

FOOD WASTE COLLECTION SERVICE

FAQs

1. When will my food waste be collected?

Your food waste collection will be **once a week**, on the same day as your rubbish and recycling collection day:

- If you live in the South of the borough your food waste will be collected on your first rubbish and recycling collection day of the week, either **on Monday or Tuesday**
- If you live in the North of the borough, your food waste will be collected on your second rubbish and recycling collection day of the week, either **on Thursday or Friday**.

To check your collection days, visit www.rbkc.gov.uk/collections

2. What time should my caddy be placed out for collection?

Please make sure your large outdoor food caddy (with the lockable lid) is placed out **before 7am on your collection day**.

3. Where should I put my caddy out for collection?

Please make sure you put your caddy at the boundary of your property on your collection day so it is visible for the collection crew. If you have a basement please present your caddy at the top of the stairs or on the stairs landing. Please do not place your caddy on the public highway or hanging from railings or fences.

Yes please:



No thanks:



4. How will food waste be collected?

Each property will receive two food waste caddies, a small black (7 litre) caddy and a larger black caddy (23 litre) with a lockable lid. You can put the small caddy in your kitchen, and transfer your food waste into the larger caddy (which we recommend you keep outdoors) ready for collection.

5. How do I use my kitchen food waste caddy?

Use your small kitchen caddy to store your food waste in your kitchen. Line your kitchen caddy with one of the special liners (provided by us). When it is nearly full, tie the liner and transfer it into your larger outdoor caddy ready for collection. Remember to lock the lid of your larger caddy to keep pests out. It is fine to use your own container to collect food waste in the kitchen if you prefer; you do not have to use the kitchen caddy provided by us. But you do have to use the larger outdoor caddy we provide to present your food waste for collection.

6. What types of food waste can be put in the caddy?

All leftover raw and cooked food, including cooked and raw vegetables, fruit and peelings, out of date food, and left overs; dairy including cheese and eggs, bread and pastries, raw and cooked meat, fish and bones, tea bags and coffee grounds, egg shells, rice, pasta and beans. Please **do not** put any packaging of any kind, including plastic bags, garden waste or liquids in your caddy.

7. What if you don't have room for the food waste caddy in your kitchen?

The kitchen caddy is only 7 litres and is designed to be kept on a kitchen work surface or under the sink. However, if you do not wish to use the small kitchen caddy, then you can use the liners provided and empty your food waste directly into the larger 23 litre food waste caddy outside.

8. What happens if my caddy gets knocked over and the contents spill on to the pavement?

Please make sure you lock your caddy by rotating the handle either to the front or so the handle is in an upright position when you put it out for collection. This firmly locks the lid preventing spillages. The collection crew will also be carrying spillage kits to help with clearing up any spillages on the pavement.

Please call Streetline on 020 7361 3001 to report any spillage. (Open Monday – Friday, from 8.30am -5.30pm. Please note there is no service over the weekend or bank holidays).

9. My food waste hasn't been collected what should I do?

To report a missed food waste collection, please contact Streetline telephone 020 7361 3001. (Open Monday – Friday, from 8.30am -5.30pm.

Please note there is no service over the weekend or bank holidays).

Once your missed collection has been logged, your food waste will be collected within 24 hours.

10. What happens to the food waste?

Your food waste is taken to a special processing plant in North London called an Anaerobic Digestion Facility. Here it is turned into energy and compost. Recycling just six tea bags can produce enough electricity to boil a kettle to make another cup

of tea, and one truck load of food waste can generate enough electricity to power 20,000 TVs for one hour.

11. Will the food in my caddy smell?

Your caddy shouldn't smell if you empty your food caddy regularly into the large outside caddy. Both your kitchen and outdoor caddy have clip lock lids, which will contain smells and stop vermin getting in.

We are also providing liners to help store your food waste and to keep your caddy clean, prevent any spillages and smells.

12. How do I keep my caddy clean?

Your kitchen and large outdoors caddies can be rinsed out and are dishwasher safe.

13. Can I have an extra caddy or replacement caddy?

If you would like to order another kitchen or large outdoors caddy, please contact Streetline on 020 7361 3001 (Open Monday to Friday, from 8.30am – 5.30pm.

Please note there is no service over the weekend or bank holidays).

14. Can I use plastic bags in my caddy?

Please **do not use** plastic carrier bags, and only use the liners provided. The special treatment plant where the food is sent is not currently able to deal with plastic bags.

15. Can I have extra liners?

You will have been given 50 liners which should last 6 months. If you run out of liners and need some more, please contact Streetline on 020 7361 3001. (Open Monday – Friday, from 8.30am - 5.30pm. Please note there is no service over the weekend or bank holidays).

16. Can I put food waste in with my normal domestic rubbish?

Yes, you can, but we strongly encourage all residents to participate fully in the recycling services provided in order to reduce the amount of waste that is being incinerated.

17. I live in a basement/flat and there is no room to store a caddy – what should I do?

You could share a caddy with a neighbour. Please make sure you arrange this between yourselves e.g. who looks after it and puts it out for collection.

18. I don't have any food waste, what should I do?

Some people have more food waste than others. At some point, everyone will send some food waste for incineration. It could be a bit of stale bread, bones from a Sunday roast, or a few tea bags. All these can be recycled and turned into energy, and liquid fertilizer for farmers. Disposing of London food waste costs waste authorities over £50 million every year.

19. Can I still compost at home?

Yes of course you can. We encourage all residents to compost at home too, but now you can recycle your cooked food waste, dairy products, bread, meat and bones by using the Council's new food waste collection service.

20. How will I know which caddy is mine after collection?

You can write your house number or name on the large caddy. This will reduce risk of missing caddies or any confusion after they have been emptied by the collection crew.

21. Why are only certain streets/properties included in the food waste collection service?

Unfortunately, for the time being, it is not possible to roll out this service to every property in the Royal Borough. At the moment we are only able to introduce this new service to properties which have sufficient external space at the front to store the new food waste caddy (or for multiple occupancy buildings, that have enough space for multiple caddies). This helps keep the area clean and the service running smoothly.

22. What are the benefits of collecting and recycling my food waste?

Collecting your food waste for recycling means that we can:

- Divert biodegradable waste from being incinerated
- Increase recycling rates
- Reduce the cost of incinerating waste
- Produce electricity for homes and liquid fertilizer for local farmers.