

Waste and recycling

Frequently asked questions

What can I do with waste that won't fit into my bin?

- You can buy purple sacks for domestic waste from Serco. They can be collected from the Serco depot at a cost of £2.25 for a roll of 13 sacks.
- We can collect your large unwanted items – like sofas, fridges, washing machines, mattresses, carpets, trampolines or cookers. For details, visit [canterbury.gov.uk/bulky](https://www.canterbury.gov.uk/bulky) or call Serco.

Missed bins?

- You can report your bins being missed online at [canterbury.gov.uk/bins-recycling/report-a-problem/](https://www.canterbury.gov.uk/bins-recycling/report-a-problem/) or by calling Serco.
- Most residents' bins are collected fortnightly and food caddies weekly. If you're not sure when your collections are, you can find out by visiting [canterbury.gov.uk/recycling](https://www.canterbury.gov.uk/recycling).
- If you put items in the incorrect recycling bin, Serco will not collect this. They will leave a tag on your bin to explain why. Please ensure your waste is suitable for collection.
- Please be aware that, although we ask for bins and containers to be out before 7am on the day of collection, they will not necessarily be collected at the same time of day on every week.
- If you would like a paper calendar that shows when your bins are collected, please call Serco.

Damaged or stolen bin?

- If your bin is missing or stolen you can buy a replacement from Serco.
- If your bin has been damaged please report via [canterbury.gov.uk/bins-recycling/report-a-problem](https://www.canterbury.gov.uk/bins-recycling/report-a-problem) or call Serco.
- If your paper and card insert box is broken or goes missing, report via [canterbury.gov.uk/bins-recycling/report-a-problem](https://www.canterbury.gov.uk/bins-recycling/report-a-problem) or call Serco for a replacement. Broken bins will be replaced free of charge.
- We ask that you please don't put your paper and card in the blue bin – that's for plastic, glass and cans.
- If your bin is missing a lid or wheels, call Serco for a free of charge replacement.

Can I get a smaller bin?

- If you would to exchange your current bin for a smaller bin or a container, Serco will arrange to collect this from you free of charge.

I have a bin I no longer use

- If you have a bin you no longer use, Serco will arrange to collect this free of charge.

To contact Serco email help.canterbury@serco.com
or phone **0800 031 9091**

