

# ODS

## Domestic Recycling & Waste Service Standards



**At ODS we're building a new kind of business. A business that's good for everyone; one that creates a more inclusive and sustainable economy that truly balances purpose and profit, one that considers the impact of their decisions on their employees, customers, suppliers, community, and the environment.**

The Recycling and Waste service are responsible for the collection of recycling and waste materials from domestic properties across Oxford City in accordance with current legislation. This document summarises the standards of service you can expect from us.

The service we provide to our residents:

- Fortnightly mixed recycling collection service
- Fortnightly household waste collection service
- Fortnightly garden waste collection service (subscription fee applies)
- Weekly food waste recycling collection service
- Chargeable household bulky waste collection service
- Clinical waste collection service (on request)
- Weekly collection of batteries and small electrical appliances

**Please note:** Our service may be disrupted by severe weather or factors outside our control e.g. road accidents. Updates will be provided via ODS and Oxford City Council social media channels.

How we do it... we will:

- Collect your waste and recycling on the allocated collection day between 7am and 5pm from where your property meets the adopted public highway/footpath or communal bin store
- Provide an annual collection calendar detailing your collection arrangements
- Where we have missed your bin, we will respond by the end of the next working day, if reported to us within 48 hours
- Ensure that collection containers are left in a safe and tidy place following collection
- Leave your streets clean and tidy by clearing up any spillage that has been caused by collections
- Keep you informed of any changes to your collection arrangements for Christmas and Bank Holidays via the ODS and Oxford City Council websites, email alerts, and social media channels.
- Communicate with you if we are unable to make your collection due to the wrong items in your containers
- Deliver a supply of sacks twice a year to properties without bins.

What we can do for you:

- Provide information and communication on responsible recycling and waste management
- Provide an assisted collection service for citizens unable to present bins for collection, and there are no members of your household able to present bins
- Arrange for an officer to visit your property to discuss your needs, provide guidance to reduce waste being sent for disposal, and encourage more recycling.

# ODS

## Domestic Recycling & Waste Service Standards /Cont..



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### What you can do:

- Try to reduce the amount you throw away
- Please sort your recycling and waste into the correct containers, ensuring recycling is washed and squashed
- Put your containers out by 7am on your collection day, ensuring they are clearly visible and accessible to our crews. If your bin is not out for collection at the time the waste vehicle passes your property, we will mark it as 'not presented' on our system and our crews will not return to empty your bin until its next scheduled collection
- Place your containers where your property meets the adopted highway/footpath
- Ensure that your green wheeled bin/lilac sack is put out with the lid closed and/or no excess bags of rubbish placed out for collection
- Ensure your recyclable waste is clean and loose in your blue bin/sack. Additional recycling can be put out in a clear bag presented alongside the blue bin (no black bags allowed)
- Present batteries on the lid of the blue or green wheeled bin in a plastic bag
- Present small electrical items alongside your bin for collection
- Place coffee pods in allocated bags on the bin lid for collection
- Return your bin to your property as soon as you can after collection
- Use plastic bags, newspaper, or nothing to line your food caddy
- Report a missed collection within 48 hours by calling 01865 249811 or online
- Report street cleaning issues, so we can take action, by calling 01865 249811
- Report environmental crimes, such as fly-tipping, so we can take enforcement action
- Follow us on social media or newsletter to keep up to date with information

### Tell us what you think:

Your feedback about domestic waste and recycling services and how these can be improved are welcomed.

Please visit [www.oxford.gov.uk/feedback](http://www.oxford.gov.uk/feedback).

All comments, complaints, and suggestions will be responded to.

### For further information:

Visit [www.oxford.gov.uk](http://www.oxford.gov.uk)

Call 01865 249811

Visit the Customer Services Centre:

Oxfordshire County Council Library

Queen Street

Westgate

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