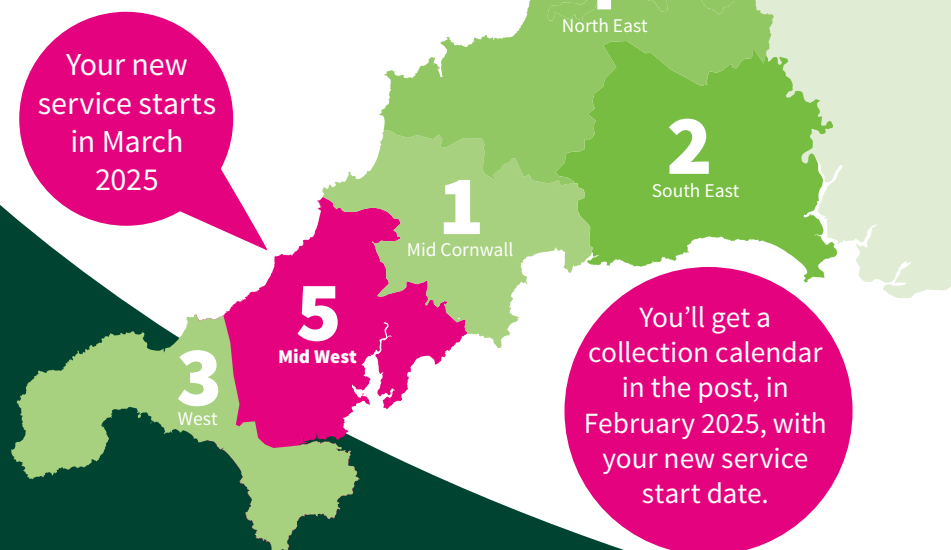


We're rolling these new services out across Cornwall area-by-area. **You're in roll out area 5: Mid West Cornwall.**



Talk to us face-to-face

We'll be available to answer your questions about the service changes face-to-face. Visit www.cornwall.gov.uk/wastechanges for dates and locations.



Follow us on Facebook: [/cornwallrecycles](https://www.facebook.com/cornwallrecycles)



Why are we changing your service?

The new service will help us all to waste less, recycle more and do our bit to protect the planet by reducing Cornwall's carbon footprint.

Worried these changes will impact your holiday let business?

Get support at www.cornwall.gov.uk/businesswaste



If you would like this information in another format or language please contact:

Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY
email: customerservices@cornwall.gov.uk
call: 0300 1234 100

L1 - A5
Sept 2024 JN54999

Now let's recycle our food waste and reduce our rubbish too.

Get ready...

for weekly food waste and fortnightly recycling and rubbish collections



LOOK OUT FOR YOUR NEW BINS

delivered from November 2024



CORNWALL COUNCIL
one and all • onen hag oll

* Christmas 2024 *
collections inside



Cornwall recycles
Kernow a wra eylgylyghya

www.cornwall.gov.uk/wastechanges

What new bins will I get?

You'll get a silver kitchen caddy and a starter pack of liners for separating your food waste as well as a green outdoor collection caddy. We've assessed all properties and are giving most a 180 litre wheelie bin for their rubbish. A small number that are unable to store a bin, have too many steps or are serviced by a specialist vehicle will get a 180 litre reusable protective sack. All homes will get a 7 litre kitchen food waste caddy. Your other containers may look different if your home shares a bin store with neighbouring properties.



When will I get my new bins?

We'll deliver them between 25 November and 28 February 2025. No need to be home as we'll leave them outside. If your bins haven't arrived by 28 February, visit www.cornwall.gov.uk/bindelivery to report your missed delivery. When your bin or sack arrives, if you think we've assessed your property incorrectly and it won't work for your home, you can apply to us to review your assessment. See details in the instruction leaflet to be delivered inside your green caddy.

What will happen to my old bin?

Once services change, we'll only collect rubbish put out in the new wheelie bin/sack we've given you. If you've got a bin you're currently using, we can collect and recycle it. See details in your collection calendar arriving in February.

What do I need to do now?

- ✓ Start recycling if you are not already: www.cornwall.gov.uk/getrecycling
- ✓ Read up on your new service: www.cornwall.gov.uk/wastechanges
- ✓ Look out for your new bins but don't use them until the new service starts
- ✓ Keep putting your rubbish and recycling out as normal on your usual day
- ✓ Look out for your new collection calendar - arriving February.

What will the changes mean for me?

We're introducing new weekly food waste and fortnightly recycling and rubbish collections in your area from March 2025. Recycling collections will stay fortnightly using the same coloured bags and box we do now.

Once the new service starts, you'll need to start separating your food waste from your rubbish ready to put out every week for us to collect in your new food waste caddy. If you're not already, you'll need to recycle your cardboard, glass, plastics, cans, paper and textiles. This is because we'll start collecting your rubbish fortnightly and, in line with most other councils, will only take rubbish put out in the new bin we give you with the lid closed.

If you're separating your food waste and recycling, your rubbish should fit in your new wheelie bin or sack – it holds about 3 to 4 black bags' worth. We will collect more rubbish from some households under certain circumstances which we will explain in the instruction leaflet when we deliver your green caddy.

We may need to change the day we collect your waste from you. We'll send you a new collection calendar in February 2025. It will tell you your new collection day, if yours is changing, and the date your new service starts.

Recycling containers

We won't be delivering recycling containers with your new rubbish and food waste containers. If you need more, or don't have any, please order them at www.cornwall.gov.uk/recycling



Christmas collections for rubbish, recycling and garden waste

If your collection is due on:	We'll collect on:
Monday 23 December	Normal Collection
Tuesday 24 December	Normal Collection
Wednesday 25 December	Friday 27 December
Thursday 26 December	Saturday 28 December
Friday 27 December	Monday 30 December
Monday 30 December	Tuesday 31 December
Tuesday 31 December	Wednesday 1 January
Wednesday 1 January	Thursday 2 January
Thursday 2 January	Friday 3 January
Friday 3 January	Saturday 4 January

All other collections will take place as normal. To download a collection calendar visit www.cornwall.gov.uk/myarea or call 0300 1234 141.