

Recycling and Waste collections update email March 2020

Household recycling and waste service update

We are writing to update you on our recycling and waste services in light of the current national emergency.

Our collection crews have been working hard to maintain services over the last few weeks. However, the measures put in place by the Government to control the coronavirus outbreak have led to a reduction in our staffing levels, despite the use of temporary staff.

With these pressures likely to increase, garden waste collections have been suspended from Wednesday 25 March so that crews can focus on collecting refuse, food waste, clinical waste and recycling.

We have also suspended our weekend Civic Amenity Vehicle service to safeguard residents' health following the updated government advice on social distancing.

Street cleaning is continuing on a priority only basis, with the service reduced to reflect the current situation and the lack of activity on our streets.

What can you do to help?

Please ensure that the correct waste is placed in the correct bin. This will help avoid contamination which may mean your bin is not emptied.

Please do not overfill your bins as that may mean they will be too heavy for the crews to collect.

Please ensure your bin is placed at your property boundary by 7am on the day of collection; collections may happen earlier than usual.

Please report any missed collections **online** [<https://beta.tunbridgewells.gov.uk/refuse-and-recycling/missed-bin-collection>] within two working days of the missed collection. Our crews are trying their best to deliver the service and many are working on different rounds from normal or are new, so are unfamiliar with all of the property and bin locations.

If possible please wait until after 5pm on the day your collection was due before reporting a missed bin, as your collection may happen later in the day than usual.

Will there be further changes?

As we are sure you appreciate, the situation is changing rapidly, and we may need to make further adjustments to our recycling and waste services in the coming weeks.

We will keep residents informed via our website, on our social media channels and through direct emails as and when any further changes are necessary.

Thank you for your patience at this difficult time.