

Get ready, get set,

Go!

New waste collections start soon. From the week of 9 June 2025, you will use communal bins and an indoor food waste caddy.



newforest.gov.uk/WasteChanges

New waste collections

You are in phase 1 for the new waste service - your new collections start in June 2025.

Your property has been assessed for the new waste service and will use communal bins and an indoor food waste recycling caddy.

Delivery of your food waste recycling caddy

We've been delivering caddies to households in phase 1. If your caddy has not arrived by 1 June 2025, please let us know (see back page for contact details).

Your new collections

New waste collections start from the week of Monday 9 June 2025. To find out your exact start date, and what day of the week your collection day will be for the new service, see the letter sent with this leaflet. From June, see newforest.gov.uk/FindYourCollection to view your upcoming collections.

From your start date, we'll collect your food waste every week for recycling. We're providing all properties with a grey indoor food waste caddy. You'll share an outdoor communal bin for food waste collections.

As part of the changes, we may install new communal bins for recycling and rubbish in your shared bin store area.

Do not use the new communal bins before new waste collections start; they will not be emptied.

We will no longer deliver black and clear sacks to your property. To check how to use your communal bins, see pages 5 to 7.

Food waste containers

The indoor food waste caddy

Your grey indoor caddy is for storing food waste in the kitchen. Steps to use the caddy:



1 Find out what you can put in your caddy. See page 4.

2 Line your caddy.

We recommend lining your caddy. Once the starter roll of liners (delivered inside your caddy) has run out, you can buy liners, or use newspaper or small bags, for example bread bags.

3 Use your caddy.

You can start filling your caddy the week before your new collections start, ready to transfer to your outdoor communal food waste bin.

4 Empty your caddy into your communal food waste bin.

When your caddy is full or it's time for your weekly collection, empty it into your communal food waste bin. If you are using a liner or bag, tie it at the top.

The outdoor communal food waste bin

Your communal food waste bin is for food waste collections. It will be clearly labelled 'Food waste only' and go in your shared bin store area before new collections start.

Every week, we'll empty the bin and replace the liner.

Food waste recycling

What you can put in your food waste caddy:



These can be raw or cooked, plate scrapings, uneaten food, out of date, or mouldy food.

What you cannot put in your food waste caddy:

- anything that is not food
- packaging (except for what you are using as a liner)
- garden waste and flowers
- liquids, liquid fats, and oils

This guide shows the main types of food waste currently accepted at the recycling facility. See newforest.gov.uk/FoodWaste for the most up to date information.

Your food waste will go to an anaerobic digestion facility where it will be composted to produce renewable energy and fertiliser.

Household recycling

What you can put in your communal recycling bin:



Please check items are empty, clean and dry – this helps make sure they'll be accepted at the recycling facility.

Items must go into your recycling bin loose – no sacks, bags, or liners.

When the new service starts, you will be able to recycle the same 6 things in the recycling bin as you would have put in your clear recycling sack. We are working to offer recycling for more items. This is dependent on new processing facilities that will be provided by Hampshire County Council.

Glass recycling

What you can put in your glass recycling:

- glass bottles (metal caps on) | • glass jars (lids on)

What you cannot put in your glass recycling:

- drinking glasses
- glass kitchenware
- light bulbs
- windowpane glass

If you do not currently have glass recycling facilities (such as a communal glass bin or glass collection box), please contact us.

Household rubbish

General household waste that can't be recycled can be put in your communal rubbish bin. This includes foil, polystyrene, nappies, gift wrap, and plastic pots, tubs, and trays.

Small amounts of broken or sharp items can go in the communal rubbish bin if they are securely and safely wrapped.

We recommend putting general waste into sacks, which you can buy from shops or online. We no longer provide sacks for your household.

What you cannot put in your rubbish bin:

- batteries, vapes, and electrical items (they can cause fires)
- business or trade waste
- bulky household items
- DIY or house clearance waste
- large sharp items (these should be taken to the tip)

Using communal bins

Please shut the lid after using the communal bins.

We can only collect what fits in the communal bins; extra waste left on or near the bins will not be collected.

If waste is blocking the area, we may not be able to empty the bins. It is your responsibility to keep your shared bin store area clean and tidy. This is for safety and ease of access, for your neighbours and our collection crews.

If you have any questions or concerns about your shared bin store area, please speak to your landlord, site manager, managing agent, or housing association.

Find advice on how to dispose of items which cannot go in your communal bins at newforest.gov.uk/RecyclingAndRubbish.

Thank you for reading the information in this leaflet.

We're introducing new waste collections to recycle food waste and increase recycling rates and make collections safer and tidier.

Stay up to date

See newforest.gov.uk/WasteEmails to sign up to receive emails about your phase 1 area.

Facebook: @newforestgov Instagram: @newforestcouncil

The waste collection service in this leaflet is for domestic households only – please see newforest.gov.uk/BusinessWaste if you run a business or holiday let.



New Forest
DISTRICT COUNCIL

Waste changes information and contacts

Website: newforest.gov.uk/WasteChanges

Email: waste.changes@nfdc.gov.uk

Phone: 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.

This leaflet can be put in your household recycling. Printed May 2025.