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Dear Councillors,

Waste and recycling collection changes – 4 August 2025

We are writing to you with further information on the changes that are taking place for residents of your town or parish.

As you will be aware, East and North Herts councils are changing the way recycling and non-recycling collections are made from 4 August. Collections of recycling and non-recyclable waste will be made on a three-weekly cycle. Food waste will be collected weekly and garden waste for those that subscribe, fortnightly. We have been delivering residents in East Herts new purple lidded bins for their non-recyclable waste. The black lidded bin will become the mixed recycling bin and the blue-lidded bin will be for the new cardboard and paper recycling collections. This new service is to meet the governments 'Simpler Recycling' requirements to separate paper and cardboard from other recycling.

As residents receive their bins, they will receive bin stickers to help as a reminder for the bin switch and we will soon be writing to every household to advise them of their collection days and provide them with further information about the changes and recycling collections via a service leaflet.

For East Herts residents we know that swapping bins over at the right time will be key to having them ready for their new service from 4 August. This is particularly important after the last non-recyclable waste collection from the black lidded bin when residents may want to wash out the bin before they start using it for their dry recycling. Contamination in our mixed recycling collections is a significant cost to the council taxpayer. We will be informing residents in their letters of their last non-recyclable waste collection date before the switch.

The residents of most towns and parishes will likely have a collection day change, and all households will need to get used to the new collection cycle.

We would appreciate your support in conveying the changes to your residents and support for those residents who may not be able to access this information online. As we approach August, we will be increasing our communication with residents.

We have included some answers to our most frequently asked questions below. More FAQs can be found online at, <https://www.eastherts.gov.uk/bins-waste-and-recycling/bin-collection-changes/faqs-bin-collection-changes>

We know that some residents may initially be concerned about the changes, but we know that the additional collections in the mixed dry recycling bin, of plastic bags and wrappings and a greater capacity for recycling; that reducing waste in the purple lidded non-recycling bin is possible. By using the weekly food waste service and recycling more, we are confident residents

will be able to manage their waste effectively and help us to protect our planet's resources by increasing recycling levels.

We are however mindful that some households may require additional support, either in understanding the collection cycle or in managing their waste. Households with special waste needs, including those where Adult Hygiene Products (AHP) such as incontinence wear are in use, larger households, or those with multiple children in nappies, will be entitled to additional collection capacity. Details of this support and how to apply can be found here. <https://www.eastherts.gov.uk/bins-waste-and-recycling/request-bigger-bin>

Our customer service and waste teams are extremely busy and we are prioritising support for those most in need, with this in mind we would be grateful if you would publicise the information we are sharing either in parish/town newsletters or on parish/town social media pages to help us get the message out. In addition, we are advising residents that bin collection day information is available online, with the new collection information being updated from 14 July 2025. <https://www.eastherts.gov.uk/bins-waste-and-recycling/find-your-bin-collection-day> We are also suggesting residents add the new collection cycle to calendars or consider using reminder apps on phones, there are even online tutorials to set up Alexa or Google Home to help with bin collection day reminders.

We hope that residents find all the information they need in the service leaflet and letter arriving through doors soon, but further information is also available on our website. For residents without internet access, our phone lines are also available.

Regards

A handwritten signature in black ink, appearing to read 'CHLOE', written in a cursive style.

Chloe Hipwood

Shared Waste Service Manager