offers assisted collection to residents who have difficulty putting out their bins and containers. Residents can apply for this service by submitting an application form on the council's website: Assisted bin collections - Contact details

13.2. The collection crews will collect bins and containers from the doorstep or an agreed place and return them to the same place once emptied.

13.4. The same online form can be used to let us know that the assisted collections are no longer required. Residents should cancel their assisted collection registration if and when they no longer require the service.

13.5. When completing the form, residents will need to tell the council why they need help with their bins e.g. they have a disability or illness.

13.6. Residents can request this service for:

- 6 months
- 12 months
- Indefinitely (this will be reviewed periodically)

13.7. If there is someone at the address who can move the bins and containers, residents will not qualify for an assisted collection.

13.8. If at any time, a person is found living in the house that could move the bins and containers; the assisted collection will be stopped immediately.

14. Access requirements for waste and recycling operatives

14.1. Waste and recycling storage areas must be in a position which is easily accessible by collection vehicles and collection operatives.

14.2. The site plan must show the proposed access and collection routes for collection vehicles as well as distances between vehicle collection points and storage areas.

14.3. Waste collection points should be to the front of the premises where practically possible. If this is not possible a separate collection point must be made clear on the site plan submitted. It should also be made clear who will be responsible for transporting waste and recycling containers to this point on collection days. Details for the collection of waste and recycling in these circumstances will need to feature in the management plan of the site.

14.4. Communal waste and recycling storage areas should be sited at ground level within the footprint of the development. In developments where the storage area is proposed underground, it should be clearly marked on the site plan where the collection point will be on ground level on collection days. The council will only collect the containers if they can be transported to ground level. The use of a lift is recommended. The lift must be large enough to comfortably accommodate one waste container of up to 1,100 litre capacity and a porter. The lift doors and the lobby or corridor area must be sized so that the containerscan be easily manoeuvred. A statement detailing how the containers will be transported to the waste collection point at ground level should feature in the management plan of the site.

14.5. Collection operatives should not be required to:

- move wheeled bins of up to 240 litres more than 20 metres in total. This is the maximum distance between the point of collection and the collection vehicle

- move a 1,100 litre bin or a similar wheeled container more than 10 metres in total. This is the maximum distance between the point of collection and the waste collection vehicle

14.6. Wheeled bins should not be wheeled over steps or kerbs. A drop kerb as near as possible to the storage area will be required to allow for the safe movement of such containers to enable collection operatives to collect non-recyclable waste and recyclable materials in accordance with the Health and Safety at Work Regulations.

14.7. The access road on the site should be able to safely accommodate collection vehicles. As a safety feature it is preferred that collection vehicles should not be required to reverse to address traffic and public safety issues. If this is not possible the site layout must allow room for the collection vehicle to manoeuvre. A turning assessment should be made with use of the appropriate software (such as Auto Track) and submitted with the planning application. Vehicle dimensions are listed in annex B.

> **14.7.1** Access road is required to withstand the weight of the collection vehicles. Developer should consult the waste collection contractor for the specific build requirements.

14.8. In cases where the access road has a restricted head height or if the vehicle has to pass through any part of a building, there must be a minimum clearance height of 2920 mm to allow for overhead fixtures and fittings.

14.9. Access paths should be a minimum width of two metres; have a reasonably smooth finish and be level. The only exception to this will be if the gradient falls away from the waste and recycling storage area, in which case the gradient should not exceed 1:14.

14.10. If any access points are to be locked, then standard Fire Brigade (FB) locks should be used. If access gates are to be installed then FB1 or FB2 keys should be used. If padlocks are to be used then FB11 or FB14 should be used. Any other access arrangements must be agreed by Recycling and Waste Service Unit before planning submission.

15. Modified or special built properties

15.1. When a residential property is converted for business use, a commercial waste collection contract is required due to the nature of the property being changed. Below are some examples:

- Care home where council tax is paid by the operating organisation
- Home operating businesses

- Nursery/ day care/ child minding businesses
- Charities
- Non-profit organisations

15.2. State Schools receive a fortnightly collection for their waste and recycling bins. If they choose to sign up for a commercial waste contract, Brent Council will no longer provide collection services to ensure resources are used efficiently.

15.3. Places of Worship are provided with one set of waste bins and containers (one general rubbish bin, one blue-lidded recycling bin, one food waste caddy and one blue sack for paper and card) and will receive a fortnightly collection, given that there is caretaker residing on site.

15.3.1. The capacity of waste bins and containers will be assessed by a Waste & Recycling Officer using the same criteria as street-level properties.

15.3.2. Waste generated from activities or events held in Places of Worship must be collected under a commercial waste contract.

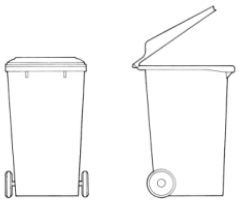
16. Annexes

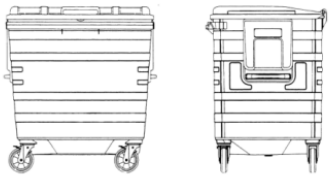
Annex A: Waste and recycling containers capacities and dimensions

Waste bins and containers are supplied by the council at a cost. Please contact the Recycling and Waste Service Unit for an up to date price lists. Please note that the dimensions of bins supplied may vary by up to 100mm. Images are not to scale.

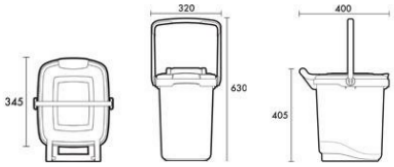
Wheeled bins (including bins required for communal food waste containers)

Dimensions (mm)			
Capacity (litres)	**240l**	**1100**	**140**
Width	585	1025	480
Length	730	1370	550
Closed height	1100	1460	1070
Plastic sack equivalent	3	15	2





Kerbside container



Dimensions (mm)	
Capacity (litres)	**23l**
Width	320
Depth	400
Height	405

Image of kerbside container sourced from Straight Plc website,

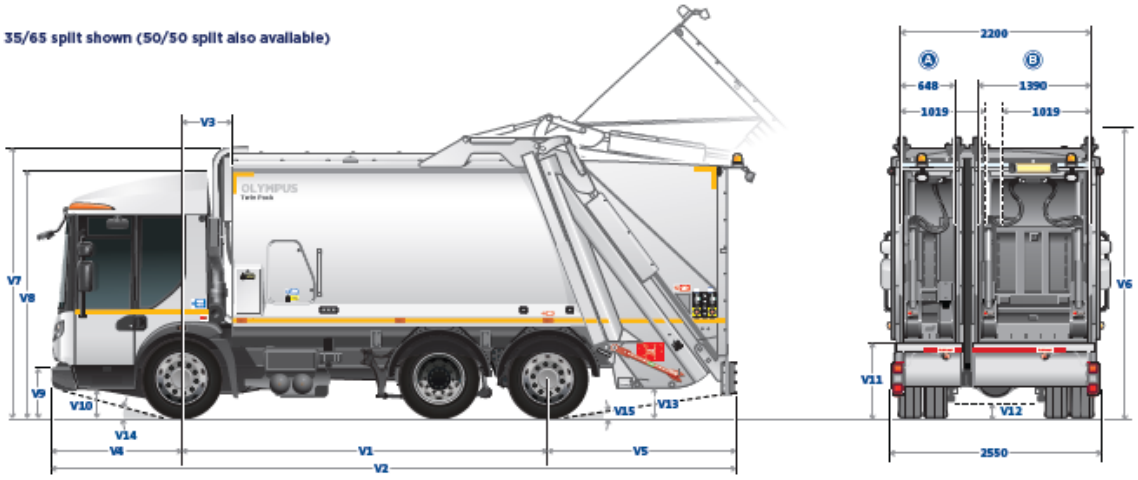
Annex B: Vehicle access requirements

OLYMPUS Twin Pack - 6x2RS Wide - Smooth Body RCV

Elite 6 - 6x2RS Wide Track

Euro 6 SPECIFICATIONS

35/65 split shown (50/50 split also available)



Vehicle model		OLTP-22 6x2RS
Compaction body type - effective volume(s)		Olympus Twin Pack-22 (21.6 m3)
Elite chassis type		6x2RS (Rear Steer) Wide Track
GVW (Gross Vehicle Weight)		26000
Front axle plated weight		9000 (7100*)
Rear axle/bogie plated weight		19000
Recycling box type		-
Recycling box type (capacity m³)		-
V1	Overall wheelbase	**5250**
Turning circle - overall (metres)		16.9***
Vehicle unladen weight**		16780
V2	Overall length[5]	9225
	Overall length - tailgate raised[5]	10280
V3	Front axle to front of compaction body	650
V4	Front overhang	1665
	Front overhang - cab tilted	3465
V5	Rear overhang	2310
	Rear overhang - tailgate raised	3170
V6	Overall height	3690
	Overall height - tailgate raised	5190
V7	Height at exhaust tip - nominal	3800
V8	Cab roof height	3130
	Cab roof height - cab tilted	3690
V9	Cab floor height	825 Driver side, 885 Passenger side
V10	First cab step height from ground	495
V11	Rave rail height	1070
V12	Ground clearance at lowest part of vehicle	250
V13	Ground clearance - tailgate	435
V14	Approach angle	15.5°
V15	Departure angle	15°

(*) Optional front axle plated weight of 7100 kg with 295/80R22.5 tyres will reduce Gross Vehicle Weight.

(**) Typical rear mounted lifting device equipment will add up to 1200 kg.

(***) Turning circle shown is for worst case, fitment of optional tyres may reduce turning circle.

(5) Excludes front view mirror which adds approx. 230 mm

Annex C: glossary

Term	Definition
Household Waste	Waste generated from a residential property that is not produced through commercial or business activity, including general rubbish, recycling, food waste, and garden waste.
Recyclable Materials	Items collected separately from rubbish that can be reprocessed, including paper and card, metals, plastics, glass, food waste and garden waste (as defined in this guidance document).
General Rubbish	Waste that cannot be recycled using Council services and must be placed in the grey-lidded bin.
Street-Level Property	A single residential dwelling with direct access to the public highway and adequate space within its boundary for waste storage.
Purpose-Built Flats	A building designed and constructed as flats, typically containing communal internal or external waste storage areas.
Converted Flats (House Converted into Flats)	A former single house subdivided into two or more self-contained units, often with limited external bin storage and shared bins.
Flats Above Shops	Residential units situated above commercial premises, typically without private storage space, using designated on-street collection points.
House in Multiple Occupation (HMO)	A property where at least three tenants live, forming more than one household, and share facilities. Large HMOs have five or more tenants.
Communal Waste Storage Area	A shared indoor or outdoor location where bins for multiple households are stored in line with Council standards.
Bin / Container	Any approved container for storing waste prior to collection, including wheelie bins, sacks, caddies and reusable containers.
Contaminated Recycling	A recycling bin or sack containing non-permitted items, making it unsuitable for recycling and subject to non-collection.
Collection Point	The designated place where bins or sacks must be presented on collection day for safe access by crews.

Assisted Collection	A service for residents unable to move their bins due to disability, medical needs or mobility issues, where crews collect from and return bins to an agreed point.
Developer	Any individual or organisation responsible for constructing new residential units, conversions or major refurbishments requiring planning/building approval.
Waste Collection Contractor	The organisation contracted by the Council to deliver household waste and recycling collections.
Management Agency / Landlord / Managing Agent	The person or organisation responsible for managing a property or block of flats, including maintaining waste storage areas and ensuring access for collections.