



High Peak Borough Council

*working for our community*

# Help us to empty your bins

- Check your calendar to find which bin should be put out
- Put your bins out by 6am on your collection day. Make sure your bins are clearly visible at the boundary of your property where it meets the pavement
- Make sure your bin lids are fully closed
- Do not leave any extra bags of rubbish next to your bins
- Please only put acceptable items in your bin. We are unable to empty brown or green lidded bins containing incorrect materials
- Do not overfill your bins. If you or we cannot move it, the vehicle will be unable to lift it
- Properties unsuitable for bins can use alternative containers
- Return your bins to your property as soon as possible after collection
- Please do not report a missed bin until after 4pm on collection day
- Report a missed bin within two days otherwise we will be unable to return until the next scheduled collection
- If you have difficulty putting your bins out for collection we offer an assisted collection service
- If bad weather makes it difficult or dangerous for collections to be made, up to date information can be found on our website
- If you operate a business from your home, e.g. B&B, you must have a separate collection for the waste. Please contact us for further details

We will return to empty a missed bin within five working days; provided you contact us within two days and have removed any incorrect items or reduced the weight of a heavy bin.

If you request a new bin we will deliver it within 10 working days.

Please visit [www.highpeak.gov.uk/hp/bins](http://www.highpeak.gov.uk/hp/bins) for further information.