

Get ready for your new waste collections



Your household
will use wheelie
bins and caddies
for the new waste
collections, starting
from June 2025.

newforest.gov.uk/WasteChanges

Phase 1 area - Get Ready leaflet

New waste collections

We are introducing a new waste collection service in 3 phases for different areas starting at different times, from June 2025.

About your new collections

From June 2025, your household will have a new waste and recycling service.

This means:

- we will collect your food waste weekly for recycling, using caddies
- recycling and general waste will be collected on alternate weeks from wheelie bins - we will collect your general waste one week, and your recycling the next week
- we will no longer deliver black rubbish and clear recycling sacks
- glass recycling collections will still be every 4 weeks, using your black glass collection box
- the amount of waste sent for incineration will reduce
- recycling rates will increase
- collections will be safer and tidier

The garden waste collection service will continue. This service is charged for, details are on our website at:

newforest.gov.uk/GardenWaste

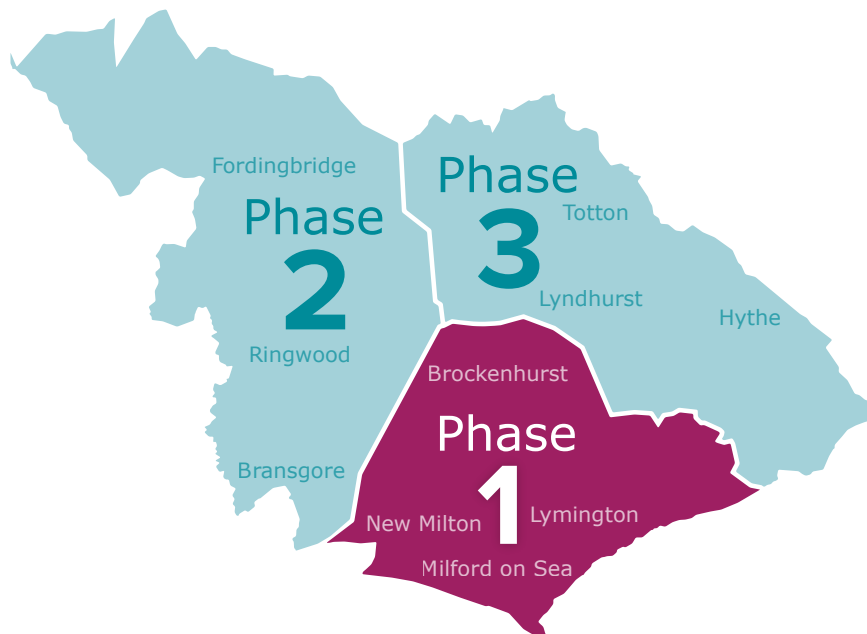
Your household is in the

Phase 1 area

Your new service will start from June 2025.

Information
about your
wheelie bins and
caddies is on
page 4.

New Forest district



The information in this leaflet is specific to your household. Households in phases 2 and 3, depending on their phase and property type, will get a similar leaflet nearer to their start date.

New bins and caddies

Your household will get:

Rubbish bin

Black-lid

180 litre

Collected every 2 weeks,
on the alternate week to
your recycling collection



Recycling bin

Green-lid

240 litre

Collected every 2 weeks,
on the alternate week to
your rubbish collection



Outdoor food waste caddy

Brown caddy

23 litre

Collected weekly



Indoor food waste caddy

Grey caddy

5 litre



Glass collections will still be every 4 weeks,
using your black glass collection box.

Key dates for your phase 1 area

14 April to 6 June 2025

Between 14 April and 6 June 2025, your bins and caddies will be delivered.

Bins and caddies will be delivered by different vehicles at different times.

There's no need for you to be at home for the delivery; bins and caddies will be left outside your property.

Your outdoor food waste caddy will contain your indoor food waste caddy and an initial supply of caddy liners. It will also include a 'Get Set' leaflet, explaining how food waste recycling works, what can go in your bins and caddies, and what to do on your collection days.

May 2025

You will receive your 'Go' leaflet with your start date.

June 2025

Your new waste collection service begins.



How we'll keep you up to date

We will share information on our website and on social media, and we are sending you 3 leaflets. Leaflet 1, 'Get Ready', is this leaflet. Leaflet 2, 'Get Set', will be inside your food waste caddies when they are delivered. Leaflet 3 'Go' will be posted to you.

The leaflets will include information about how to use your new bins and caddies, what can go in food waste recycling, your start date, and any changes to your collection days.

What to do next

Before your new waste collections start in June 2025:



- keep putting your recycling and rubbish out as normal, on your usual collection day
- remember the 6 items that can go in your clear recycling sack. These are paper, cardboard, tins, cans, aerosols, and plastic bottles.
- bring your bins and caddies in when they arrive, and store them safely until your collections are due to start
- do not put the bins or caddies out for collection until your start date; they will not be collected
- watch out for updates - more information for phase 1 is being posted to you, and you can check our website at anytime
- you can sign up to receive emails about your phase 1 area at newforest.gov.uk/WasteEmails
- learn how to reduce food waste now by visiting hants.gov.uk/wasteandrecycling/smartliving

Support and help

We will send you more information before the new service starts in your area.

If you have any questions about the changes, we are here to help:

Website: newforest.gov.uk/WasteChanges

Email: waste.changes@nfdc.gov.uk

Phone (waste changes enquiry line): 023 8028 5393

Once bins and caddies have been delivered, eligible households will be able to apply for a larger or smaller bin, or extra bins. Your Get Set leaflet (delivered with your caddies) will explain how to do this.

If you are unable to put your household waste out for collection due to a disability, illness, or injury, you may be eligible for assisted collections. Details and criteria are available on our website at newforest.gov.uk/AssistedCollections.

If you are already receiving an assisted collection you do not need to reapply unless we contact you to say your renewal is due.

This service is for domestic households only – if you run a business or holiday let, please see newforest.gov.uk/BusinessWaste



Get ready for your new waste collections

newforest.gov.uk/WasteChanges

waste.changes@nfdc.gov.uk

Waste changes enquiry line: 023 8028 5393



Information in this leaflet is only applicable to the household receiving it, as this is dependent on the phases and property.

If you would like this information in another format or language, please contact us.

Printed February 2025. This leaflet can be recycled in your household recycling.