

Newham waste and recycling guidance for landlords and managing agents

Service Updates: Bin collections changes for houses and houses split into flats

From 10 June 2024, the way that we collect bins in Newham will change for all residents in houses or houses split in to flats.

These changes will help waste collection crews work in a more efficient way and will also help us to increase our recycling rates.

To communicate these changes to our residents, every house and house split into flats has received a printed leaflet which summaries the changes, and a bin hanger which informs the resident of their new collection day.

As a landlord, you must ensure that your tenants are aware of the following bin collection changes:

- New collection days
- Boundary collections – residents must now place their bins at the edge of the property ready for collection
- Assisted collections are available for those that may need support in moving their bins
- No side waste will be collected
- Bin lids must be shut

For more information, please visit www.newham.gov.uk/BeBinDayReady



New collection days

More than 80% of residents will have their bins collected on a different day than we currently collect.

All houses and houses split into flats have a bin hanger attached to their bin which details their new household waste and recycling collection days.

The new collection days are also available to view online at newham.gov.uk/BeBinDayReady



Boundary collections – place the bins at the edge of your property ready for collection

Residents must now present their bins at the edge of their property ready for collection. Failure to do so will result in bins not being collected.

Bins should be placed as close to the pavement as possible – for example next to the gate or at the end of the drive.

The pavement should be kept clear for pedestrians.



Bins will need to be out before we start collections from 6am.

Following collection the bins will be returned to the edge of the property.

You can support your tenant, by sharing our best practice [guide on presenting bins](#).

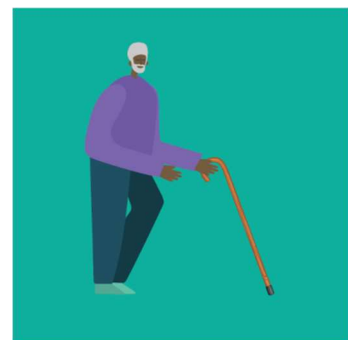
Assisted collections

We are able to offer either a permanent or temporary Assisted Collection for residents that are unable to move their bins. This means the bins will be collected and returned by the crews.

If residents are unable to move the bins due to:

- A permanent disability
- Physical health or mental capacity issues
- Short term support after surgery

And there are no other residents aged 16 or over in the property that can move them, we are able to provide an assisted collection service.



Bins cannot be collected from the rear of the property and must not be behind locked gates. Crews are also unable to collect bins placed at the tops of stairs.

Residents will need to request an Assisted Collection, and this request will last for two years. The quickest and easiest way to make this request is to fill in the form online at newham.gov.uk/BeBinDayReady.

If your tenant is unable to complete this online form, they must call our Contact Centre on 0208 430 2000.

No Side Waste

Residents must now make sure that their waste is sorted and fits into their bins. The bin lid must be shut.

Only waste that is presented inside the bins will be collected. Collection crews will not collect any bags or any loose items placed around the bins.

For further details please visit:
newham.gov.uk/BeBinDayReady



Recycling in Newham

We make it easy for residents to sort their waste items into the right bins and recycle.

Recycling for homes at Street Level

If your property is at street level and it has a front garden, residents should have two bins – an orange lid bin for recycling and a green lid bin for household rubbish.

Recycling for flats and estates

If your property is in a block of flats or on a housing estate then residents can use large shared bins. The orange lid bin is for recycling and the green lid bin for household rubbish.

What can residents can recycle?

[Find out more about recycling in Newham >](#)

Bulky Waste collections for residents and landlords

 **Yes please (Items must be empty, clean and dry)**



We pick up large unwanted household items such as furniture, fridges, freezers or TVs direct from the door.

How the service works

- If you're a Newham resident you can have your bulky waste collected for £25.
- If you're a Landlord or Managing Agent you can have bulky waste collected from a property for £25 with an additional cost of £10 per item.
- We'll take up to six items per collection. If you have more than 6 items you will need to book a second collection.
- We aim to collect your items in five working days.
- We may collect your items at different times using different vehicles, for example fridges and upholstered furniture are collected separately to enable us to dispose of them correctly.

You can find out more on what we can and can't collect via our Bulky Waste collection webpage.

[Find out more about bulky waste collections >](#)

Residents can take their unwanted items and excess waste to Jenkins Lane Reuse and Recycling Centre for free

Newham residents who do not want to pay for the convenience of a bulky waste collection, can take their unwanted items to Jenkins Lane Reuse and Recycling Centre for free. Residents can take a variety of items to Jenkins Lane including excess waste such as general household rubbish.

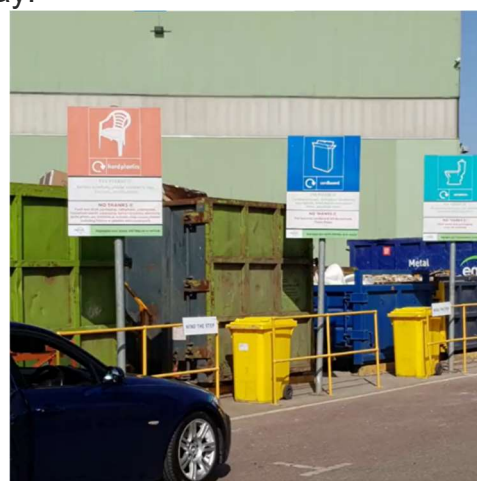
Opening hours are 7.30am – 5.45pm, Monday to Sunday.

[Jenkins Lane Reuse and Recycling Centre](#)
[Jenkins Lane](#)
[Barking](#)
[IG11 0AD](#)

[Access via Jenkins Lane](#)

We advise all residents to prepare for their visit by reading the Jenkins Lane 'Rules of use' as well as the list of restricted items.

[Find out more about Jenkins Lane >](#)



Free Green and Garden Waste collections for residents

We collect green and garden waste from Newham residents for free. These collections are available from 1 March to September 2024.

This kind of waste can be recycled into compost. No garden waste should be put in the rubbish bins.

Residents must ensure that no more than 10 bags should be presented for collection at one time.

[Find out more about how to bag it and what we can collect >](#)

