

---

## Timed Collections Frequently Asked Questions

### 1. What are timed collections?

Like other London councils, we are introducing specific 'timed' waste and recycling collections for residents and businesses from busy parts of Brent. The scheme sets specific time slots at the start and end of each day when bags and bins may be put out for collection. This includes commercial waste.

### 2. When will the timed collections start?

Timed collections will come into effect from 4 August 2014.

### 3. Why have timed collections been introduced?

Bags and bins are being left out on the pavement for long periods of time, contributing to littering, causing obstructions, staining pavements and making streets unattractive, especially during busy times. Timed collections will eliminate these problems and keep the streets clean and tidy for people shopping, working, visiting and living in the borough.

### 4. What must businesses and households do to comply with these timed collections?

Businesses and households can only place their waste and recycling out for collection on the public highway during the times stated. Businesses should contact their waste company provider to ensure that they follow the new collection times.

All commercial waste and recycling placed out for collection on the pavement must be in clearly identifiable bags or containers provided by your waste collection provider (not black sacks).

### 5. How were the times decided upon?

The times allow for a morning and evening collection, seven days a week. These times will be convenient for most residents and businesses and will mean that the street is clear of rubbish for the main part of the day.

### 6. How can the Council help us to follow the rules?

We will be visiting properties and businesses in the timed collection areas to talk to you about the new rules. We have also talked to commercial waste companies to establish the collection times that will work for your area.

## **7. How will these timed collections be communicated?**

All businesses and residents in streets affected by the timed collection policy have been sent a letter informing them of the new collection times. We will visit you in the next few weeks to answer any questions. The times at which you can put your waste and recycling out on the pavement will also be shown on new signs in the affected streets.

## **8. What happens if I put out my waste or recycling outside of these times?**

If you put your waste and recycling out for collection on the pavement outside the stated times you may receive a Fixed Penalty Notice (FPN) under sections 46 or 47 of the Environmental Protection Act 1990. If the FPN is unpaid, this offence carries a maximum fine of £1,000 on conviction at the Magistrates Court. A dedicated Enforcement Team will ensure these time bands are followed and will take action as required.

### **Businesses**

## **9. As a business, will I be affected by these timed collections if my rubbish is collected from within my premises?**

No, the timed collections only apply to those businesses that place their waste and recycling out for collection on the pavement.

## **10. My waste collection contractor uses black bags and has said that they will not issue me with any coloured bags. What shall I do?**

Brent Council is consulting with all the main waste companies who operate in the area. They have been informed that they must use branded bags or containers and not use black sacks for on-street collections. Businesses still remain legally responsible for ensuring that their chosen waste collection contractor follows these rules. Waste and recycling must therefore **never** be put out for collection on the pavement in unbranded black sacks.

## **11. I have just purchased a supply of bags from my supplier/ waste collection contractor and they say that they cannot collect during these time bands. What shall I do?**

Brent Council has met with all the main waste contractors operating in the area. They have been informed that they must collect from the pavement within the two time bands. There is no general right to use the pavement to store waste. If you are in this situation, we recommend that you contact your waste collection contractor immediately and inform them that they must collect your waste and recycling from within your premises.

## **12. What will I need to do if my collection is going to be delayed or missed?**

If you know that there is going to be a delay with your commercial waste collection, please place your waste and/or recycling back inside your premises until your next collection time. Please ensure that your waste carrier has a system in place for them to inform you of any potential issues or missed collections.



**Brent** – building a better borough

IF YOU WOULD LIKE THIS DOCUMENT IN A LARGER FONT SIZE PLEASE  
CONTACT 020 8937 5093

### 13. How can I make alternative arrangements?

All businesses have a legal responsibility under section 34 of the Environmental Protection Act 1990 to hold a “Duty of Care” note to certify that appropriate arrangements have been made for the collection and disposal of their waste.

This means that all waste, regardless of quantity, must be collected and disposed of by a “Registered Waste Carrier” with the Environment Agency.

Businesses can check to see whether a waste carrier is registered by visiting [www2.environment-agency.gov.uk/epr/search.asp](http://www2.environment-agency.gov.uk/epr/search.asp)

Businesses can also make their own arrangements and take their waste to a licensed waste disposal site and pay the disposal charges themselves. Any waste disposal documentation must be kept for a minimum of two years. Businesses are not allowed to use on-street litter bins or recycling sites to dispose of their waste.

**Recycling and Waste Service**

**Brent Council**

[timedcollections@brent.gov.uk](mailto:timedcollections@brent.gov.uk)

**020 8937 5050**



**Brent** – building a better borough

IF YOU WOULD LIKE THIS DOCUMENT IN A LARGER FONT SIZE PLEASE  
CONTACT 020 8937 5093