



South Hams
District Council



From 5 October,
your collection day is:

Tuesday

Your next recycling sacks, brown bin
or food caddy* collection is:

06 October 2020



Your next refuse collection is:

13 October 2020



Your calendar is:

A



* If you have a weekly food caddy collection
this will still be collected weekly

For future collections, go to
**[www.southhams.gov.uk/
recyclingwaste](http://www.southhams.gov.uk/recyclingwaste)**

Dear Resident,

Your collection day/week is changing

From 5 October 2020, the day/week your refuse, recycling and mixed food and garden waste is collected will change. The green box to the right shows your collection day/week and your first two collections after the changes. Please check this carefully as your calendar week may have changed.

Please follow your existing collection calendar until the week of 5 October.

Please put your recycling and waste out for collection by 7am on your collection day. Collections can happen anytime between 7am and 5pm on your collection day.

Why are we making changes?

Early next year we will be launching our new **'Super Recycler'** service which will allow you to recycle more items at the kerbside.

In preparation for the new service we are restructuring our collection routes. This has resulted in collection day, or even week, changes for a number of residents.

Please look out for more information on the new service coming through your door in early 2021.

Turn over for more frequently asked questions. ►



**GET READY
TO BE ...**



**A SUPER
RECYCLER!**

www.southhams.gov.uk/recyclingwaste

South Hams recycles

Frequently asked questions



Will I miss a collection because my calendar has changed?

Depending on your collection day change you may have to wait longer, or in some cases less time, before your next refuse or recycling collection. For properties that have to wait over two weeks between refuse collections as a result of the change we will take up to one week's worth of bagged side waste alongside your bin on your first refuse collection on or after Monday 5 October.

Why has my neighbours' collection day not changed?

The changes may cause some groups of properties that were previously collected on the same day to have different collection days. If you see your neighbours on a nearby street putting their recycling/waste out on different days please do not assume you are on the same collection day. You can check your collection day on our website.

Will my waste and recycling be collected on the same day?

Your recycling will continue to be collected on the same day as your brown wheelie bin or food caddy. Your grey refuse bin or seagull sack will be collected on the alternate week. You can check your next collection on our website, where you can also download a copy of the service guide and calendar.

Will I receive a new service guide and calendar?

We will not be sending out new collection calendars to all households. You can check your next collection day on our website, where you can also download a copy of the service guide and calendar.

Will my assisted collection change?

If you have an assisted collection, your recycling/waste will still be collected at the same agreed location on your property but on your new collection day.

Is my clinical waste collection day affected?

If you receive a clinical waste collection, the day it is collected will not change.

Is this a permanent change?

Yes. From 5 October 2020, please continue to put your recycling/waste out on your new collection day unless informed otherwise.

Is there an appeals process for my day change?

The service we offer you is remaining the same, just happening on a different day. There will not be an appeals process for your collection day change. We know that changing collections day can be annoying, however it is necessary for the introduction of the new service early next year.



This letter and envelope have been printed with FSC certified paper and vegetable based inks.
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www.southhams.gov.uk/recyclingwaste

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