

Get ready, get set,

Go!

New waste collections start soon. From the week of 9 June 2025, you will use wheelie bins 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.

Delivery of wheelie bins and caddies

We've been delivering wheelie bins and food waste recycling caddies to households in phase 1. Bins and caddies may not arrive at the same time. If they 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, from your new wheelie bins. 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 recycling caddy. It will be collected on the same day as your recycling or rubbish bin (exceptions apply, see page 11).
- your glass recycling will still be collected every 4 weeks, from the black collection box. See newforest.gov.uk/FindYourCollection.
- we will no longer collect sacks from your property.

Your new bins and caddies

Recycling bin

240 litre,
green-lid wheelie bin, for
your household recycling.

Rubbish bin

180 litre,
black-lid wheelie bin, for
general household waste.



Indoor food waste caddy

5 litre,
grey indoor food
waste caddy.

Outdoor food waste caddy

23 litre,
brown outdoor
food waste caddy.

Glass collection box

45 litre, black glass
recycling box.

Do not put the bins and caddies out for collection until your start date; they will not be collected. Please continue using sacks until the new service starts.

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 on your collection day.

Your food waste will be recycled, but for tips on preventing food waste, see [lovefoodhatewaste.com](https://www.lovefoodhatewaste.com).

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 bin collection day

Each week, check if it is your household rubbish or recycling being collected. There are tips to remember your bin day on page 9.

Your wheelie bin and outdoor food waste caddy:

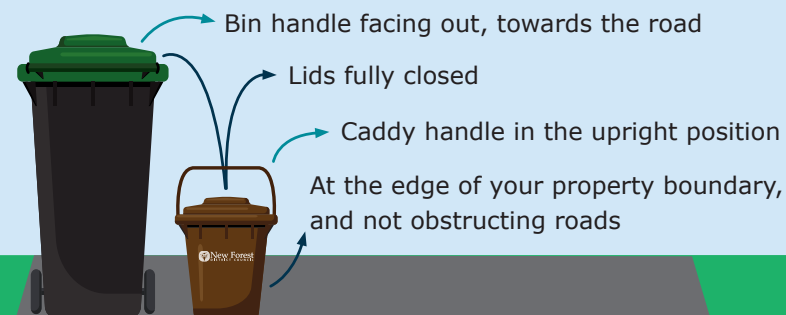
- must be out by 6am on your collection day, and ideally not before 6pm the night before
- should be placed at your property boundary, or agreed collection point if you have one, and not obstructing public highways

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

If your bin or caddy is overflowing, contains incorrect items, or the lid isn't fully closed, we won't collect it. We'll leave a notice explaining why and how to fix it for your next collection.

Extra waste, left next to or on top of your bin, will not be collected. However, we will collect a small bundle of flattened cardboard if it won't fit inside your recycling bin.

On collection day:



Food waste recycling

What you can put in your food waste caddies:



Fruit and vegetables
Including peelings, stalks, and scraps



Baked goods
Such as bread, cake, and pizza crusts



Meat and fish
Including bones and seafood shells



Pet food
Wet or dry.
(No pet poo.)



Tea bags, tea leaves, and coffee grounds



Solid dairy products, eggs, and eggshells

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.



Household recycling

What you can put in your recycling bin:



Paper



Cans



Tins



Plastic bottles (lids on)



Aerosols



Cardboard

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



The black collection box is for your glass recycling. Please check items are empty, clean and dry.

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

Household rubbish



General household waste that can't be recycled can be put in your 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 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 a household waste and recycling centre)

You can find more information about recycling at newforest.gov.uk/RecyclingAndRubbish, including:

- the most up to date information on what can be recycled
- how and where you can recycle other items
- community recycling banks for textiles and cartons
- garden waste collection service (see website for prices)
- bulky waste collection service (see website for prices)

Tips to remember your bin 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 bin 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 bin 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

Different capacity or extra bins

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 details on our website. 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. We can also supply smaller capacity wheelie bins. See newforest.gov.uk/AdditionalContainer for details.

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.

Lost, stolen, or damaged bin or caddy

Wheelie bins and food waste recycling caddies are provided to the household for the purposes of collecting your waste, but remain the property of New Forest District Council.

For information on what to do if your bin or caddy is lost, stolen, or damaged, please see information at newforest.gov.uk/WasteChanges or contact us (see back page).

Missed collections

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

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

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.

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.



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.