

Hartlepool Borough Council operates an alternate weekly collection service for refuse and recycling. Collections operate Tuesday to Friday each week (exceptions may take place)

Garden Waste collections operate for part of the year.

There is a charge for the provision of new or replacement bins.

The council continues to repair damaged bins upon request by residents at no cost.

All residents are entitled to receive a collection of:-

- 1 x 240 litre bin general waste
- 1 x 240 litre bin recycling

Those who sign up to the [garden waste subscription service](#) as standard will receive a collection of 1 x 240 litre bin every 4 weeks (8 collections per subscription period). Residents may opt to pay for additional garden waste bins as per the council's garden waste subscription service terms and conditions: <https://www.hartlepool.gov.uk/garden-waste-collections>

Larger green bins are available upon request for households that have six or more permanent residents residing at the property or for special circumstances (i.e. resident with special medical needs). Larger grey bins are also available upon request.

Collection days

Downloadable calendars for individual collections can be found at www.hartlepool.gov.uk/findmybinday or alternatively by calling 01429 523333

Collections which fall on a bank holiday with the exception of Christmas Day, Boxing Day and New Year's Day will not be effected. Any changes will be communicated to residents

Presenting your bins

Residents are required to place bins out at the kerbside by 7.30am on the day of collection, but no earlier than 7.00pm the night before. Please return your bin as soon as possible after collection and always by the end of the day.

Please ensure bins are not placed in front of driveways or where they may cause an obstruction to the general public

Bins should be visible and not hidden by walls, cars or hedges

Crews will not be able to return for any bins that have been presented late or at the incorrect location

Bin lids must be in the closed position for collection and not too heavy that the crews cannot move them and/or bin hoist cannot lift them. Only bins provided by Hartlepool Borough Council or bins that meet the specified criteria will be emptied.

Missed bins

If your bin hasn't be collected by 4pm on your scheduled collection day, you may report it as missed. This can be done up to 2 working days from the day of the scheduled collection by calling 01429 523333 or online at www.hartlepool.gov.uk

If the bin is found to be missed we will return within 5 working days

Anything reported after 2 working days will not be treated as a missed collection and will be collected on the next scheduled collection date. We will not take side waste.

Do not report a bin as missed if:

- The bin was not presented before 7.30am on the collection day
- The bin is too heavy or contains incorrect materials
- The bin was not placed on the pavement area, or as near as possible to the kerbside
- The incorrect bin was placed out for collection
- The bin was blocked by excess waste or side waste
- The crews have not yet serviced your street
- It is earlier than 4pm on your collection day

In the event of part of or a whole street not being serviced due to parked cars, access issues, roadworks residents are asked to return their bins to the property and present them the following day for 7:30 am.

In the case of a dispute of a missed bin, the vehicle trackers and camera footage will be checked and the resident will be informed of the outcome

Using your bins correctly

For details of what can and can't be placed in each of your bins visit www.hartlepool.gov.uk/recyclingchecklist or call 01429 523333.

Crews will not return for recycling bins (grey bins) or garden waste bins (brown bins) that are found to be contaminated. The contamination will need to be removed before the next collection. To report an issue with your bin please visit www.hartlepool.gov.uk/binproblem or call 01429 523333

Excess waste

Excess/side waste will not be taken

If you have extra waste, you can:

- take it to the Household Waste Recycling Centre on Burn Road. You MUST book an appointment prior to visiting the site at www.hartlepool.gov.uk/hwrcbookings or by calling 01429 523333
- store any extra clean recycling until your next collection day
- ask your neighbours if they have any space in their bins (you must have your neighbours consent to place waste in their bins)
- call to arrange a one off collection of up to 3 bins at an extra cost

Assistance with bins

If you require assistance with presenting your bins (elderly, mobility issues, no one else to help) please call 01429 523333

If you are on our assisted list please ensure access is kept clear and any gates are unlocked on collection days

This service can be withdrawn if users are found that they no longer meet the criteria.

Lost or stolen bins

Any lost or stolen bins due to them not being taken back on to the property after collection will be subject to a replacement fee