

Household waste and recycling collection policy

Table of Contents

Household waste and recycling collection policy	1
Household waste and the law	2
Bin collection times	2
Missed collections	3
Adverse weather	3
Where to put your bin	3
Residual waste collection	4
Recycling collection	4
Food waste collection	4
Flats and shared bins	4
Bin charges	5
Extra bins	5
Extra waste	5
Help putting your bin out	6
Extra services	6
Bulky uplift	6
Garden waste	6
Recycling contamination	6
What goes in each bin	7
Blue bin – paper and card	7
Green bin – containers	7
Buying bins	7

We collect household waste and recycling across Highland. This policy explains:

- what services we provide
- what you need to do
- how we help you recycle more and waste less

This policy does not apply to business waste. You can find our business waste policy on the Highland Council website.

Household waste and the law

We must collect household waste under the Environmental Protection Act 1990.

We can ask you to:

- use the right bins
- put bins in the right place
- follow rules about what goes in each bin

We may change your collection point if:

- the road is unsafe
- our vehicles cannot access it
- we need to improve efficiency

Bin collection times

You must put your bin out by 7am on your collection day.

We usually collect bins:

- Monday to Friday
- between 7am and 4pm

Sometimes we may collect outside these hours. We will tell you in advance if your collection day changes, especially during Christmas and New Year.

Missed collections

We may miss your bin if:

- our vehicle breaks down
- the road is blocked or unsafe
- there is bad weather
- we make a mistake

If we missed your bin and it was out on time, we will try to come back. If we cannot return, we will collect up to 3 black bags of extra waste on your next collection day.

We will not return if:

- your bin was not out by 7am
- your bin was too heavy or overfilled
- there was extra waste beside the bin

Adverse weather

Bad weather may delay or stop collections.

We will:

- assess road safety before collecting
- update you on our website and social media
- return when it is safe to do so

Where to put your bin

Put your bin at the kerbside or road end by 7am.

We may change your collection point if:

- the road is unsafe
- our vehicles cannot access it
- we need to improve efficiency

If you live in a new housing area, we may collect from the nearest safe point until roads are adopted.

Residual waste collection

We collect one 140 or 180 litre grey bin for general waste.

This is collected every two weeks, on the alternate week to your recycling.

Recycling collection

We collect two 240 litre bins for recycling:

- blue bin every four weeks
- green bin every four weeks

We will tell you if the materials we collect change. You can check what goes in each bin on our recycling page.

Food waste collection

In some areas, we collect food waste every week using a 23 litre caddy.

To get more liners, tie one to your caddy handle on collection day.

Check if your area gets this service on our food waste page.

Flats and shared bins

We provide larger shared bins for flats and communal properties.

These are for:

- general waste
- recycling
- food waste (where available)

Bin charges

If you move into a new home, you must buy a grey bin for general waste.

We will:

- supply recycling bins for free
- replace damaged bins for free
- charge for new grey bins (see our [bin charges](#))

Make sure any bin you buy meets British Standard EN840.

Extra bins

You can apply for extra bins if:

- five or more people live in your home
- someone has a medical need
- you have two children in nappies

You must:

- fill in an application form
- show you are recycling as much as possible
- display a second bin sticker

We will review your request every two years.

Extra waste

We will not collect your bin if:

- the lid will not close
- there are bags beside the bin
- the bin is too heavy
- the bin could damage our vehicle

We will leave a sticker to explain why we did not collect it.

Help putting your bin out

We offer assisted collections if:

- you cannot move your bin
- no one else in your home can help
- our vehicle can safely access your bin

You must apply for this service. We will review your request every two years.

Extra services

You can ask for:

Bulky uplift

We collect large household items that do not fit in your bin. This is a paid service.

[Book a bulky uplift](#)

Garden waste

We collect garden waste every two weeks. This is a paid service.

[Sign up for garden waste collection](#)

Recycling contamination

We will not collect your recycling bin if it contains the wrong items.

We will:

- leave a sticker on your bin
- ask you to remove the wrong items
- collect it next time if it is correct

We can help you understand what goes in each bin. If the problem continues, we may take further action.

What goes in each bin

Blue bin – paper and card

- newspapers and magazines
- cardboard boxes
- envelopes and junk mail
- toilet roll tubes
- shredded paper

Green bin – containers

- food tins and drink cans
- plastic bottles and tubs
- cartons (like juice boxes)
- clean foil and trays

Buying bins

A full set of bins for a new house costs £61.20 (2023/24). This includes:

- one grey bin (140 or 180 litres)
- one blue bin (240 litres)
- one green bin (240 litres)
- food waste caddies (if available)

You can buy bins on the Highland Council website.