

FREQUENTLY ASKED QUESTIONS

HOW CAN I DO MORE RECYCLING?

PSd's Recycling Officer coordinates and supports recycling initiatives around the Island, and can be contacted on tel: 601586 (email: j.rive@gov.je). There are public recycling facilities for aluminium cans, Christmas cards, telephone directories, clothing and mobile phones. The Environment & Public Services Committee has published a Draft Solid Waste Strategy, copies of which are available at the Town Hall and also on the internet (www.gov.je/wastestrategy). A Shadow Scrutiny Panel is investigating the matter too. The Parish will be cooperating with the States in trying to increase recycling in the coming months, and will be fully involved in any changes in refuse collection which are required in future.

WHAT ABOUT MY GARDEN WASTE?

PSd now provides low-cost home composting kits available at garden centres. If you do not have your own compost facilities you may put small amounts of dry garden waste in your Wheelie Bin. However, large quantities of hedge clippings, lawn mowings, etc. should be taken to the green waste facility operated by PSd at La Collette. We hope to provide green waste collection points around the Parish to make it easier to dispose of garden waste.

CAN THE PARISH COLLECT MY OLD FRIDGE?

Yes. Unwanted items, which are either too large or bulky to be put in a wheelie bin, including furniture, fridges, etc. can be collected from domestic properties for a small fee.

I RUN A BUSINESS – HOW CAN I GET RID OF EMPTY CARDBOARD BOXES?

We want to prevent the Eurobin sites around the Parish being filled with commercial waste, especially cardboard, carpet, wooden pallets, etc. The evening collection-round that is to be started will



help us provide a collection service to businesses that meets their needs. Business proprietors may contact us on 811705 to discuss their refuse collection needs.

HOW CAN I GET MORE INFORMATION?

The Parish operates a Refuse Hotline (811842). If a lot of calls are made at the same time you may be transferred to an answerphone. You can also fax us on 619146, email us (Townhall@posh.gov.je) or write to us at The Town Hall, PO Box 50, St Helier, JE4 8PA.

OTHER IMPROVEMENTS WE ARE MAKING TO REFUSE COLLECTION

MORE EFFICIENT ROUNDS

One of the 8 refuse rounds has been eliminated and the other rounds are being improved to make them more efficient. The introduction of wheelie-bins will also speed up waste collection.

IMPROVED TIME-MANAGEMENT

In order to save time and reduce unnecessary traffic, we are now permitting our crews to take their breaks while on the round, without returning to our depot at



Mont a l'Abbé. We ask ratepayers who see this happening to remember that our staff are entitled to rest periods during the working day.

During the rush-hour, collections are concentrated on out-of-town areas to avoid adding to traffic congestion.

RELIABLE COLLECTION VEHICLES

Missed collections are often caused by vehicle breakdowns. Two of our older vehicles have been replaced following consultation with the staff about what type of vehicle is best suited to refuse collection in St Helier. We are moving towards a single type of collection vehicle that will be easier to maintain.

Our mechanical workshop provides a service programme to our vehicles, and troubleshooting if they don't start on winter mornings.

PERFORMANCE MONITORING

The level of service provided by the refuse department will be monitored, benchmarked against other refuse collection organisations and our performance published at regular intervals.

WORKING TOGETHER FOR A CLEANER ST. HELIER



A GUIDE TO ST. HELIER'S REFUSE COLLECTION SERVICES

www.parish.gov.je/st_helier

IMPROVING REFUSE COLLECTION

INTRODUCTION

Refuse collection is one of the most important services we provide to ratepayers. We want to make it as reliable, customer-focused and cost effective as possible.

In July 2003 we began a review of the service. Three consultation leaflets have been produced, hundreds of letters and emails received, and interviews carried out with our staff, the Parish Deputies, householders and businesses.

We have already started implementing changes which we are confident will lead to increased productivity and better customer service. But we need your help if we are to collect your rubbish more efficiently, and clean up our Parish.

WHEELIE BINS

The most important change we are making is to ask you to present your rubbish for collection in a Wheelie Bin, if possible. The first section of this leaflet explains the reasons for this change, and how you can obtain a Wheelie Bin from the Parish.

EUROBINS

We are also changing the way our Eurobin sites (areas where communal refuse bins are provided) are managed. These bins must be available for the use of people whose



property cannot accommodate a Wheelie Bin. We will be introducing evening collections from these sites, and we will make arrangements with businesses which produce large quantities of cardboard and other wastes to prevent the eurobins being overfilled.

FLY-TIPPING

It is against the law for anyone to place rubbish in a public place unless it is within a suitable receptacle. People are responsible for their own rubbish and must not leave it in plastic sacks or boxes which are easily torn open. Not only does this encourage seagulls but it also adds to the amount of litter blowing around the Parish. From 1st January 2005, anyone caught fly-tipping is likely to face prosecution!

WHY WHEELIE BINS?

INTRODUCTION

The use of Wheelie Bins will make rubbish collection safe, efficient and hygienic. They are used in many towns and cities in all parts of the world and contribute to a healthy and clean environment. We request that you buy a Wheelie Bin and place it at the point of collection on 'bin days'.

We appreciate that a small minority of people either cannot accommodate a wheelie bin in their property, or cannot wheel them out to the collection point. In these cases we will find an acceptable way of maintaining refuse collections.

HOW WILL WHEELIE BINS HELP YOU?

1. They are 2 1/2 times bigger than an ordinary bin.
2. No extra containers or sacks are needed.
3. They are easy to move about and to clean.
5. They have a tight fitting lid that prevents smells, spillage, attacks by vermin and rubbish blowing about in strong winds.
6. They will reduce the Parish's collection costs and ratepayers will benefit from this.

HOW WILL THEY HELP THE PARISH?

1. They are easily manoeuvrable.
2. No lifting is necessary because of the hydraulic operation of the refuse wagons.
3. All refuse is contained which promotes much cleaner working conditions.
4. They avoid risk of staff injury due to sharp and pointed objects.



HOW DO I GET A WHEELIE BIN?

You can buy a Wheelie Bin from a local supplier or from the Parish. We have made a bulk order of Wheelie Bins, which are available to Parishioners at a special introductory price of £17 while stocks last.

To obtain a Wheelie Bin from the Parish please telephone 811705. We will deliver your new Wheelie Bin and take away your old hand bins if required.

USING A WHEELIE BIN

1. Please mark your address on your Wheelie Bin so that it can be easily identified. (The Parish can help you do this if necessary.)
2. Please keep it in a safe place and only put it out for collection on collection days. We request that you wheel your bin to the end of your drive, if you have one, or to the collection point. Please remember to bring it back into your property as soon as possible after it has been emptied.
3. Please avoid placing your Wheelie Bin in a dangerous place where vehicles could damage it or cause an obstruction.
4. If you are unable to get your Wheelie Bin taken to the collection point, please let us know – we will find alternative solutions so that your bin is collected from your property on a regular basis.
5. Please remember that in future only refuse which has been deposited in your bin will be collected. So please make sure that you have an adequate number of containers for your refuse.



PLEASE NOTE THAT RUBBISH LEFT IN BAGS, SACKS, ETC. ON OR BESIDE YOUR BIN MAY NOT BE COLLECTED, AND YOU MAY BE PROSECUTED FOR FLY-TIPPING

6. Please do not put hot ashes into your Wheelie Bin, or other materials which are unacceptable for collection, such as hypodermic needles, tyres, toxic materials, furniture, large household appliances, car parts, demolition rubble, glass, pallet boards, garden waste and paint.
7. Please 'double bag' pet faeces and kitty litter.
8. Please deposit your glass in the many bottle banks sited around the Parish.