



## Ramsey Town Commissioners

### WASTE COLLECTION IN RAMSEY

Ramsey has a population of approximately 7,500 and produces, on average, 4,200 tonnes of waste each year. The Commissioners provide a weekly kerbside refuse collection to all domestic and commercial properties, and provide additional commercial collections on request.

The domestic refuse collection service is provided free of charge, these costs are included in rates paid by property owners. Commercial waste collection is undertaken with a collection charge, based on the number and size of bins collected, in addition the Commission invoice for the disposal cost in accordance with IOM Governments “user pays” policy.

All refuse deposited in household and commercial bins is collected by the Commissioners refuse collection crews and is ultimately deposited at the Energy from Waste facility, therefore only waste which is suitable for incineration should be deposited in the bins.

#### **Refuse Collections**

##### ***Household Collections***

All domestic property in the Town is provided with one 240L wheeled refuse bin, free of charge, by the Commission. Where a bin becomes unusable due to age or wear and tear, then it will be replaced by the Commission free of charge.

In cases where the householder has damaged the bin, such as by depositing hot ashes, by other misuse or the bin has been lost, then the replacement will be charged for. Damaged bins will not be collected if they pose a threat to the health and safety of the operatives or are unsuitable to be handled by the bin lifters on the refuse vehicle.

The collection service does not cover removal of building materials, bulky items such as furniture, hazardous waste, scrap metals, oils, soil or large amounts of garden waste. Recycling facilities are available for aluminium cans, newspapers, glass, green waste, clothing, and household batteries. Householders are encouraged to use those facilities to assist in reducing environmental damage and to reduce refuse disposal costs.

If the bin is too heavy it will not be emptied. A heavy bin is a health and safety risk to the collection operatives and it could damage the collection vehicles. Please do not overload your bin.

All domestic properties in the Town receive a weekly kerbside refuse collection service. Wheeled bins will be collected from the kerbside from 6.00 a.m. onwards on a specified day. Unless an assisted collection has been approved, wheeled

refuse bins should be placed where the public highway begins and private land ends which is the edge of your curtilage. In the majority of cases, this will be where gates or drives meet the pavement and householders must ensure that an obstruction is avoided when placing their bins for collection. The collection point for properties with long drives will be at the point their drive meets the highway. Our refuse operatives will not enter onto private land unless a specific request has been approved for a special needs / assisted collection. Elderly and disabled householders may request assisted collections (forms can be obtained from the Technical Department).

Where assisted collections are agreed then the refuse bin will be collected from and returned to its normal position by the refuse collectors, providing that safe access is available.

Only one standard size (240 litre) bin will be collected per household, except for households of 6 or more where a larger bin can be requested. Smaller 120L bins are available on request for single persons or smaller families or properties, where the standard bin size is not appropriate. Materials left outside the bin will not be collected.

The refuse collection crew is instructed to return the bin to the point it was collected from or if necessary to a more appropriate position. The crew is instructed not to obstruct driveways when returning bins. After the bin has been emptied the householder is responsible for returning it to their own property as soon as possible (except for assisted collections), bins are not to be left in places where they may obstruct pedestrians or vehicle accesses (i.e. on pavements, footpaths or blocking lanes).

Our refuse crew make a note of properties where the refuse bin has not been presented for collection. We will not return for any bin that was not presented for collection at the correct time. In these cases, residents will have to make their own arrangements to have the bin emptied or wait until the next scheduled collection. Bins are occasionally genuinely missed and these will be rectified on the next working day following being reported or as soon as possible by arrangement with the resident.

Wheeled bin collections are not normally made on weekends or on certain Bank Holidays. If a collection is not made on a Bank Holiday, it will normally be undertaken on the next working day, in any event changes to services during this time will be advertised in the local press and details may be obtained from the Town Hall and on our website ([www.ramsey.gov.im](http://www.ramsey.gov.im)).

The refuse crew will only empty wheeled refuse bins supplied by Ramsey Town Commissioners. If residents are moving home, they should leave the wheeled refuse bin for the new occupant of the property. Although the refuse bins remain the property of Ramsey Town Commissioners, they are allocated to individual properties.

### *Commercial Collections*

The Commission provides commercial collections to meet the needs of traders. A service charge is made for each collection and traders will also be invoiced for the disposal charge based on the weight of waste collected. All commercial refuse bins

are electronically chipped and weighed using the PM Onboard weighing system. Invoices will be issued at least quarterly, however where the charge in any month exceeds £50.00, monthly invoices will be issued.

The Commission will provide a basic bin the capacity of which will be determined by the rateable value of the premises to which it is allocated. Larger capacity and/or additional bins can be supplied for which an additional charge is made. If the basic bin becomes unusable through wear and tear a replacement will be provided by the Commission. Where larger or additional bins are supplied then the replacement is the responsibility of the property owner.

Where private collection services are provided by other parties, either for refuse or for recyclable materials such as bottles, the property owner should make arrangements with the service provider to provide a refuse bin.

Damaged bins will not be collected if the condition is such that the bin may pose a threat to the health and safety of the operatives or is unsuitable to be handled by the bin lifters on the refuse vehicle.

If the bin is too heavy it will not be emptied. A heavy bin is a health and safety risk to the collection operatives and it could damage the collection vehicles. Please do not overload your bin. Materials left outside the bin will not be collected – if additional collections are required these may be requested through the Town Hall, a charge will be made for additional collections.

The Commission is able to supply and fit gravity locks for use on non-roll top wheelie bins. These are fitted with individual locks preventing unauthorised use of a bin. The gravity lock system allows the bin to be emptied when the bin is discharged into the refuse collection vehicle without a key, the bin locks automatically once emptied. Further details of the cost can be obtained from the Technical Services Department.

### ***Spot Checks***

In order to ensure that only waste suitable for depositing at the Energy from Waste facility is being disposed of by means of the refuse collection service, spot checks will be carried out as necessary. Should inappropriate items be found within the refuse bin, the bin will remain un-emptied until such inappropriate items have been removed.

### ***Recycling***

The Department of Local Government and the Environment operates a Civic Amenity Site which is presently located at the Point of Ayre. This site is intended to operate until a new permanent site can be established in the north of the island. Facilities are available for the depositing of bulky household items and the separation of metals, aluminium cans, glass, paper, oil, green waste, and white goods all of which can be recycled.

In addition, a bring site for recyclable glass, paper, aluminium cans and clothing is also available at the Station Road car park.

When using these facilities please avoid placing any materials other than those intended in the collection facilities – recycling is most effective when the material collected is not contaminated as this may necessitate additional processing or even prevent the material from being recycled.

Following the Christmas period the Commission operates a Christmas tree recycling scheme where real trees can be deposited for shredding – they are then used as mulch or compost on the Towns parks and public spaces. This service is provided free of charge and details of the times for deposit of trees will be advertised annually.

During the gardening season please remember that putting green waste in your wheeled bin can damage the environment. Green waste from gardens is ideal for composting together with vegetable and fruit peelings. If you do not wish to maintain a compost heap then green waste from gardens can be deposited at the Civic Amenity Site.

Some charities offer a free collection service for furniture and other items that are reusable, before disposing of items please consider whether they may be able to be reused and contact charities such as Hospice, the Salvation Army and the Red Cross.

### ***Fly tipping***

Depositing material in public places is unnecessary and illegal and the Commission will investigate and prosecute offenders. Fixed penalty notices for fly tipping are issued in the sum of £50 for each offence, in the event that prosecution is taken the maximum fine which can be imposed by the courts is £2,500. If you witness an act of fly tipping or notice areas where materials have been left, please contact the Commissioners on 810100.

Approved by Ramsey Town Commissioners on 21<sup>st</sup> April, 2010.