



Waste and Recycling Collection Policy

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Additional Capacity Policy

The council has a legal obligation to consider the Waste Hierarchy, reduce household waste arisings, increase recycling and encourage waste reduction at source through waste minimisation initiatives, education and engagement with residents, to meet the following targets under the Environment Act 2021:

- increase the borough recycling rate to 65% by 2042
- reduce household waste arisings to 272kg per property, per year, by 2042

The council acknowledges that household waste volumes differ between individual households with some scenarios generating more waste than others.

To meet the targets set out above, and to ensure that the provision of additional capacity (additional containers) is managed and controlled effectively, whilst maximising opportunities to increase recycling, each household applying for additional waste capacity must:

- Participate in the weekly food waste collection service to ensure food waste is being diverted from the household waste stream.
- Participate in all kerbside recycling collection services provided by the council. This maximises the amount of material that can be recycled or reused, and reduce the amount of material in the household waste stream.

- Use charity services such as recycling banks, shops or kerbside collection services to donate reusable clothing, textiles and other household items that could be reused or recycled.

The household should participate in the recycling services offered by the council for at least four weeks before applying for additional household waste capacity to ensure waste volumes and behaviours are stable and consistent. This ensures households are taking every reasonable effort to reduce their waste and maximise recycling, before asking for additional waste capacity.

The council may undertake an audit of the waste bin to confirm that the household is using the available kerbside recycling collection services appropriately. Where items suitable for other kerbside recycling services are found within the waste bin, the household will not be considered for additional waste capacity.

The council uses the following approach when calculating standard household waste capacity requirements:

Number of permanent residents	Standard allocation	Additional capacity allocation (Total capacity provided)
1-2	1 x 140-litre waste container	1 x 240-litre waste container
3 or more	1 x 240-litre waste container	1 x 240-litre and 1 x 140-litre waste container*

* Additional capacity requirements will be determined by the circumstances on the application, and the council may deem it more appropriate to provide an additional 240-litre household waste container.

Eligibility criteria

Households may apply for additional waste capacity if they meet any of the following criteria:

- households with documented medical or health-related needs that generate additional household waste (i.e., Incontinence waste); or
- households with two or more permanent residents using nappies; or
- households with 6 or more permanent residents in the property; or
- for any other special circumstances, can demonstrate that they have insufficient household waste capacity.

The council may ask for documented evidence to support the additional capacity application.

Additional capacity will be based upon the number of permanent residents within the household.

The council will not consider the following when determining additional capacity provision:

- childminding/babysitting services

- animals and pets
- businesses run from home that generate waste

Review and support

The council may offer education and support, including the promotion of other council services or third-party initiatives that are available to support household waste reduction. If the standard household waste allocation is still considered insufficient for the household's needs, residents can apply for additional waste capacity using the additional capacity application form.

The council may undertake further ad-hoc audits of the waste containers presented for collection to verify that the household is using the additional capacity service appropriately. Where items suitable for other kerbside recycling services are found within the waste bin, the household will not be considered for additional waste capacity.

Unauthorised additional household waste capacity

Where a household is presenting an additional household waste container without approval (Unauthorised additional capacity), the collection crew will empty the waste bin on the first occasion but leave a hanger or sticker to advise the resident that the additional waste bin has not been authorised by the council. The council will contact the household in writing to confirm this position, offering information on waste reduction, increasing recycling, alternative services offered by the council and the additional capacity application process.

Review of approved properties

Households with approval for additional household waste capacity are subject to a bi-annual review process. The council will contact the household every two years to confirm whether the additional waste capacity is still required or whether there has been a change in circumstances meaning the household is no longer eligible for the additional waste capacity.

Where a change in circumstances means the additional waste capacity (additional waste bin) is no longer required, the household can either retain the additional container for other uses or contact the council to arrange removal. If the council arranges removal of an additional household waste container at the household's request, no refund will be issued by the council.

Application for additional waste capacity

Form completion

An additional capacity application form is available on the council's website. Paper copies can also be provided on request, but the household is responsible for return postage costs.

Notification

Form completion

If the application is completed online, the applicant will receive an automatic notification to confirm receipt of a completed form. Where the application has been made in writing, confirmation of receipt will be provided when the decision to approve or reject the application is confirmed to the applicant.

Assessment

The Waste Team will assess the request and provide a decision within 10-working days of receipt.

Approval

Where an application is approved, the applicant will be advised of the approval to purchase a larger or additional household waste bin. The approval will be recorded against the property record visible to the waste collection crew. The larger or additional container will be emptied from the next scheduled collection.

An address label will be attached to the waste bin at the point of delivery. The household is responsible for ensuring the property name or number is clearly visible to ensure the bin is emptied on the scheduled collection day.

All containers will be delivered within 10-working days from the point of order, which will commence on the next working day following payment.

Rejection and appeals process

Where an application is rejected by the council, the resident can appeal the decision in writing following the steps below:

Step 1

Appeal to the Waste and Recycling Officer and include any information to support the appeal, which will be considered by the officer.

Step 2

Appeal to the Waste and Recycling Manager and include any information to support the appeal, which will be considered by the officer.

Step 3

The resident will be required to follow the council's complaints procedure if they remain unhappy with the decision.

Additional capacity requirements for other material streams

Recycling and/or glass

Recycling and/or glass

There is no limit on the number of recycling and/or glass containers that can be presented for collection if they are being used appropriately for household recycling.

Food waste

There is no limit on the number of external 23-litre food waste containers that can be presented for collection if they are being used appropriately for household food waste recycling.

Communal areas and properties that share containers are provided with 140-litre food waste containers. Where additional containers are required, these can be requested by the Residents Association, Managing Agent and/or Housing Association.

Garden waste

The garden waste collection service is a paid subscription service. There is no limit on the number of containers that can be purchased by the resident if they are being used appropriately for garden waste recycling.

Fees and Charges

The current list of container charges is provided on the council website, or by calling the council directly. Concessionary rates are also available for those households in receipt of certain means-tested benefits.

The householder is responsible for covering the cost of all larger or additional household waste containers, except where they are damaged during the collection process and the damage is recorded by the collection crew.

Container reuse

To support the council's anti-poverty strategy, to encourage reuse and reduce and to mitigate the environmental impact of supplying new containers, the council may, subject to availability, offer a second hand 140-litre household waste bin free of charge to households. Priority will be given to those who would meet the concessionary rate criteria. This will be determined on a case-by-case basis by the council at the point of approval.

Terms and conditions of the additional capacity service

In line with the targets set out under the Environment Act 2021, and our own waste strategy, it is important that we reduce household waste arisings and increase recycling across the borough. Where households are not following the requirements of the additional capacity service due to misuse, contamination, or falsification of information, the council may cancel the additional capacity service at the property.

The council will refuse an application if the criteria are not met and/or the household are not able to demonstrate committed recycling behaviour.

The council may undertake further random assessments once additional capacity has been granted to ensure continued compliance with the set criteria and, if the criteria are no longer met,

withdrawing the additional capacity approval.

Only the container types and sizes that are referenced under this policy will be emptied on the scheduled collection day. Householders can purchase containers from third-party providers, but they must comply with the EN840 standard and must match the colour and specification of containers provided by the council.

The council may consider alternative container options to ensure the most appropriate arrangements are provided where the standard container allocations are unsuitable for households on the grounds of disability, frailty or space constraints.

This policy will be reviewed every two years or in response to legislative changes or operational needs.

Refunds

If the additional capacity request is no longer required and the container has yet to be delivered, or has been delivered but not used, a full refund will be provided within 20-working days of the removal of the container, subject to an assessment by the council to confirm it has not been used.

Fees and charges are non-refundable once any container, which has been issued by the council, has been used in any way.

Contact details

Waste Management Team

If you have an enquiry about waste collection, [send a message to the Waste and Recycling Team](#)

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