



## Waste & Recycling Team

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Dear Resident,

We are writing to inform you that from **1 April 2023** there will be changes to our waste collection services for waste within yellow and black “tiger” stripe bags, yellow bags and sharps boxes.

Our records show that your property is registered for one or more of these types of collection, therefore it’s important that you read and understand about the changes coming into place below.

### What is changing?

From 1 April 2023 you will need to follow the guidelines below to dispose of each of the different types of waste:

“Offensive waste” to be disposed of in grey general waste bins instead of yellow and black “tiger” stripe bags



“Offensive waste” is defined as non-clinical waste that’s non-infectious and does not contain pharmaceutical or chemical substances but may be unpleasant to anyone who comes into contact with it. In accordance with legislation this waste can be collected within general waste bins alongside other household waste. Examples include nappies, feminine hygiene products, and incontinence waste.

- **Yellow and black “tiger” stripe bags will no longer be provided to properties.**

- Instead, this type of waste needs to be contained within your own rubbish bags or carrier bags and placed inside your grey general waste bin which will be emptied on your normal collection schedule. Remember to double bag this waste to stop any spills.

*“Hazardous waste” within sharps boxes*



These should be used for sharp medical waste, such as needles or syringes.

- A new on-demand collection service is starting to allow you to book a free collection for your sharps box waste (e.g. for used needles) when it's full. You can also have your full box swapped with an empty box of the same size if you need it.
- To book a one-off collection visit [www.brent.gov.uk/clinicalwaste](http://www.brent.gov.uk/clinicalwaste) or call Brent Council on 020 8937 5050

Fill the container no higher than the line indicated and seal it before your collection. Note, this is classed as “hazardous waste” and must be treated separately. **Do not dispose of this waste in your normal household waste or recycling bins.**

*“Hazardous waste” within plain yellow clinical waste bag*



This should be used for different types of infectious or medically contaminated clinical waste.

- Use our new on-demand collection service to arrange a collection for yellow clinical waste bags.
- To book a one-off collection visit [www.brent.gov.uk/clinicalwaste](http://www.brent.gov.uk/clinicalwaste) or call Brent Council on 020 8937 5050

Note, the contents of these bags is classed as “hazardous waste” and are different to the yellow and black “tiger” stripe bags that are currently in use. You can order replacement bags

using the contact information provided, but only if you are advised to do so by a medical professional. **Do not dispose of this waste in your normal household waste or recycling bins.**

### **Why is the service changing?**

The collection system will transition from being delivered by Initial Medical Services to being part of an enhanced waste collection service delivered by the Council's waste and recycling partner, Veolia. These changes allow our Collections Teams to allocate resources more efficiently to those who need it, which in turn helps us to improve the service that we deliver for our residents and reduce the likelihood of any missed collections.

### **Can I get extra collections or larger waste containers for “offensive waste”?**

From 1 April all “offensive waste” should be tied up in your own rubbish bags and disposed of with the rest of your general waste in your grey bin. This will be emptied as normal every 2 weeks if you live in a house and weekly or more frequently for flats.

You can apply for your current grey bin to be exchanged for a larger bin if you consistently produce excess “offensive waste” which cannot be contained inside your existing bin. Your request will be reviewed by a member of Brent Council who may visit your property and, if approved, we will exchange your current bin for a larger bin for free.

Please note that only bin replacements will be free of charge. Additional bins cannot be guaranteed and would be subject to an additional charge. Use the contact information at the bottom of this letter to apply.

### **Where can I order a sharps box collection or find out more information?**

From 1 April 2023, please visit [www.brent.gov.uk/clinicalwaste](http://www.brent.gov.uk/clinicalwaste) or call Brent Council on 020 8937 5050. Here you will be able to:

- Use our on-demand collection service to book a “hazardous waste” collection for sharps boxes and plain yellow clinical waste bags.
- Check your eligibility to swap your general waste bin with a larger bin for your “offensive waste”.

Yours faithfully,

Veolia Communications Team

