

DOMESTIC WASTE & RECYCLING SERVICE STANDARD

Definitions of terms

- For the purposes of this document the Council includes Manchester City Council and Nominated Provider(s).
- Households are the resident(s) occupying the property or the owner of the property if it is empty.
- Container relates to any receptacle that contains waste (refuse or recycling).
- Mixed Development is where there is a mixture of property types including houses and flats.
- High Rise is any building where there are multiple occupants in individual flats.
- A House of Multiple Occupancy is:
 - An entire 3 storey house or flat which is let to 5 or more tenants, who form 2 or more households and who share a kitchen, bathroom or toilet.
 - A house which has been converted into bedsit or other non-self-contained accommodation and may include one or more self contained flats and which is occupied by 5 or more tenants, who form two or more households and who share kitchen, bathroom or toilet facilities.
 - A converted house which contains one or more flats that are not wholly self contained (i.e. each flat does not contain within it a kitchen, bathroom and toilet) and which is occupied by 5 or more tenants who form two or more households.
- Low Rise is any building, which is less than 3 storeys high and occupied as a single dwelling. For example: bungalow, terraced house, semi-detached house, detached house.
- Side waste is excess, unauthorised bags or waste from the household, which is presented for collection at the side of the container.

Introduction

This document gives details of Manchester City Council's service standard for the provision of domestic recycling and refuse collections. Unless there are exceptional circumstances in relation to a particular property (or particular residents at a property) this will apply equally to all properties and all residents across the City.

The aims of this service standard are to: -

- Support the implications of local, national and European pressures for change to reduce the amount of biodegradable waste that is sent to landfill.
- Ensure that the Council maintains safe, economic and efficient recycling and waste collections.
- Contribute towards the objective for Greater Manchester of zero waste to landfill

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1.0 Standard Services

The Council provides a recycling led service, and all its residents are expected to recycle their waste in accordance with the services provided:

Bin type	Material	Collection frequency
Blue bin / bag	Paper, card and cartons	Every two weeks
AND		
Brown bin / box	Glass, cans and plastic bottles	Every two weeks
Green bin (small)	Food waste	Weekly (fortnightly in winter)
OR		
Green bin	Food and garden waste	
AND		
Grey bin / Authorised Sack	Any other household waste that cannot be recycled using the services listed above	Every two weeks

Wherever operationally possible, refuse and recyclable material must be stored in, and collected from, a wheeled bin.

The Council, following consultation with residents, has assessed the appropriate container type, size and number required for each household. This could lead to households having their own individual containers, sharing containers, or a combination of the two.

The Council will take into consideration the factors - including the following - when determining the appropriate type, size and number of containers required for each household:

- House type
- Known number of occupants living in the property
- External storage space
- A household with excess domestic residual waste due to an occupier having a recognised medical condition.

Only in circumstances where it is operationally unsafe, uneconomic or inefficient, or where there are exceptional circumstances in relation to a particular property (or particular residents at a property), will alternative methods of storage and collection be offered.

Whilst the Council expects households to comply by presenting their recycling and refuse for collection in the containers deemed necessary for their particular premises, if persistent non-compliance is identified the Council will, if necessary, consider using formal powers in order to ensure compliance in accordance with section 16.0.

2.0 Individual Properties (low rise)

Where households have their own container(s):

The prescribed types of recycling and refuse containers used to collect from individual properties are:

Bin type	Size (litre)	Material	Collection frequency
Blue bin / bag	140 / 35 (minimum)	Paper, card and cartons	Every two weeks
AND			
Brown bin / box	140 / 55 Minimum	Glass, cans and plastic bottles	Every two weeks
Green kerbside caddy	23 Maximum	Food waste	Weekly (fortnightly in winter)
OR			
Green bin	240 Maximum	Food and garden waste	
AND			
Grey bin / Authorised Sack	140 Minimum	Any other household waste that cannot be recycled using the services listed above	Every two weeks

2.1 Refuse Bins

The presumption is that only one 140 litre refuse bin will be permitted per household, however exemptions may be made as per section 7.0 below. Whilst the Council expects households to comply by only presenting one refuse bin for collection (unless exemptions have been made) the Council will, if necessary, consider using formal powers in order to ensure compliance in accordance with section 16.0.

3.0 Where Residents Share Containers (low rise)

The Council will assess the number of containers required for a specific area taking into account the proportion of waste disposed of that can be recycled. This is likely to include:

Bin type	Size (litre)	Material	Collection frequency
Blue Bin	1100	Paper, card and cartons	Every two weeks
AND			
Brown Bin	1100	Glass, cans and plastic bottles	Every two weeks
AND			
Green Bin	240	Food waste	Weekly (fortnightly in winter)
AND			
Black bin	1100	Any other household waste that cannot be recycled using the services listed above	Every two weeks (minimum)

The Council will periodically review container provision in these areas to ensure that it is appropriate and adequate.

4.0 Mixed Developments / High Rise / Houses of Multiple Occupation (HMOs)

Wherever operationally possible, refuse and recyclable material from mixed developments, high rise properties (e.g. flats) and HMOs must be stored in, and collected from, communal containers. The Council will work with Managing Agents/companies to achieve this service standard.

Only in circumstances where it is operationally unsafe, uneconomic or inefficient, or where there are exceptional circumstances in relation to a particular property (or particular residents at a property), will alternative methods of storage and collection be offered.

All appropriate containers must be presented at the designated collection point on the scheduled day of collection. If the designated collection point is within the grounds of a property it is the responsibility of the property owner or management company to arrange appropriate access before collections can be made.

Whilst the Council expects households to comply by presenting their recycling and refuse for collection in the receptacles deemed necessary for their particular premises, if persistent non-compliance is identified the Council will, if

necessary, consider using formal powers in order to ensure compliance in accordance with section 16.0.

The Council will assess the number of containers required for a specific area taking into account the proportion of waste disposed of that can be recycled. It is likely to include:

Bin type	Size (litre)	Material	Collection frequency
Blue Bin	1100 (maximum)	Paper, card and cartons	Every two weeks
AND			
Brown Bin	1100 (maximum)	Glass, cans and plastic bottles	Every two weeks
AND			
Green Bin	240 (maximum)	Food waste	Weekly (fortnightly in winter)
AND			
Black bin	1100 (maximum)	Any other household waste that cannot be recycled using the services listed above	Every two weeks (minimum)

It is the responsibility of the property owner to find appropriate space for the location of these containers. The Council will work with the property owner to comply with this service standard when requested.

5.0 Communication of Arrangements for the Collection of Recycling and Refuse

Households will receive adequate communication via a number of channels about when and how their recycling will be collected, including any planned changes to the standard collection. Information about collections can be accessed on the Councils' webpages: www.manchester.gov.uk/recycling

6.0 Designated Containers

Except for refuse and recycling collected and stored in sacks, as determined by the Council and communicated to the households affected, households must place their refuse and recycling in the appropriate designated container. The Council can only empty containers that comply with the Council's specification, in order to ensure that the containers are compatible with the lifting equipment on the refuse collection vehicles. The Council will make available a list of approved container manufacturers or container specifications which are compatible with such lifting equipment.

Whilst the Council expects households to comply by presenting their recycling and refuse for collection in the receptacles deemed necessary for their particular premises, if persistent non-compliance is identified, the Council will, if necessary, consider using formal powers in order to ensure compliance in accordance with section 16.0.

7.0 Excess Waste

Providing all services are used appropriately, the standard service offered provides sufficient capacity for the average household. Additional waste capacity will not normally be offered except in the cases outlined below:

7.1 Larger Households

Larger households (6 persons or more) may request additional waste capacity. Households requesting additional capacity will be required to complete an application form which is subject to approval. The household's use of the additional capacity will be periodically reviewed.

7.2 Medical Conditions

A household with excess domestic residual waste due to an occupier having a recognised medical condition may request additional waste capacity. Households requesting additional capacity will be required to complete an application form which is subject to approval. The household's use of the additional capacity will be periodically reviewed.

7.3 Nappies

Households with 2 or more children (aged 2 or under), using nappies, may request additional waste capacity. Households requesting additional capacity will be required to complete an application form which is subject to approval. Approved applicants will be provided one year's supply of approved sacks,

which will provide additional capacity. Households will have to re-apply for these sacks each year.

7.4 Exceptional Circumstances

Any other exceptional circumstances which cause the household to generate excess residual waste, which has not been detailed above, will be considered. Households requesting additional capacity will be required to complete an application form which is subject to approval. The household's use of the additional capacity will be periodically reviewed.

7.5 Excess Recycling

Households can request additional recycling containers free of charge, subject to the agreed collection point not being deemed unsafe due to the volume of containers presented for collection.

7.6 Excess Waste – Side Waste

Side waste is excess unauthorised bags or waste from the household, which is presented for collection at the side of the container. Households must place their refuse and recycling in the appropriate designated container(s).

If non-compliance is observed, a tag will be left on the container explaining that the householder could be subject to enforcement action. Side waste undermines the savings the Council are striving to achieve by increasing the amount of waste sent to landfill. Householders are advised to put the excess waste in their container and wait for their next collection or alternatively, households can take excess to the nearest Household Waste Recycling Centre.

Whilst the Council expects households to comply by presenting their recycling and refuse for collection in the receptacles deemed necessary for their particular premises, if persistent non-compliance is identified the Council will, if necessary, consider using formal powers in order to ensure compliance in accordance with section 16.0.

7.7 Excess Waste – Overloading

Overloading is where a rubbish container has been filled with so much waste that it is too heavy or too unstable to be moved safely onto the bin lift.

It is not possible to collect containers that are overloaded as damage may be caused to the lifting equipment on the refuse vehicles. A tag will be left on the container explaining why the waste has not been collected and requesting the householder to remove the excess waste and present the bin on the next collection. Alternatively, it can also be taken to their nearest Household Waste Recycling Centre.

Whilst the Council expects households to comply by presenting their recycling and refuse for collection in the receptacles deemed necessary for their particular premises, if persistent non-compliance is identified the Council will, if necessary, consider using formal powers in order to ensure compliance in accordance with section 16.0.

8.0 Contamination

A recycling container may be contaminated with the wrong recyclate(s) or the refuse container may contain waste that could be recycled, or that could cause damage to the collection vehicle. This is not an acceptable way to present waste or recycling for collection. The Council has provided guidance regarding what can and can't be recycled which can be found at <https://www.recycleforgreatermanchester.com/recycle/in-your-area/manchester>

Containers that are contaminated will not normally be collected. A notice will be left on the container explaining why the waste has not been collected and requesting the householder to remove the contaminant and present the bin on the next collection day. Alternatively, it can be taken to the nearest Household Waste Recycling Centre.

Where residents share communal recycling containers, the Council will work with residents and Managing Agents (where applicable) to raise awareness about this issue.

Whilst the Council expects households to comply by presenting their recycling and refuse for collection in the receptacles deemed necessary for their particular premises, if persistent non-compliance is identified the Council will, if necessary, consider using formal powers in order to ensure compliance in accordance with section 16.0.

9.0 Collection Points

Except in the cases of households with specific needs (please see section 15.0), the general requirement will be that only recycling and refuse presented in their designated containers at an accessible point adjacent to the highway (e.g. pavement) will be emptied by the collection crews. In the event of this not being practicable or safe due to issues with vehicle access for example, then an alternative suitable location will be specified. In these circumstances, appropriate information will be provided to the households concerned.

Once the refuse or recycling containers have been emptied, the Council will return the container(s) to the agreed collection point. It is the responsibility of the household or management company to retrieve the container and return it to the property or designated storage area. It is not acceptable to leave containers unattended without a permanent frame on footways or roads. Requests for frames should be submitted for approval from the Council.

9.1 Individual Wheeled Bins

Unless otherwise agreed, the standard collection point is at the kerbside, adjacent to the front of the property where the container can be easily seen from the road and is not causing an obstruction.

In situations where collections cannot be made from adjacent to the front edge of the property, then the Council will, in order to maintain economic and efficient collections, identify other agreed collection points.

This will involve Council officers identifying a safe place for a number of bins to be temporarily stored by households by a specified time prior to emptying. This will apply to properties on walkways, a large proportion of terraced areas or where there are specific access issues for the collection crews.

In determining new collection points for those affected properties, consultation may take place with the households concerned where appropriate.

Once the refuse or recycling containers have been emptied, the Council will return the container(s) to the agreed collection point.

Householders will be expected to place their recycling or refuse bin at the specified collection point on their scheduled day and then retrieve their bin from the collection point at the end of the day once emptied. Where it is established that this service standard is repeatedly being ignored enforcement action will, if necessary, be considered in accordance with section 16.0.

9.2 Boxes and Sacks

Unless otherwise agreed, where a household has a box/sack collection they should be presented at the edge of the property where they can be easily seen from the road and are not causing an obstruction.

9.3 Communal Containers

9.3.1 Communal Containers in Passageways

Where households share waste and /or recycling containers that are in a fixed position in a frame, households will not have to move or present the containers. It will be the responsibility of the Council to empty the containers and replace them to their original location.

This may apply to properties on walkways, a large proportion of terraced areas or where there are specific access issues for the collection crews.

9.3.2 Communal Containers in High Rise Properties

All appropriate containers must be presented at the designated collection point on the scheduled day of collection. If the designated collection point is within

the grounds of a property it is the responsibility of the property owner or management company to arrange appropriate access before collections can be made.

10.0 Collection Times

Approved collection containers should be presented at the designated collection point by 7am on collection day (no earlier than 5pm on the evening before collection day) and be returned to the household's property after it has been emptied no later than 7pm on collection day.

11.0 Replacement Containers

Households will be responsible for the container(s) and should leave them with the property in the event of the household moving home. Households are required to identify their containers and take adequate precaution to prevent theft and arson – including, wherever possible, taking the container to within the property boundary following collection. The council makes a charge to cover the administration and delivery costs:

140 litre (current standard size) replacement rubbish bin: £20.

240 litre (for households who produce extra rubbish, as detailed in section 7.0,, and have been approved via the application process). The standard bin (140 litre) will be exchanged for a larger container. Any subsequent replacement rubbish bin: £20.(TBC)

The charge for any rubbish container will be for the household, landlord or Management Company to bear.

Households and landlords can choose to purchase their own container(s). Any such containers must comply with the Council's specification in order to ensure that the containers are compatible with the lifting equipment on the refuse collection vehicles.

Any damage to rubbish containers proven to be the fault of the Council will be replaced by the Council. Collection operatives have a duty to report any damaged containers caused through the operation of collection. If the container is supplied by the Council the charge will cover administration and delivery, it is not for the sale of the bin and therefore the bin remains the property of Manchester City Council.

If a customer has already paid for a replacement bin (within the same financial year), but require a replacement due to it being stolen, or subject to criminal damage, they will be provided one free of charge.

There will be no charge for replacement recycling bins.

The Authorised Officer has discretion in considering extenuating circumstances. These are:

1: It's claimed that the bin was damaged by the collection crews.

Biffa collection crews are required to record any and all damage to rubbish bins on the computerised data system they have in each of the vehicle cabs.

If a resident claims that their bin was damaged by the crews, the records will be checked. If it's found that the crew were to blame then the bin will be replaced with no administration and delivery charges. If the case has not been recorded at the time then a Biffa supervisor will review the case, and if the resident disagrees with the findings of the supervisor they can then ask that the local Strategic Area Manager reviews the case.

2: Assisted collection.

If a rubbish bin belonging to a resident who is registered for Assisted Collections has been stolen or damaged because the Biffa collection crews have not returned the bin to the property after collection, it will be replaced free of administration and delivery charges.

12.0 Missed Collections

In the event of a scheduled missed collection due to crew error, i.e. more than 5 bins have been missed then these will be emptied as soon as possible following collection. Where either recycling or refuse containers have not been emptied due to the waste being presented late or in the incorrect location, the household will be required to wait until the next programmed collection before it is removed. In these circumstances households will be required to return the refuse and or recycling containers to their property until the next collection.

In the event of a missed collection and if a household's bin is likely to be full before the next collection, additional authorised sacks can be requested for presentation at the next scheduled collection.

13.0 Properties that are Difficult to Access for Collection Vehicles

Due to the condition of some road surfaces particularly unmade/unadopted /private/weight restricted and rural roads, some roads in the City are unsuitable for collection vehicles. Access can also be limited by the physical width of the road or parking of other vehicles meaning the collection vehicle cannot access the property or collection point.

Where damage may be caused if a collection vehicle passed over the road surface, or damage could occur to the vehicle due to the condition of the road, the Council may agree an alternative collection point.

In the case of a private/ unadopted road if written authority from all households concerned is received indemnifying the Council from any claim for damages in taking the collection vehicle on the said road, consideration may be given to the practicalities of agreeing a suitable collection point on that road.

Where the Council has been undertaking refuse collections for a number of years there may be a continued right of access and the authority of households may not be required.

When a collection cannot be made due to access being restricted by parked cars or other vehicles, the Council will be informed. The collection crew will make a further attempt to make the collection (in most cases this will be in the presence of a supervisor). If access is still restricted then the collection must wait until the next scheduled collection. Alternatively it can also be taken to their nearest Household Waste Recycling Centre. If the problem persists it may be necessary to agree a new collection point as detailed in section 9.0.

The Council, in connection with its partners, may take action where there are repeated problems with access. This action may involve, although not exclusively, enforcing parking restrictions, changing collection day, changing collection points or consideration of new parking restrictions.

14.0 Bulky Refuse

Bulky refuse is household waste that is too large to fit in a standard rubbish bin. Often this waste can be re-used or recycled and the Council encourages households to consider these routes as a first choice including: Charity Shops, Furniture Re-use Organisations, Freecycle or the Household Waste Recycling Centres. Full information on these options can be found on our website at http://www.manchester.gov.uk/info/200084/recycling_rubbish_and_waste/4393/large_or_bulky_waste.

However, if a household has no other option for the removal of this waste, special arrangements for collection can be made.

Whilst the Council has powers to charge for every collection of such waste, the Council will provide one free collection per year (April to March) to every household. However, any subsequent collection will be charged at £27 per visit. Each visit is limited to the collection of up to 3 items.

Bulky waste should be presented for collection at the front edge of the property within the property boundary (unless an alternative collection point has been agreed). White goods should be presented separately to other items for collection as a different vehicle will collect these items. A list of the items for collection must be given when booking the appointment. Only items on this list will be collected.

Items should be presented at the designated collection point by 7am on the appointment day and no earlier than 5pm on the evening before the appointment day. Where it is established that this service standard is repeatedly being ignored, enforcement action will be considered, if necessary, as per section 16.0.

Arrangements can be made for households who need assistance with their collection as detailed in section 15.0

A detailed list of acceptable items can be found on the website at http://www.manchester.gov.uk/info/200084/bins_rubbish_and_recycling/5875/get_rid_of_an_unwanted_item

15.0 Special Assistance

The Council is committed to enabling all Manchester's households to participate in the City's recycling and refuse services. The Council recognises that, due to their personal circumstances, some households may have difficulty using the standard Council services and therefore, the Council needs to make alternative arrangements. One of the arrangements is the Assisted Collection Service. As in the application of all service standards the Council reserves the right to exercise discretion.

15.1 Assisted Collections - Refuse / Recycling Containers

An assisted collection is "the collection of a refuse or recycling container(s) by the collection crew from an agreed point at the households address and return of the said empty container(s) back to the agreed collection point".

The Council will provide, upon request, an Assisted Collection to households where there is a registered Blue Badge holder or they are unable to participate without assistance due to infirmity or disability.

However, should an able-bodied person aged 16+ years be resident in the house, it is expected that the able-bodied resident present the refuse and recycling containers at their usual collection point.

Proof of eligibility may be required **upon request**. The Council reserves the right to request documentary proof of eligibility, for example, a medical certificate (at no cost to the Council) in order to ensure this service is only provided to those who qualify.

If referrals are made to the Council directly from recognised voluntary groups or healthcare providers, who confirm in writing that clients meet the criteria in this service standard, documentary proof will not be requested.

Households will also be able to make a request for a temporary assistance should they only require help for a defined period of time.

The Council will, from time to time, issue an application to all those approved for an assisted collection to renew this service whereby the above criteria will need to be met.

The Council reserves the right to withdraw this service if it has reason to believe a resident is no longer eligible.

16.0 Enforcement

The Council recognises that the service requirements contained in this Service Standard will take time to be fully communicated and understood. The City Council's Corporate Enforcement Policy states that we will exercise our regulatory activities in a way which is:

- proportionate
- accountable
- consistent
- transparent
- targeted

Where appropriate, the City Council will seek to address issues relating to domestic waste management through advisory/educational means. It is recognised however, that use of formal enforcement powers may be necessary in some circumstances. Such powers will be utilised in a transparent, reasonable and proportionate way, in keeping with the Corporate Enforcement Policy. The Council also recognises that, from time to time, legislation can change, and therefore this service standard will be reviewed periodically to ensure that it fully complies with relevant legislation.

The Council has a number of powers to ensure household refuse and recycling is presented correctly either by position of the container, time of presenting for collection, content, deposit, or excess waste.

16.1 s46 of the Environmental Protection Act 1990

Under s46 of the Environmental Protection Act 1990, the Council has powers to serve a notice on all occupiers of a property to ensure that recycling and refuse is placed for collection in receptacles of a kind and number specified, or in a particular location at a particular time. The government has removed the criminal sanction associated with the failure to comply with a Notice under s46 of this act and as a result, failure to comply with such a notice can ultimately lead to an £80 fixed penalty notice (FPN) being issued. Within the legislation, a warning letter is first issued to give the resident the opportunity to rectify the situation before enforcement action is taken and the resident is also given the opportunity to make a representation to the Council prior to the service of the FPN. Furthermore, once an FPN has been issued, an appeal can be lodged with an independent tribunal. Following the changes to the legislation, non-compliance with such a Notice no longer results in a criminal record and therefore, if an FPN is issued and subsequently not paid then the Council will instigate debt recovery proceedings.

The City Council will use the enforcement powers under s46 of the Environmental Protection Act 1990 in a reasonable and proportionate manner in the following circumstances:

- where evidence of waste management issues is found relating to an individual property – for example, an overflowing bin, failure to acquire a bin or failure to properly present waste for collection
- where there is evidence of a wider waste management issue within a specific area – for example a block of terraced properties, flats/apartments or a house in multiple occupation

It is also noted that the procedure set out within the legislation allows the recipient opportunities to rectify the situation and challenge any potential enforcement action.

16.2 s87 of the Environmental Protection Act 1990

Under s87 of the Environmental Protection Act 1990, the Council has powers to issue a Fixed Penalty Notice (FPN) to a person who throws, drops or deposits litter on open land to which the public has access without payment. The Environmental Protection Act does not define litter and this can therefore be given a wide interpretation. Smaller scale dumping, such as a bag of domestic waste, can therefore be considered as litter.

Compliance Officers will investigate the deposit of domestic waste to find evidence amongst the waste. Where evidence is obtained, contact will be made with the alleged offender, which may result in the issue of a littering FPN, which is set at the amount of £80 payable within 14 days, reduced to £50 if paid within 10 days of issue.

If the FPN is refused or unpaid then the Council will consider taking legal action at the Magistrates Court to prosecute the alleged offender. The maximum penalty on conviction of a littering offence is £2500. Investigations into dumped waste may also result in the issue of a s46 EPA Notice where there is a clear domestic waste management issue (see 16.1).

Prior to taking action under s87 of the Environmental Protection Act 1990, the Council will consider any mitigation from the alleged offender and will consider each incident on its own merits.

16.3 S33 of the Environmental Protection Act 1990

Where evidence of larger scale fly tipping is obtained, an investigation will begin and in the absence of any evidence of any acceptable extenuating circumstances, the Council will always seek to initiate legal proceedings to prosecute the alleged offender and recover full costs. Small to medium scale fly tipping offences can be dealt with by issuing a FPN to discharge liability for the offence. The FPN is set at £400, reduced to £250 if paid within 10 days. The maximum penalty on conviction of fly tipping is an unlimited fine and/or 12 months imprisonment.

In investigating incidents of fly tipping, the Council would usually give the alleged offender the opportunity to be interviewed under caution in relation to the incident.

17.0 Wheeled Bin Cleaning

The Council does not offer a wheeled bin cleaning service.