Your new recycling and waste collection services from

TOR²

Torbay Council & May Gurney

Starting from week commencing 6th September 2010

You will be sent a calendar to tell you exactly when to start using your new recycling containers.
Your recycling box collection service

Your recycling boxes will be collected weekly

You will have 2 boxes for recycling and will receive 2 net ‘lids’ to stop items blowing away when you put your boxes out for collection. Please put the boxes out by 6am every week on your collection day as collections start early and pick up times may vary.

Yes please

Glass bottles and jars
✓ - all types, all colours
✓ - please rinse and remove all lids

Cardboard
✓ - including greetings cards, and corrugated card
✓ - brown paper
✓ - please flatten and fold
✓ - put any excess cardboard that won’t fit in the box into flattened bundles by the box

Foil
✓ - tin foil and tin foil trays
✓ - please rinse off all food

No thanks
✗ - broken glass or drinking glasses
✗ - lightbulbs
✗ - pyrex or china
✗ - plastic lids/caps
✗ - drinks cartons
✗ - sticky tape
✗ - plastic packaging or polystyrene
✗ - plastic backed foil or crisp packets
You will receive 2 stickers as a reminder of what goes into each recycling box. It does not matter which one you stick on which box.

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Clothes and shoes
- clean, dry clothes and shoes tied in pairs
- textiles such as sheets and towels
- please put out on dry days

Food tins and drink cans
- please rinse clean
- metal lids from cans, jars and bottles
- cans with widgets are OK

Aerosols
- empty aerosol cans

Plastic bottles
- from the bathroom, the kitchen and under the sink
- plastic drinks bottles such as squash, milk and water
- please rinse and squash

Paper
- newspapers and magazines
- phone directories such as Yellow Pages
- all envelopes including window envelopes
- all other paper including junk mail
- shredded paper

Please separate your materials within each box, but we prefer you not to use plastic bags to separate them, as we cannot currently recycle these.

- wet clothing, shoes or textiles
- duvets and pillows
- plastics other than plastic bottles
- bottles which have contained chemicals or engine oil
- lids from plastic bottles or aerosols
Your food waste collection service

Your food waste will be collected weekly
You will be provided with a small food waste caddy, a larger, lockable food waste bin and a starter roll of starch caddy liners.

Keep your small caddy in the kitchen and transfer food waste to the larger bin in time for your collection day.

- plastic bags
- oil or liquids
- cardboard
- garden waste

No thanks

Yes please

All cooked and uncooked food including
- fruit and vegetables
- meat and fish
- cheese and dairy products
- bread, pasta, rice and cereals
- tea bags and coffee grounds

Keep your larger food waste bin outside with the lid locked. To lock the food waste bin, close the lid then swing the handle over to the front.

You can buy more starch liners by calling 01803 207900, or from the Household Waste Recycling Centre (Tor Park Road). Or you can just line the caddy with newspaper.

Make sure your food waste bin is out at the edge of your property with your recycling boxes, **by 6am on your collection day**. Please put it as close to the kerbside as possible, where it can easily be seen.
Frequently asked questions

What if I have too much recycling on some weeks to fit into my 2 boxes? You can put excess recycling out in bags (untied) next to your recycling boxes.

What is happening with green waste, bulky waste and clinical waste collections? All these will remain unchanged.

If I only have glass and cans one week can I put them out for collection in the same box? Yes, if you have only a small amount they can go in one box, with the exception of glass and paper which shouldn’t be mixed.

Will everything I put in my recycling boxes always be collected? Sometimes items may be left in your box (with a feedback card) if they are not currently recyclable in Torbay and if collected would contaminate the load.

What is meant by contamination? Contamination is where incorrect or ‘foreign’ items are mixed with the recycling load, which may mean the reprocessors refuse to take the entire load for recycling.

Why can’t I recycle other types of plastic packaging such as yoghurt pots? This is because they are made from a different type of plastic, not currently recyclable in Torbay. If mixed in with plastic bottles they would contaminate the load.

Why have I been given nets for my boxes? As well as stopping materials from blowing away, they prevent seagull access. It is a good idea to tie the net to one of the box handles to stop it getting lost.

What should I do if my recycling hasn’t been collected? Report missed collections as early as possible by ringing the number below.

I have a large family and always have loads of recycling; can I have more than 2 boxes? You can request additional boxes by ringing the number below.

For enquiries or further information call Torbay Council’s Customer First call centre on 01803 207900
Your residual waste collection service

Residents will have a wheeled bin for residual (non-recyclable) waste, which will be collected fortnightly OR if you don’t have room for a wheeled bin then you will have a weekly collection using seagull proof bags.

When you have recycled everything you can, put what is left in your residual (non-recyclable) waste container and put it out by 6am on your collection day. Recycling and residual waste will be collected on the same day of the week. You will receive a calendar with your collection day and dates for the coming year, shortly before the new service begins.

About TOR2

TOR2 is a Joint Venture Company between Torbay Council and May Gurney, which will deliver service improvements to Torbay residents with innovative and integrated services including new employment opportunities and savings of £10m over 10 years.

New services will include a first-class recycling and waste service to ensure Torbay can achieve and comfortably exceed its recycling target of 50% by 2012, five years ahead of schedule.

www.tor2.co.uk

www.torbay.gov.uk

This document can be made available in other languages, on tape, in Braille, large print and other formats. Please call Torbay Council’s Customer First call centre on 01803 207900.