

Get ready, get set,

Go!

New waste collections start soon. From the week of 9 June 2025, you will use sacks and caddies.



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 as unsuitable for wheelie bins and will use sacks instead.

Delivery of caddies

We've been delivering food waste recycling caddies to households in phase 1. If your caddies have 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:

- your rubbish and recycling will be collected on alternate weeks, using sacks. This means, we will collect your rubbish one week, and recycling the next week.
- your food waste will be collected weekly from your outdoor food waste caddy. It will be collected on the same day as your recycling or rubbish sack (exceptions apply, see page 11).

Do not put your brown outdoor caddy out until your start date, it will not be collected.

Your food waste caddies



Outdoor food waste caddy

23 litre, brown outdoor food waste caddy.



Indoor food waste caddy

5 litre, grey indoor food waste caddy.

Add your property name or number to the lid of the outdoor caddy, using the space provided.

Find out how to use your food waste caddies on pages 6 and 7.

Your recycling and rubbish sacks

Recycling sacks

Your recycling will go in clear sacks which we will deliver every 12 months.

Rubbish sacks

Your general waste will go in black rubbish sacks, which you can purchase from shops or online. We will no longer provide black rubbish sacks. We will collect up to 2 rubbish sacks from your property every 2 weeks. Eligible households can apply for us to collect more waste (see page 10).

Your glass collection box

We will still collect glass every 4 weeks from the 45 litre black glass collection box. See newforest.gov.uk/FindYourCollection.

Household recycling

What you can put in your clear recycling sack:



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

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



Household rubbish

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

Small amounts of broken or sharp items can only go in your rubbish sack if they are securely and safely wrapped – please help protect your collection crew.

What you cannot put in your rubbish sack:

- 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 a household waste and recycling centre)

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

You can find more information about recycling, including how to dispose of different household items, community recycling banks for textiles and cartons, and our garden waste collection service at newforest.gov.uk/RecyclingAndRubbish.

Food waste recycling

What you can put in your food waste caddies:



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



Using your food waste caddies

Check what you can put in your caddy (see page 6) and then:

1 Line your indoor caddy.

We recommend lining your indoor 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.

2 Empty the indoor caddy into your outdoor caddy.

When your indoor caddy is full or it's your weekly collection, empty it into your outdoor caddy. If you are using a liner or bag, tie it at the top.

3 Lock your outdoor caddy.

Put the handle into the upright position to lock the lid in place - this helps to keep it secure from animals, and helps our crews collect your caddy.



4 Put your outdoor caddy out for collection.

Put your outdoor caddy at your property boundary, before 6am.

Your food waste will be recycled, but for tips on preventing food waste, see lovefoodhatewaste.com. For example, recipe ideas for using up leftovers or food storage advice.

After your food waste is collected each week, it will go to an anaerobic digestion facility. This is an alternative way of composting food waste to produce renewable energy and fertiliser.

What to do on collection day

Each week, check if it is your household rubbish or recycling being collected.

Your sacks and outdoor food waste recycling caddy:

- must be out by 6am on your collection day, and ideally not before 6pm the night before
- should be placed at your property boundary, or agreed collection point if you have one, and not obstructing the public highway. We will no longer collect sacks from communal collection points.

Your outdoor food waste caddy:

- lid must be fully closed, and the contents must not overflow

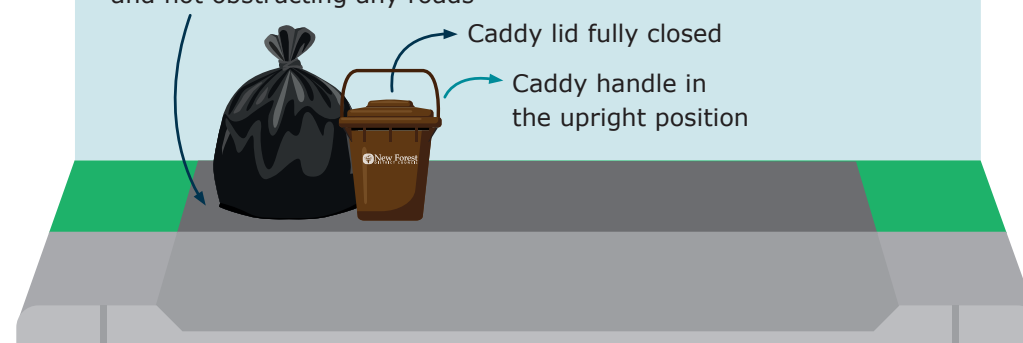
Please bring your outdoor caddy back to where you store it as soon as possible after your waste has been collected.

We will collect up to 2 black rubbish sacks on rubbish collection day. Extra waste or sacks, will not be collected. However, we can collect more than 2 clear recycling sacks, and a small bundle of flattened cardboard on recycling collection day.

We will not be able to collect your sacks, caddy or glass collection box if they contain incorrect items. We will leave a notice explaining why and how to fix it for your next collection. Please check this leaflet or newforest.gov.uk/RecyclingAndRubbish to make sure you are adding the correct items.

On collection day:

At the edge of your property boundary, and not obstructing any roads



Tips to remember your collection day

Here are some ways to help you remember what waste is being collected on what days:

- from June, you can check on our website by entering your postcode at newforest.gov.uk/FindYourCollection
- write your collection day on the calendar that came with this leaflet. It will also be available to download at newforest.gov.uk/FindYourCollection.
- set reminders on your phone's calendar or to do list
- write down your schedule and put it on your fridge or kitchen cupboard door

Recyclenow.com also give this tip for remembering what collection day it is: If all else fails, there's still the tried and tested method of looking out to see what the neighbours are doing!

Support and help

Collecting more waste

We understand it may take a few weeks to get used to a new waste service. If, after this time, you believe you need more waste collected, please check newforest.gov.uk/AdditionalContainer for details. Eligibility for collecting extra general waste (rubbish), includes people with medical needs, households with 6 or more occupants, or 2 or more children in nappies.

Assisted collections

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. See newforest.gov.uk/AssistedCollections for information.

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

Missed collections

Report missed collections by midday the next working day at newforest.gov.uk/MissedCollections

Business waste

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.

Thank you for reading the information in this leaflet.

We're introducing new waste collections to:

- reduce the amount of waste sent for incineration – currently there's no limit on the amount of waste you can put out, which doesn't encourage recycling
- recycle food waste and increase recycling rates
- make collections safer and tidier
- meet new government recycling rules

Stay up to date

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

You can download other leaflets in this series from our website.

To help us provide you with the right information about the waste service changes, see newforest.gov.uk/WasteSurvey and fill in our survey.

Follow us on social media for tips and updates:

Facebook: @newforestgov Instagram: @newforestcouncil

Food waste collection exceptions

Due to collection routes, a small number of properties will have their food waste collected on a different day to their rubbish and recycling collections. If this applies to you, you will be advised in your letter and you can check at newforest.gov.uk/FindYourCollection.



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.