Changes to cardboard recycling - Frequently Asked Questions:

1. **Why can I no longer put cardboard in my brown bin?**
   Across Hertfordshire, councils are being asked to remove cardboard from their garden waste bins. This is because some cardboard contains toxic inks, plastic coatings or metal linings which mean they do not compost down properly to produce the best quality compost. Changes in regulations has meant that our compost no longer meets quality standards. By removing cardboard we can ensure that the compost produced from our food and garden waste is of a high enough quality to continue to be used on farmers’ fields.

2. **Where do I put cardboard now?**
   You can now recycle all your card and cardboard by putting it in your blue box or leaving large pieces of cardboard folded down next to your recycling.

3. **When do I need to stop putting cardboard in my brown bin?**
   New cardboard collections start from **Monday 4 November 2013**. Please put all cardboard in your blue box after your last collection before this date.

4. **Can I have an additional blue box for my cardboard?**
   Yes, you can collect additional blue boxes at our trailer days in the town centre on **Wednesday 30 October or Saturday 16 November** between 10am and 3pm. Additional boxes can be collected from our depot at Cavendish Road between 8am - 4pm or to arrange for one to be delivered contact us on 01438 242323.

5. **I won’t need my brown bin anymore, can you remove it?**
   Yes, please contact us on 01438 242323 to have your brown bin removed.

6. **Can I have a smaller brown bin?**
   You can swap your standard 240 litre brown bin for a smaller 140litre bin. Please contact us on 01438 242323 to arrange this.

7. **What happens if I accidently put cardboard in my brown bin?**
   We understand that it will take time to get used to the new collection, so if you put cardboard in your brown bin on your first two collections after 4 November we will empty your bin as normal and will place a reminder sticker on your bin. If after this you continue to place cardboard in your brown bin, it will not be emptied. You will need to remove the cardboard and leave your bin out on your next recycling collection date.

8. **What can I do if I don’t have enough space in my blue box?**
   You can request an additional blue box by contacting us on 01438 242323. If cardboard is too large to fit in your box, you can flatten it and leave it to the side of your recycling boxes. Additional cardboard and paper can also be left out for collection next to your recycling boxes in an appropriate container (not black sacks).

9. **I live in a flat, how will these changes affect me?**
   Flat blocks have different recycling collections and are unaffected by these changes. If you live in a flat block and have a brown bin for cardboard only we will continue to collect it from this bin.
10. Are we the only council making this change?
   No - councils across Hertfordshire are all being asked to remove cardboard from their garden waste bins.

11. Where will my cardboard recycling go?
   Your card and cardboard will be brought back to our depot where it will be bailed and sent on with paper to be recycled into more paper-based products.

12. Why can’t we have one large bin to put all our recycling in?
   Stevenage is not offering mixed collections as we manage the different recycling materials ourselves rather than sending it to a large company to separate for us. By recycling in separate boxes, we can ensure we get the best price for the recycling materials sold which can support collection costs.

   We appreciate the hard work you do to separate out recycling. You will receive an updated leaflet explaining what recycling products go in what bin/box with your new waste and recycling collection calendars.

Card/cardboard includes: cardboard boxes, corrugated cardboard, cereal boxes, card sleeves from ready meals, egg boxes, toilet rolls.