

### East Cambridgeshire Waste Collection & Cleansing Service Standards

Service	Issue	Reporting limit	Response time from report	Notes
All collection services				
	Missed collection	End of next working day	End of next working day	
	Replacement container not left	End of next working day	2 working days	<ul style="list-style-type: none"> <li>• Black sack</li> <li>• Organics sack</li> <li>• Black box</li> </ul>
	Spillage reported	End of next working day	End of next working day	
	Spillage observed by collection crew	N/A	<ul style="list-style-type: none"> <li>• Removed at time of collection</li> <li>• Larger spillages reported for same day removal</li> </ul>	Spillages to include any material resulting from waste collections, including prior to arrival of collection crew. Crews will not enter private property to remove wind blown litter. Where spilt material is difficult to access removal may take longer.
	Waste not left at correct location for collection	N/A	Report to ECDC for action	Collection point – within 1 metre of the property boundary. Where

				accessed by private track or road, where this joins the public highway. This does not apply to assisted collections.
	Assisted collection		Response as normal collections	Assisted collections are provided where householders are unable to carry materials to the property boundary due to infirmity, serious long-term illness or disability. No able bodied person must reside at the address.
	Collection times	Report of collection before 7am on collection day	Next working day	Collections must not be before 7am or after 6.30pm
	Communal bin stores on private developments		Missed collections to be resolved next working day	Bin store entrance to be within 5 metres of the public highway. Doors to be unlocked for collections.
	Report of inappropriate behavior		Complainant to be contacted by Veolia	
	Schools		Treat as household collections	Allocation: 20 black sacks & 4 brown sacks/collection. 10 black boxes supplied
	New resident		5 working days	<ul style="list-style-type: none"> <li>• Black</li> </ul>

				<ul style="list-style-type: none"> <li>• box</li> <li>• 2 brown sacks</li> <li>• black sack</li> <li>• leaflet</li> <li>• East Cambs magazine</li> </ul>
	Temporary road closure or obstruction		Missed collections to be prioritised on the next working day	Service to be maintained
Refuse				
	Replacement black sack not left at correct location	N/A	Treat as sack not left if necessary	Sack to be placed within property boundary
	Waste not properly contained	N/A	Report to ECDC for action on day of rejection.	Acceptable containment: <ul style="list-style-type: none"> <li>• Any refuse sack, plastic bin liner or carrier bag</li> </ul>
	Unacceptable items left for collection		Report to ECDC for action on day of collection	<ul style="list-style-type: none"> <li>• Larger items</li> <li>• Trade waste</li> <li>• excluded items</li> </ul>
	Bagging up		Removed within 3 hours maximum	Must not cause nuisance or obstruction e.g. blocked footpaths or disabled parking bays
Recycling collections				
	Box not returned to			To be returned

	correct location			to collection point
	How box left			Upside down to show emptied & brown sacks underneath
	Unacceptable items left for collection/contamination		Leave sticker highlighting reason for rejection – notify ECDC	Proposed to replace sticker with card to be left rolled up in box handle.
	Mixed materials		Leave sticker highlighting reason for rejection - notify ECDC	Collection to be made if minor issue
<b>Organics</b>				
	Replacements sacks not left at correct location			To be placed within property boundary. Shared collection point – where bags marked with address, replacements to property, otherwise leave at collection point. Where recycling box out, replacement sacks to be left underneath
	Unacceptable items left for collection		Leave sticker highlighting reason for rejection	
<b>Bulky waste collection</b>				
	Collection time from request		If received before 12 noon on Friday to be collected on	

			following Wednesday	
	Unacceptable items		As existing script	
	Not ready for collection		No return visit if not available at time of visit. Must be available by 7am	Material not out for collection to be reported immediately to ECDC
	Assisted collection arrangements			To be provided where resident is disabled or infirm.
	Collection point			Outside & easily accessible. Must be on road side of property. Materials from flats must be outside for collection
Clinical waste collection				
	Missed collection		To be collected with following collection. NB. Veolia are not licensed to store clinical waste on site, so take material direct to disposal site after completion of the round.	Collection point – outside & on road side of property
Recycling banks				
	Overflowing plastic bank		Next working day	
Cleansing				
	Overflowing dog bin		Next working day	
	Overflowing litter bin		Next working day	
	Litter complaint		Codes of Practice	

			response times	
	Leaves		Identified problem sites cleared following annual leaf fall. Response time depends on extent of deposits and perceived hazard.	
	Gritting of car parks	Request before 3pm	Next morning - priority	
	Cleansing problem at recycling banks		Next working day. Report to ECDC where potential enforcement action	
	Fly tipping		Town centres or shopping streets – next working day Other areas – 3 working days	If potential for prosecution contact ECDC for enforcement action & do not remove. Reports from ECDC to say when already checked for enforcement action.

- Working day – Monday – Friday, excluding bank holidays
- Response time – Full days from receipt of instruction