

# Parish Information Sheet



<b>From:</b>	<b>Waste Services</b>
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<b>To:</b>	<b>All Parishes</b>
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<b>Date:</b>	<b>21 December 2023</b>
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## Recycling and rubbish collection day changes

Recycling and rubbish collection days will be changing for more than 120,000 homes from the 12 February 2024, and this may include residents in parts or all of your parish.

This is due to changes being made to collection routes.

The new routes will make rounds more efficient, more manageable for crews while reducing mileage and carbon emissions.

The changes come at no cost to the council.

Changes are happening in two phases, starting in **February**.

- **Phase One: February 2024.**  
Will affect residents in the former districts of Sedgemoor, Somerset West and Taunton and a small part of South Somerset.
- **Phase Two: June 2024.**  
Will affect the rest of the county: the majority of South Somerset and Mendip.

**Residents in Phase One will be written to in January.**

**The envelope will be clearly labelled with Somerset Council and Suez logos.**

**It's important that residents are aware of changes that may affect them.**

**We'd be grateful if you could support this by:**

- ✓ Sharing the **attached poster** on your parish noticeboards
- ✓ Sharing **Facebook posts** from @SomersetWaste on any local pages you may manage
- ✓ Updating residents **at parish meetings** or through any other ways you share information

Please refer to the attached document listing the towns and villages that are part of phase one.

If your area is not listed, then you will be part of phase two.

**It is important that residents know their new collection days – crews will not be able to come back for recycling or refuse if households miss a new collection day.**

**Because some towns and villages will be covered by more than one collection route, days may change for some households but not others.**

**Anyone with a change to their collection day schedule will be written to twice before anything changes.**

## **PHASE ONE**

For Phase One, this means they will receive a letter in early January, explaining that they will be having a change and that they should look out for a service guide.

In late January, they will receive a service guide which includes a collection day calendar for the next 18 months.

**Please note, all households in the phase one area will receive a service guide and calendar in late January**

**But only those who received a letter in early January will be affected by the changes to collection days.**

**If you did not receive a letter at the start of January your collection days are staying the same.**

### **Residents may have:**

- ✓ a change to collection day
- ✓ a change in the week that their rubbish is collected (it will still be collected once every three weeks)
- ✓ a one-off interim rubbish collection (to make sure they do not go more than three weeks between rubbish collections when crews move to the new schedules)

### **There will be no changes to:**

- collection days for garden waste subscribers
- clinical waste collections
- communal property collections with shared collections (such as blocks of flats, houses of multiple occupancy and retirement developments)
- schools waste collections
- crews will still provide assisted collections

Visit our website: [www.somerset.gov.uk/reroute-of-waste-collections/](http://www.somerset.gov.uk/reroute-of-waste-collections/)

#### **For more information contact:**

**Name:** Waste Services, Somerset Council

**Email:** [waste.recycle@somerset.gov.uk](mailto:waste.recycle@somerset.gov.uk)

#### **Documents attached and related to this briefing are:**

- A pdf poster
- Word file which lists towns and villages in phase one