

# FAQs

## **When do I start using the service?**

Please start using the new bags as soon as you receive them. We will not collect plastics in single use plastic sacks in your area after this delivery.

## **How many bags will I get?**

We will deliver ONE bag to each household. The new bag holds significantly more plastic than the single use plastic sacks and by removing soft plastic film, stacking containers and squashing items 1 bag will be enough for most households.

## **I need more bags to cover my needs**

In the areas where this system has already been in place 90% of households only needed to use one bag per fortnightly collection. By removing soft plastic film, stacking containers and squashing items 1 bag will be enough for most households.

If after using the service for a few collections you still don't have enough space then you can request an extra bag, but we ask that you try it first to see. You can also take plastics to your local Recycling Centre.

## **I never received the bags. What do I do?**

Please keep using the plastic sack for your plastic collection until you have been instructed otherwise. Most flats and properties serviced by smaller vehicles will be added to the scheme at a later date.

If you have not received a reusable bag after your scheduled delivery date as listed on the webpage please call 01792 635600 or email [evh@swansea.gov.uk](mailto:evh@swansea.gov.uk) for us to check.

## **Why are you making changes?**

- Plastic recycling companies will no longer accept soft plastic film from us. Most soft plastic is non-recyclable and when mixed with rigid items like bottles, tubs and trays they are extremely difficult to separate which is necessary to recycle them.
- Collecting plastics in this way means it can be recycled in the UK which reduces the carbon footprint of the recycling process.
- The new weighted bags should reduce the problem of the current single-use sacks blowing around streets on collection days.

## **What should I put into the reusable bags?**

We will ONLY COLLECT the harder type plastic packaging such as bottles, tubs, and trays in the new reusable bag.

## **What plastics should I not put into my reusable pink bag?**

Please ensure that all soft plastics such as carrier bags, crisp packets, and film as listed in the leaflet and webpage are placed in your black sacks and not the reusable bag. Failure to do this may mean your reusable bag isn't collected.

## **Why can't I put plastic film in?**

Plastic recycling companies will no longer accept soft plastic film from us. Most soft plastic is non-recyclable and when mixed with rigid items like bottles, tubs and trays they are extremely difficult to separate which is necessary to recycle them.

## **What do I do with the flimsy plastic/film that cannot now put in my reusable pink bag?**

You will not be able to recycle this material in your kerbside bags. Please put these items in your black sacks for collection.

Some types of plastic films can also be recycled in the carrier bag collection points at the larger stores of most major supermarkets.

## **My bags have gone missing or are damaged**

Please contact us on 635600 for a free replacement.

## **Do your crew take the bags with them?**

As with the garden waste bags, the crew will return the bags to the point of collection.

## **How will I ensure I get my bags back after collection?**

Write your house number or name in large text on the blank sides of the bags so that the crews know where to return them to. The bags have a weighted base which will reduce the chances of them blowing away.

## **Can I just put the old pink sacks into the new bigger bags?**

No, as the bags are made of the same materials as the plastic films which recycling companies cannot accept it is essential for these to be kept out of the new bags. If you put pink sacks in the new reusable, they will not be collected.

## **I do not have room in my house/flat**

We are not asking that you store any more material than you do already, just to put it in a different bag. The bags are weighted so they won't blow away if you store them outside.

## **My new bag has not been collected, why?**

If when we come to collect the bag it has the old style pink sack within the bag it will not be collected. We will attach a RED tag to the new bag informing you of why it has not been collected.

You will need to either debug the plastics and put out for the next scheduled collection, or take the plastics to your nearest Recycling Centre. We will not come back to collect any bag with a red tag on it.

### **My new bag has an amber tag on it.**

An amber tag means that whilst you have put the material loose within the new bag there is still a large proportion of flimsy plastic/film within the bag.

Whilst we will empty the bag we are requesting that you in future put the flimsy plastics/film in your black sacks for collection. If in future the bag still contains large quantities of flimsy plastics/film it will not be collected.

### **I have lots of single use pink plastic sacks in the house, can I still use them?**

Once you receive the new bag you can use any remaining pink sacks as a liner for your black bags (only a liner – not on the outside of the black bag) or for whatever other use you see fit.

You cannot use it instead of a black bag and cannot put rolls of pink bags in your reusable pink bag for disposal.

Alternatively you can put the rolls of pink bags in your black bag or take them to Clyne or Llansamlet recycling centre for disposal.

### **I live in a flat with wheeled bins, how will my plastic be collected?**

Flats with bins will continue to have their plastics collected in the same way for the time being i.e. single use plastic sacks collected from wheeled bins.

This system will be adapted soon in order to collect items from the bins loose. We will advise flat residents when this change is implemented.

### **I have assisted collection and cannot carry the bag**

Your assisted collection will continue, exactly the same, with bags being returned to the point of collection.