

# New Developments

*Guidance Notes for the storage and collection  
of waste and recycling materials*



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# I. Introduction

The Royal Borough of Greenwich (RBG) has a duty as a Unitary Authority to arrange for the collection of household waste (including recycling) and as such will provide specification details of containers required at new developments. This document sets out the council's requirements for its waste and recycling collection services and should be used by architects and property developers when designing waste storage and collection strategies.

RBG is working towards a more sustainable future and ensuring waste can be managed as easily as possible. We are aligned to the Mayor of London's targets according to the London Environment Strategy (LES). This includes:

- To cut food waste and associated packaging by 50% per person by 2030;
- To achieve a 65% municipal waste recycling rate by 2030 including a 50% recycling rate for Local Authority Collected Waste (LACW) by 2025;
- To send zero biodegradable or recycling waste to landfill by 2026; and
- London to manage net 100% of all the waste it produces by 2026.

The guidelines in this document aim to maximise the separation of waste for recycling and reuse and minimise the amount of waste sent for energy recovery by incineration or to landfill. For this to be effective, consideration needs to be given at the earliest possible stage in the planning process to the separation and storage of recyclable or reusable waste and compostable materials. In addition to this guidance, we welcome consultation on waste matters prior to submission of a planning application and the RBG Waste Strategy Team can be contacted on the contact details below.

When there is a new development, or an extension resulting in a change in the total number of properties at a site, or a change of use application is submitted for approval, the scheme will be assessed against the criteria in this document. This is to ensure that adequate storage facilities are provided for waste and recyclable material.

This document is applicable only to developments within the Royal Borough of Greenwich and is intended to be used by architects and developers when planning any new development, modernisation or change of use. It highlights methods of waste storage and the criteria by the council uses for waste generation estimates. This document should not be considered as an alternative to consultation.

## **For consultation and advice in relation to waste storage, please contact:**

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## 2. Submitting Planning Applications

When a planning application is submitted, the council expects details of the proposed storage facilities for waste and recyclable material to be specified. This requirement is essential for the following types of application:

- New residential, commercial, or mixed developments
- Residential conversions
- Extensions or redevelopments to existing buildings which result in a change in the existing number of residential or commercial units, or a change in the location of waste storage
- Changes of use

Further information on the validation requirements for planning applications regarding waste management can be found here: [Local information requirements list | Royal Borough of Greenwich](#)

When determining planning applications, the Planning Department will expect satisfactory storage provision for waste and recyclable materials in line with those detailed later in this guide. Permission will not be granted in advance of formal submission of details indicating satisfactory storage arrangements.

Planning applications should provide a refuse and recycling statement which includes details on the following as a minimum:

- Location of residential bin storage
- Number of residential units using each bin store
- The number and types of containers proposed
- Details of any commercial units within the development and their associated waste storage (location and container quantities and types)
- Details of how the stores are accessed by residents and RBG waste collection operatives
- RBG waste collection vehicle access and safe vehicle movement around the development
- Any steps or curbs highlighted when accessing waste containers.
- Highlight any gradients greater than 1:12.

In addition to the information set out on the validation list, applicants are required to complete the Waste Management Planning Checklist in Appendix A when submitting a planning application.

In some instances, for large developments, or those with waste collection strategies that are not straight forward and require the cooperation of on-site staff, a full standalone operational waste management strategy for the site will be required to be submitted.

### 3. How Recycling and Waste is Collected in Royal Greenwich

The council collects waste from households in four major waste and recycling streams:

#### **Green – Garden waste recycling**

Before November 2026 – The council collects garden waste mixed with food waste weekly free-of-charge in a green-lidded bin. This includes grass-cuttings, leaves and green garden waste

After November 2026 – The council plans to collect garden waste fortnightly in a green-lidded bin for a charge. This includes grass-cuttings, leaves and green garden waste<sup>1</sup>.

#### **Brown – Food waste recycling (after November 2026)**

The council collects food waste weekly in a brown-lidded bin; this includes cooked and uncooked food, leftovers and out of date food. 5-litre caddies are provided to all properties for internal use, with kerbside properties emptying their internal caddies into a 23L external caddy and communal properties emptying theirs into a larger communal container.

#### **Blue – Mixed dry recycling**

The council collects the following materials for recycling weekly; paper, cardboard, glass bottles and jars, plastic bottles, cans and tins, cartons (such as tetra paks). These materials are collected commingled (mixed together) in a blue-lidded bin. Mechanical sorting of the material into individual waste types prior to being delivered for recycling is conducted at a later date at a materials recovery facility (MRF).

#### **Black – General waste**

The council collects anything that cannot be recycled in the blue or green top bins as general waste in a black-lidded bin, fortnightly from most kerbside properties and weekly from communal properties. This waste is not recycled and instead sent for energy recovery at an Energy-from-Waste facility.

#### **Other Services**

##### **Waste Electrical and Electronic Equipment (WEEE) and Textiles**

The council offers two additional recycling services for WEEE (i.e. small handheld electrical items such as hair dryers and radios) and textiles (i.e. clothes and shoes). At kerbside properties these are collected upon request and no bin is required. At large blocks of flats, collection banks may be provided for communal use.

##### **Bulky Waste**

The council collects bulky waste (unwanted white goods, furniture, etc) through its dedicated bulky waste collection service. At kerbside houses this is collected from the boundary of the property, at blocks of flats bulky items are collected from 'bulky waste stores'.

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<sup>1</sup> Separate food waste collections will be delivered to all properties by March 2026 as part of the government 'Simpler Recycling' regulations

## 4. Storage Capacity for Residential Waste and Recyclable Material including Food Waste

The council collects all waste and recycling streams described in Section 3 on a weekly or fortnightly basis. Therefore, provision needs to be made for between 8 and 15 days' output for residual, recycling, garden and food waste to allow for sufficient storage including any extra capacity to cover service disruption from statutory holidays, adverse weather conditions or other occurrences out of the council's control. Planning applications intending to have waste collected in sacks will not be accepted. The council has a policy to collect waste from wheeled bins to prevent street litter, improve the local street scene and reduce the risk of injury to collection staff.

### 4.1 Kerbside Houses

#### **Waste and recycling containers and quantities**

Each individual house must be provided with sufficient storage space for a minimum of 3 x 240L wheelie bins and an external 23L food waste caddy:

1 x 240 litre green-topped wheeled bin for garden waste

1 x 240 litre blue-topped wheeled bin for mixed dry recyclables

1 x 240 litre black-topped wheelie bin for general waste

1 x 23 litre brown food waste caddy

Wheelie bins must be stored within the confines of the property boundary and not on the public highway.

Storage areas should be designed to accommodate the wheeled bins "side by side" and not "end to end" to allow easy lifting of the lid from the front of the bin. If the proposal is for the bins to be stored in a bin shelter or other bin housing, then allowance should be made for full opening of the lid.

At kerbside houses, it is the resident's responsibility to present their bins for collection on their scheduled collection day; therefore a safe, external route to the kerbside must be provided, without the requirement to manoeuvre the bins up or down steps or across gradients greater than 1:12. Proposals to transport the containers through the building may not be supported.

#### **Bin dimensions**

240 litre wheeled bins	Height: 1063mm Width: 720mm Depth: 800mm
23 litre food waste caddy	Height: 410 mm Width: 320 mm Depth: 400 mm

## 4.2 Terraced properties, conversions and flats above commercial units

As part of the council's aim to improve the quality of life for residents as well as visitors and those who work in the Borough, the council is actively pursuing measures to minimise the volume of waste placed in sacks on pavements for collection and improve the local street scene. To achieve this all proposals must show adequate storage space to contain waste within bins, including separate storage for recyclable material and food waste from the public highway.

### **Conversions**

Where the proposal is for a single house to be subdivided into flats then provision needs to be made for enough 240L wheelie bins for the total number of flats. In these instances, it may be possible for the flats to make shared use of the garden waste bin.

For example, one house divided into two flats could be provided with the following 2 x 240L mixed dry recycling, 2 x 240L residual waste, 1 x 240L garden waste and 2 x 23L food waste recycling.

### **Flats above shops or other commercial units**

Where the proposal is for residential flats above commercial premises, typically in a parade of shops or high street then provision should be made for waste to be stored in containers off the public highway. The council will not accept proposals for waste to be presented in sacks for additional units in the application.

At larger blocks of flats with ground floor commercial unit(s) there will be a communal waste store for the residential units, with a separate waste store for the commercial unit(s). (See section 9.1)

## 4.3 Flatted Accommodation

### 4.3.1 Waste & recycling containers and quantities

Flatted accommodation should be provided with communal bin storage chambers to house waste and recycling/food waste containers. The council collects mixed dry recycling and general waste from communal bin stores in 1100L containers, food waste is collected in 240L containers.

The council will not support proposals where the collection frequency is greater than one weekly collection of each individual waste type.

Provision must be made for the collection of the council's three key waste streams and the number of containers required for each bin store can be calculated based upon the number of properties which will use it. The following table indicates the required bin capacity for communal bin stores.

Number of properties using bin store	1100L recycling	1100L residual waste	240L food waste	1100L WEEE Recycling*	1100L Textiles recycling*	240L clinical waste	1100L space (future-proof)	Total bins
Up to 8	1	1	1			1	1	3
9 – 16	2	2	1			1	1	5
17 – 24	3	3	1	1	1	1	1	9
25 – 32	4	4	2	1	1	1		11
33 – 40	5	5	2	1	1	1		13
41 – 48	6	6	2	1	1	1		15
49 – 56	7	7	3	1	1	1		16
57 – 64	8	8	3	1	1	1		18
65 – 72	9	9	3	1	1	1		20
73 – 80	10	10	4	1	1	1		22
81 – 88	11	11	4	1	1	1		24
89 – 96	12	12	4	1	1	1		26
97 - 104	13	13	5	1	1	1		28

\*Note: it would be considered acceptable for WEEE and Textile 1100L containers to be situated in shared centralised locations for use by multiple residential units.

#### 4.3.2 Clinical waste

All developments are required to provide space for a 240L (dimensions in section 4.3.1) for clinical waste in addition to the aforementioned waste and recycling containers, should this collection type be required in future.

#### 4.3.3 Bring banks

Developments incorporating 500 or more units will need to provide space for two external publicly-accessible bring banks for the collection of WEEE (Waste Electrical and Electronic Equipment) and textiles.

#### 4.3.4 Container details and dimensions

The below dimensions should be used when designing bin storage areas.

1100 litre bins ( <i>mixed dry recycling &amp; residual waste</i> )	Height: 1410mm Width: 1265mm Depth: 1000mm
240 litre bins ( <i>food waste</i> )	Height: 1063mm Width: 720mm Depth: 800mm
Bring banks	Height: 1500 - 1800mm Width: 1100 - 1400mm Depth: 1200 - 1400mm

Apertures on recycling bins should be big enough to accept flattened cardboard boxes and for residents to deposit multiple recyclable items at once. They should have locked reverse lids to help prevent contamination and protect signage from damage during collections.

## 5. Communal Bin Storage

### 5.1 Ease of use

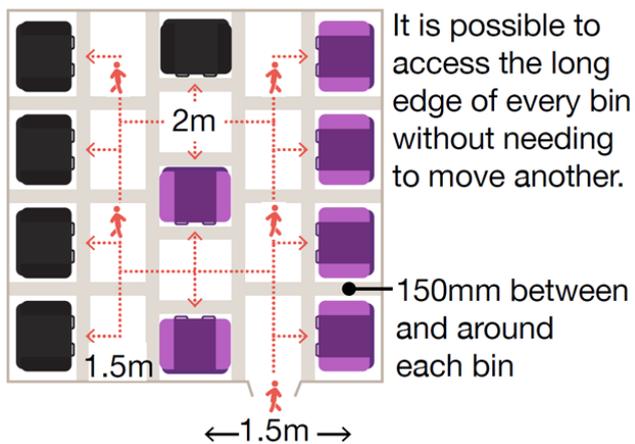
The chambers that house the containers must be accessible and convenient to all households, so that waste disposal and recycling does not become an effort for residents. They should be within close walking distance to each residential block (no more than 30m horizontal travel from flat to bin), which should be accessed en route to or from the development's car park or main pedestrian exit. If the chamber is attached to the block, then developers should ensure that an internal door is provided for residents to access the bin store from within the building, without having to go outside.

Storage spaces must be designed to be accessible for disabled users, in accordance with BS 8300:2009.

### 5.2 Design

Bin storage space should be designed with sufficient space to accommodate euro bins "side by side" and not "end to end", facilitating access to the front edge of the lid for easy opening and access to the recycling aperture. Hard-wearing painted lines/markings with relevant wording (Recycling, Rubbish and Food waste) are required on the floor to clearly mark the location of each bin. The general waste (rubbish) bins should be located closest to the resident's entrance of the bin store for residents as they need to be the easiest accessible bins to avoid contamination of the recycling bins, mixed dry recycling bins should follow with organic bins being the farthest away. The Property Managers and/or the occupiers should be responsible for maintain these markings on the floor.

Residents and collection crews should be able to approach all containers within a store without having to move others out of the way. The space in the collection area must be sufficient to enable collection crews to return empty bins to a position that does not obstruct the manoeuvring of those containers that are yet to be emptied. A simple example of how this might be achieved is given in the diagram below.



Doors through which bins are manoeuvred need to be of a durable and hard-wearing construction, with no handles on the inside as they may potentially be knocked during collection activities. Protection bumpers are required on walls behind the bins and on the doors. These should be located approximately 45 cm from the floor and have a minimum height of 15 cm to ensure the bin does not directly impact the wall. These bumpers must be maintained by the Occupier or Managing Agent. Double doors which open outwards rather than into the chamber should be installed, allowing maximum access and manoeuvring space, with a minimum width of 1.5 metres. The doors must be able to remain open while collection crews move in and out of the chamber emptying bins, and level access is required on both sides of the doors. When moving containers from the bin store to the collection vehicle, operatives must not be required to manoeuvre bins through more than one set of doors.

The ceiling height of any enclosure should take into account the full opening of the lid. A minimum clearance of 2.5m height is required from any pipes and/or other hard fixtures on the ceiling.

The storage chamber should have a water supply for cleaning, drainage, impermeable floor and adequate lighting for use at nighttime by residents. Ventilation should be provided where possible. Any pipes, wires and buttons should be boxed off and where appropriate located above the height of the bins. No gas or electricity meters may be in the same space/room where waste and recycling bins are stored.

Bin chambers should only be designed for storing bins and any bike storing facilities should be separate.

The council supports bin store design which shows consideration to future flexibility in waste collection throughout the expected life of the building. Short sighted proposals which maximise residential space without consideration of future flexibility will not be favourably supported. Changes in the use and function of the waste storage areas may occur throughout the lifespan of the building due to changing waste disposal trends, changes in legislation or changes in the council collection regime.

Chambers should have sufficient space to increase the number of bins should waste increase with a consideration for safe movement of the containers.

For smaller blocks under 25 units, the size of the bin stores allows for a potential change in council service provision and/or increase in waste generation per dwelling. Space for extra 1100L bins is provided to future proof these blocks.

### 5.3 Security and access

Waste storage areas accessible from the street must be fitted with a lockable door with an entry code pad to reduce the risk of antisocial behaviour and maintain security of the building. RBG will not take responsibility for lost keys or fobs. Therefore, it is recommended that access codes are used. Access through gates should also be provided via entry codes rather than fobs/keys.

Access for waste collection should be provided between the hours of 06:00 and 20:00. RBG cannot commit to a specific time or day of collection for any development, and these will be subject to change without notice to enable the council to maintain efficient collection rounds.

### 5.4 Collection points

Where a strategy is proposed for bins to be transported to a central collection point by on-site staff for emptying, then that collection point needs to be large enough to store a minimum of 50% of the total number of bins at the development.

Consideration should be made to the route by which on-site staff will transport containers from the bin stores to the collection point, particularly if towing equipment is to be used. The route should be shown clearly in the waste strategy. Parking space for bin tugs should be considered.

If lifts are proposed to transport bins from lower ground or basement level, then the amount of time to transport all of the bins from ground floor to first floor should be properly considered to ensure that the use of lifts is feasible. A contingency plan should be detailed in the waste strategy in the eventuality of a lift breakdown on collection day. RBG will not be responsible for making a return visit to empty containers which have not been presented for collection in such circumstances.

The collection route for the bin tug or towing equipment should be free of steps or slopes and of a smooth surface in order to minimise wear and tear on the containers being towed.

Sufficient containers should be provided to allow for some containers to remain in the bin store for residents to use whilst collection activities are occurring. The bin store should not be left empty resulting in bagged waste to build up on the bin store floor.

An example of optimal bin organisation inside a central collection point is shown below. Adequate space should be provided for the bins to be presented in small blocks of 12 with adequate space next to them to circulate bins in and out as shown in the diagram below.

### 5.5 Chutes

The council will consider chutes for flatted accommodation. Either three chutes must be provided at each access point, one for mixed dry recycling, one for organics recycling and one for residual waste or a mechanical “tri-separator” chute could be used to separate waste streams. Chutes should be designed to minimise blockages, and a contingency plan will be required in case chutes are taken out of use for repair.

### 5.6 Alternative technologies

The council will consider proposals with use new or innovative technologies for waste and recycling treatment providing they can be demonstrated to be effective in collecting high recycling

rates with low levels of contamination. Any such proposal must demonstrate what measures will be in place if acceptable levels of recycling are not met.

**Please note:** Where Developers design underground bin storage chambers, collection points, chutes or alternative technologies they need to consult with the Waste Strategy Team before submitting documents to the Planning Department.

In-bin compactors will not be considered due to issues they present in relation to manual handling and contamination of recycling.

## 6. Bulky Waste Storage Area

It is essential to provide separate storage facilities, in each residential block of flats for redundant bulky household goods. These items are only collected on request by the council at a fee payable by the resident or managing agent. This facility should be large enough to contain a selection of typical household bulky waste such as furniture, cookers, electrical equipment and refrigerators/freezers and should be clearly separated from the bin store.

Under no circumstances, bulky items should be stored/presented around bins. Collection won't take place if access to the bins is obstructed by any bulky items and the collection crews won't be returning until the next scheduled collection day.

An area of 10m<sup>2</sup> is recommended for every 50 residential units, for developments up to 250.

The bulky storage area should be on the ground floor and must be accessible for collection without the need to negotiate stairs or steep slopes. The provision of this storage is important to avoid fly tipping on the public highway and will prevent dumped bulky waste hindering access to the refuse and recycling bin stores for both residents and collection operatives. Access to the bulky waste store should be provided for a 10-tonne caged vehicle. Failure to provide adequate bulky waste storage will result in bulky waste removal clogging up the household waste and recycling chambers.

Bulky waste storage areas should be shown on plans with the floor space area clearly annotated. The council would consider bulky waste storage areas that are shared between blocks in a larger development acceptable, providing that the distance to the store is not too great and the overall area of the store is large enough.

## 7. Civic Amenity (Public bring sites) for large developments

Developments with more than 500 units should provide a publicly accessible bring site for WEEE and Textiles. The bins would be provided and serviced by the Royal Borough and/or its contractors and the developer should ensure and demonstrate that the space provided is suitable for the bins and is accessible by the collection vehicle.

## 8. Installation of internal recycling systems within communal residential properties

When designing waste and recycling containers for use in the kitchens of properties, we recommend that the following sized containers are used:

- **Food waste** – 5 litre food waste containers are adequate as residents do not keep food waste too long and is disposed of more frequently.  
(We offer residents a free 5 litre kitchen caddy upon request; we also sell cornstarch and paper caddy liners to fit a 5 litre container at cost price including free delivery).
- **Mixed dry recycling** – 30 litre container. Residents are encouraged to recycle five materials in one container; Paper, cardboard, plastic bottles, glass bottles & jars and food & drink cans. The recycling container should be the largest.
- **Non-recycling** – A 20 litre container only should be needed if residents are separating the above waste for recycling correct.

## 9. Access for collection vehicles and operatives

The council requires that the walking distance for refuse operatives between the container storage area and the back of the refuse collection vehicle does not exceed 15 metres and is free of any landscaping fixtures and fittings. The vehicle stopping point should be clearly indicated on submitted drawings.

A safe collection area for operatives, such as a lay-by, is required if access to the chambers is on a dual carriageway or main fast flowing or busy road.

Dropped kerbs or crossovers are required to move the containers from the chamber to the refuse collection vehicle.

Access to the storage chambers must be at ground floor level and they should be sited in locations which do not require refuse operatives to wheel containers up/down steps or an incline greater than 1:12.

If access to the chamber is within a car park area or via internal estate roads, the size of the refuse collection vehicles and their manoeuvrability and turning characteristics need to be considered.

Refuse collection vehicle dimensions and diagram:

- Axle Configuration: 6 x 2 Rear Steer
- Height: 3.80 metres
- Length: 10.50 metres
- Width: 2.90 metres
- Wall-to-wall turning circle: 16.10 metres

VEHICLE MODEL		OL-21W 6x2RS
Compaction body type - effective volume(s)		Olympus 21W (21.4 m <sup>3</sup> )
Elite chassis type		6x2RS (Rear Steer) Wide Track
GVW (Gross Vehicle Weight)		26000
Front axle plated weight		8000*
Rear axle/bogie plated weight		19000
Recycling box type		~
Recycling box type (capacity m <sup>3</sup> )		~
V1	Overall wheelbase	5250
Turning circle - overall (metres)		16.9***
Vehicle unladen weight**		13800
V2	Overall length <sup>§</sup>	9225
	Overall length - tailgate raised <sup>§</sup>	10745
V3	Front axle to front of compaction body	650
V4	Front overhang	1685
	Front overhang - cab tilted	3220
V5	Rear overhang	2290
	Rear overhang - tailgate raised	3810
V6	Overall height	3450
	Overall height - tailgate raised	5100
V7	Height at exhaust tip - nominal	3500
V8	Cab roof height	3205
	Cab roof height - cab tilted	3640
V9	Cab floor height	795 Driver side, 850 Passenger side
V10	First cab step height from ground	465 Driver side, 480 Passenger side
V11	Rave rail height	1125
V12	Ground clearance at lowest part of vehicle	250
V13	Ground clearance - tailgate	350
V14	Approach angle	14°
V15	Departure angle	9°

Vehicle tracking or swept path analysis drawings will be required with the planning application if the vehicle is required to manoeuvre around a development to ensure safe manoeuvring of refuse vehicles. Clearance of 30cm on each side of the vehicle should be added to the above dimensions while tracking its path and clearing distance of at least 50cm should be given from any car parking bays, turning points and/or any hard structures. Furthermore, working space of 3m x 5m should be provided at the back of the vehicle for safety and easy manoeuvring of bins while being emptied.

Surface weight restrictions must be suitable to withstand use by a 26-tonne gross vehicle weight vehicle.

Roads should be laid out to ensure reasonable convenience for the collection vehicle and should be a minimum of 5.5m wide. The collection vehicle should be able to proceed in a forward gear around the development, and vehicles should not be expected to reverse more than two vehicle lengths (20m).

Developers must not plan for refuse vehicles to reverse in a public area, down slopes or into oncoming traffic no matter how minor the road. Adequate space for turning **must** be provided and demonstrated with swept path analysis.

In all instances, the road should be designed so that no part of the collection vehicles encroaches onto the footway and/or any kerbs when manoeuvring and no trees overhang the vehicle's path.

Where roads are likely to be parked with cars, the developer must ensure that access for the collection vehicle is still maintained.

### 9.1 Collection from lower ground/basement

Where possible, direct collections from lower ground and basement levels should be avoided because of more challenging accessibility and health and safety issues. However, if this is inevitable, the below need to be considered in addition to all the requirements already mentioned in section 9:

- There should be a clear two-way traffic flow in and out the basement, otherwise a traffic management system should be in place to control the traffic flow.
- A dedicated stopping area should be provided outside each bin store, for the collection vehicle, that won't interfere with any pedestrian routes, vehicles coming in and out parking bays, cycle routes and any other traffic flow.
- The height of the basement/lower ground level should be at least 5m.
- A section B-B plan should be provided for the entrance/exit of the vehicle to ensure the gradient is suitable for the vehicle's approach and departure angles.

## 10. Charges and delivery

It is the Developer's responsibility to meet the costs of providing residents on new developments with the appropriate containers that meet the council's specification. Containers are purchased outright by the developers for and on behalf of the council as part of the fabric of the building. These containers remain the property of the Royal borough of Greenwich at all times.

### 10.1 Charges for Wheelie Bins

Developers are required to provide each resident with the appropriate number of 240 litre wheeled bins. The Developer will pay for all containers in advance and Royal Greenwich will deliver to the residents when they move in.

### 10.2 Charges for Communal Containers

Developers are required to provide block of flats with 1,100L communal containers. The council requires cleared payment from the Developer in advance and prior to an order being placed.

**Refuse and recycling containers meeting the specification of the Royal Borough can be purchased directly through from council. Please email [Streets-Services-Finance@royalgreenwich.gov.uk](mailto:Streets-Services-Finance@royalgreenwich.gov.uk) to request the relevant charges.**

In the event that a developer wishes to acquire bins independently of the council, the full specifications can be provided on request and agreed in advance with the waste strategy team. Developers must contact the RBG waste strategy team to obtain specifications and agree sign off on containers before making any purchase. Containers provided must meet UK safety standards (BS EN 840), be compatible with our collection fleet (Terberg OmniDEL low level split automatic bin lift) and use artwork approved by the Royal Borough of Greenwich. The council will not empty bins that do not meet the required standards. We will require you to include an identifying mark on all containers which are owned by yourself and not the property of the council. We recommend that this takes the form of a 1" orange square painted on the rear of the container

### 10.3 Container delivery

Developers should contact the Waste Strategy team a minimum of 8 weeks before delivery of containers is required (contact details on page 3) to allow for confirmation of requirements, raising of invoices and delivery of containers.

RBG will only deliver waste and recycling containers to completed bin stores and developers may be required to provide photo evidence of the completed bin stores. Containers will not be supplied to part-finished bin stores or to temporary locations within a development. A site visit from the RBG Waste Strategy team may be required prior to delivery to ensure bin storage areas meet the specifications approved at the planning stage.

### 10.4 Managing agent responsibilities

If residents are allowed to occupy a development prior to waste and recycling containers being paid for and installed, then it will be the managing agent or developer's responsibility to arrange for waste collections until satisfactory containers meeting the council's specification are installed.

Once the development has been occupied and in the control of a managing agent the containers are subject to a biennial safety check carried out by RBG staff to ensure that the containers continue to meet the safety standards and do not pose a risk to residents or collection operatives. This is a chargeable service and the fee is calculated based upon the number of containers containers present and frequency of collection..

Managing agents are able to report requirements for repair at any other time and all works will be covered by this fee.

We recommend that all Managing agents join the RBG bin maintenance, inspection, and replacement programme. The emptying of large communal waste containers is a crude mechanical process which puts a lot of strain on the containers, various components of which are subject to wear and tear as a result, in particular the lifting bar, castors, and lids. Containers occasionally disconnect from the lifting mechanism and are crushed by the vehicle as part of normal waste collection operations. If you chose not to join the service, you will be responsible for replacing these containers at your own cost. We will require you to commit to regular maintenance checks and replace any faulty component with parts of a quality that meets or exceeds BS EN 840. Containers that disconnect from the lifting mechanism can result in damage to property, injury, or loss of life. In undertaking to maintain your own containers, you will be taking on responsibility for all liabilities relating to damage to property or injury as a result of poorly maintained containers.

It is the managing agents responsibility to safeguard any containers against theft, loss, vandalism or arson. The maintenance charge will not cover repairs or replacements as a result of these.

#### 10.5 Information Packs for residents

It is the responsibility of the Managing Agents to provide information and induction packs to every new resident to include full information on available recycling facilities along with encouragement to use them. The ways in which occupants engage with and use the waste and recycling facilities will have a significant impact on reuse and recycling performance, so this is a key requirement for all Managing Agents. The information packs can be provided free of charge by the Royal Borough of Greenwich to Managing Agents upon request and should include:

- leaflet with information and pictures on what can and can't be recycled
- free kitchen caddy to be stored in the kitchen for food waste
- one free roll of 100 cornstarch sacks to kickstart food waste recycling
- one re-usable canvas bag for storing mixed dry recycling in the flat

Robust signage on waste and recycling information should be displayed in prominent positions such as on information boards in entrance halls and inside all bin stores. All signage needs to follow the [ReLondon – Flats Recycling Toolkit](#) and posters put on the wall in bin stores should distinguish clearly between locations for food waste, recycling and rubbish/general waste. Posters for the bin stores can be provided by the council upon request. An example of signage provided by the council is shown below.

## 11. Mixed Commercial and Residential Developments

Where a development comprises of both commercial and residential units, the different containers will need to be stored in separate bin storage areas. Each bin storage area will need to be fitted with a separate access code in order to prevent misuse. In accordance with Environmental Protection Act 1990, Commercial waste should not enter the household waste stream.

### 11.1 Stand-alone commercial developments

Business rates do not cover waste collection or disposal for businesses, therefore businesses have a responsibility to negotiate a contract with the council or a commercial waste contractor to suit their needs. Further details on the councils commercial waste collection service can be found on the council's website or by emailing **business-waste@royalgreenwich.gov.uk**

Developers should show a purpose-built bin storage area for commercial waste containers, the number of containers to be determined by the size of the unit and usage, however bin stores should be large enough to accommodate one week's output of waste. Indicative guidance on waste generation of different commercial uses can be found in BS 5906:2005 "Waste management in buildings – Code of practice". Below are suggested capacities:

- Offices – 1 x 1100L refuse, 1 x 1100L mixed dry recycling and 1x240L food waste per 1000m<sup>2</sup> floor space
- Retail – 2 x 1100 refuse, 2 x 1100L mixed dry recycling and 1x240L food waste per 1000m<sup>2</sup> floor space
- Restaurants – 1 x 1100L refuse, 1 x 1100L mixed dry recycling and 1 x 240L food waste recycling per 20 covers
- Hotels – 1 x 1100L refuse, 1 x 1100L recycling and 1 x 240l food waste per 50 rooms
- Schools – 2 x 1100L refuse, 2 x 1100L recycling and 1 x 500L food waste per 200 pupils

In all cases space for a minimum three waste stream should be provided for mixed dry recyclable, food waste and non-recyclable waste.

## Appendix A – Waste Management Planning Checklist

Please complete the tables below with a Yes (Y), No (N) or Not Applicable (NA). Add a reference to the part of the documentation which provides the information required. Please note this checklist does not replace the Guidance Notes.

<b>Table 1: Communal bin store design</b>	<b>Yes</b>	<b>No</b>	<b>NA (Not applicable)</b>	<b>Doc Ref</b>
All properties have access to recycling, refuse, organic/food, WEEE and textile bins				
The number of bins provided is adequate, in accordance with <a href="#">section 4</a> of the guidance. This is clearly presented in a table (number of flats, which bin store they will be using and number/types of bins)				
The layout of the bins has been considered in accordance with section 5.2, including the painted markings on the floor and correct positioning of the bins and this is depicted on a submitted plan				
All requirements of <a href="#">section 5.2</a> relevant to the design of the bin store's doors are met and any pipes, wires and buttons are boxed off and where appropriate located above the height of the bins				
Protection bumpers, which are fit for purpose, water supply for cleaning, drainage and adequate lighting are provided				
No gas or electricity meters and no bike storing are in the same space/room where waste and recycling bins are stored				
Level access is provided at both sides of the bin store's door and there is unobstructed pathway from bin store to vehicle – no kerbs or lips – 1:12 maximum gradient				

<b>Table 2: Flexibility in building design</b>	<b>Yes</b>	<b>No</b>	<b>Not applicable</b>	<b>Doc Ref</b>
For smaller blocks under 25 units, the size of the bin stores allows for a potential change in council service provision and/or increase in waste				

generation per dwelling. Space for at least two extra 1100L bins is provided to future proof these blocks.				
The bin stores are kept clear of fixed structures that would make it difficult to accommodate bins of different sizes.				
Access paths and doorways are designed greater than minimum width requirements, to allow for possible future changes in bin size.				

<b>Table 3: Signage and communication with residents</b>	<b>Yes</b>	<b>No</b>	<b>Not applicable</b>	<b>Doc Ref</b>
There is a Comprehensive Communications Plan with residents including signage, and resident induction packs for when the properties are handed over to the Occupiers/Managing Agents				
All proposals to incorporate robust signage to (a) direct residents to recycle and waste locations, and (b) explain how to use the recycle and waste deposit locations				
Robust Signage and hard-wearing floor markings will be used to distinguish clearly between locations for food waste, recycling, residual waste with layout as per <a href="#">paragraph 5.2</a>				

<b>Table 4: Bulky waste</b>	<b>Yes</b>	<b>No</b>	<b>Not applicable</b>	<b>Doc Ref</b>
Space for the storage of redundant bulky household goods is provided and is clearly separated from the bin store				
The proposed area (in m <sup>2</sup> ) and the number of flats it is provided for, is clearly annotated				
All bulky stores are depicted on a floor plan and/or swept path where collection vehicle's access and stopping point are clearly marked.				

<b>Table 5: Access for collection vehicles and operatives</b>	<b>Yes</b>	<b>No</b>	<b>Not applicable</b>	<b>Doc Ref</b>
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The walking distance for refuse operatives between the bin store and the back of the refuse collection vehicle does not exceed 15 metres and is free of any landscaping fixtures and fittings				
Where access is required across a highway or access road, dropped kerb crossovers must be provided				
The collection vehicle can enter and exit the public highway in a forward gear, and perform all collection activities within the curtilage of the site				
Vehicle Tracking and turning circles are robustly demonstrated, with the use of appropriate tracking diagrams				
The vehicle tracking takes into account the accurate dimensions of the collection vehicle and all the recommendations presented in <a href="#">section 9</a> of the Guidance and includes all bin stores and bulky storage areas, vehicle's stopping points and distance to the bin store and bulky store.				
Reversing within the site is no more than 20m and still subject to robust assessment. Reversing onto the public highway, cycle lanes and footpaths is prohibited in all circumstances.				
Collection operatives are not required to move bins through more than 1 set of doors				
Access codes are used for bin store access and any entrance/internal gates, one code should access all stores in a development				
Ground level from the bin store should be no more than 1:12 gradient, falling away from the bin store				
If collection from lower ground/basement is unavoidable, all the requirements in <a href="#">section 9.1</a> of the Guidance are met.				
Working space of 3m x 5m is provided at the back of the vehicle				

for easy manoeuvring of bins while being emptied				
Roads are designed so that no part of the collection vehicle encroaches onto the footway and/or any kerbs when manoeuvring and no trees overhang the vehicle's path				

