

Recycling and refuse collection – our commitments to you

We know how important a good refuse and recycling service is to each and every resident. It's important to us too. We want to keep the borough clean and we are committed to weekly recycling and refuse collections to help achieve that.

We spend more than £11 million on refuse collection and management of waste, of which £7 million is spent on fees to dispose of waste. We can get more out of this budget – and even reduce it – by speeding up our collection process and by recycling more of our waste. In a recent survey of residents 87% said that they were happy with our refuse service and 83% happy with our recycling service. We are pleased about this, but we will not stop there. We want everyone to be happy with our service.

So we are taking this opportunity to set out our commitments to you on both your waste and recycling collection services and explain how by working together we can get the best possible service. Thank you for your help.

Six key commitments to you

1. We will collect your recycling and refuse on the same day each week and publicise any changes (for example on public holidays).
2. We will provide a receptacle for your refuse and recycling appropriate to the type of property in which you live (wheelie bin, bag, sack or communal bin).
3. We will return your bin to the outside edge of your property.
4. We will clean up all spillages that are made by us while carrying out collections.
5. We will empty all missed collections within two working days.
6. We will issue a replacement bin if your bin is damaged or has been stolen.

Six things you need to do for us in return

1. Bins and sacks must be moved to the inside edge of your property by 6am on the day of collection.
2. Take your bin back inside your property boundary by the evening of your collection day.
3. Only put materials that can be recycled in your recycling bin or sack (for details check the website or the sticker on your bin).
4. Make sure your bin lid is closed. We cannot accept additional refuse for collection that does not fit in your bin or your sack.
5. Do not put garden waste for collection in either your recycling or refuse bin.
6. Please remember that you are responsible for keeping your bin clean and secure between collections – you may want to please to put your household number on the bin. Please report any stolen or damaged bins promptly.

Please note that we will collect additional materials for recycling, as long as they are dry and secure and can be easily identified, such as boxes broken down in clear sacks, or tied in a bundle. We cannot accept additional refuse material.

Garden waste

Garden waste can be disposed of at our Reuse and Recycle Centre or through the green sack kerbside collection service (charges apply).

Assisted collections

If you are unable to take your bin to the kerbside for collection because of disability or ill health we can make arrangements for our collection crews to wheel your bin out for collection and return it after it has been emptied. Please complete the assisted collection form on the website or call us on 020 8314 7171.

For more detailed information, including our full service standards, please visit www.lewisham.gov.uk/recycling. This includes information about how to deal with materials that we cannot collect through the weekly service such as mattresses, furniture, large items, batteries, electrical and electronic equipment.