

Post September 3

As of Monday 3 September 2018, many households will have been affected by the changes to the recycling and waste collection service across Aylesbury Vale. You will have received a letter explaining the collection changes in mid-August with an accompanying new date collection calendar to help manage the changes. Please note, some properties may not have been affected at all.

When is my NEW collection day?

Every household across the district will have received a letter along with a calendar in mid-August containing your new collection day. Please note that not all properties will have been affected; however, we wrote to everyone to ensure clarity during this period.

You can check your new bin collection day via our [webchat service](#) (Mon-Fri, 9am – 6pm), by visiting the [AVDC website](#), by downloading the AVDC Bins app or by [asking 'Alexa'](#) through your amazon device.

The frequency of household collections will not change; with recycling and waste collected on alternate weeks, garden waste collected fortnightly and food recycling collected every week.

Why have my bin collection days changed?

As part of ongoing improvements, your recycling, waste, food and garden waste collections have been redesigned to improve capacity and operational efficiency. The changes are essential in order to future-proof the service as the number of new homes in the district grow.

This means that as of now, the collection vehicles will be following new routes and some properties MAY experience a change in their collection day.

Has my collection day changed?

It's highly likely that your collection day has been changed. We have redesigned our collection routes to ensure the most efficient routes are taken when collecting your recycling and waste.

We have worked hard to ensure that customers have just one collection day for all bins. This includes customers signed up to our garden waste collection service. Please refer to your calendar, or use one of our resources to 'find your bin day' and present your brown garden waste bin on the same day as either your recycling or waste bin and food bin.

Please refer to the letter and calendar you received in mid-August for your new collection day.

Has my collection time changed?

It's highly likely that your collection time has been changed. We cannot guarantee a time of day that our crews will arrive at your property, on collection day, to empty your bins. The time of your collection may change every week so to make sure we don't miss your bin, please present it by 6.30am on your new collection day.

Please do not [report a missed bin](#) until after 6pm on the day of your collection.

Has the frequency of my bin collections changed?

No. The frequency of bin collections has not changed, with recycling and waste continuing to be collected on alternate weeks, food recycling collected every week and garden waste collected fortnightly.

When did the change happen?

The new collection service came into effect on 3 September 2018. From now, we ask that you please present your bin(s) by 6am on your new collection day.

You can check your new bin collection day via our [webchat service](#) (Mon-Fri, 9am – 6pm), by visiting the [AVDC website](#), by downloading the AVDC Bins app or by [asking 'Alexa'](#) through your amazon device.

Is everyone affected?

No. Some customers' collection days will not change.

I live in a flat and use communal bin storage. Do the changes affect me?

The day we empty communal bins may change. Whilst you may have noticed a slight build up of waste during the first week that the changes came into effect, the changes will have little, if any, impact going forward.

I currently have an assisted collection service. Am I affected?

Customers who use our assisted collection service will remain on this service. On your new collection day, crews will collect and return your bin(s) to the collection point once they have been emptied. Please do not [report a missed bin](#) until after 6pm on the day of your collection.

I have not received my letter. What should I do?

If you have not received a letter from us, please don't worry as there are multiple ways you can 'find your bin day'. You can check your new bin collection day via our [webchat service](#) (Mon-Fri, 9am – 6pm), by visiting the [AVDC website](#), by downloading the AVDC Bins app or by [asking 'Alexa'](#) through your amazon device.

Will I notice any difference in the service I receive?

We have worked hard to provide customers with all the information needed to ensure the changes happen as smoothly as possible – but please bear with us as the crews become accustomed to the new rounds and we fully get in the swing of things!

We endeavour to always deliver a high quality of service to all of our customers, however changing collection days and teams across a large scale operation is not an easy task and therefore there may be a few teething problems in the first few weeks. Remember our [webchat service](#) is available 9am - 6pm, Monday - Friday should you have any questions.

As a result of the change of my bin collection day I have more waste than usual – what should I do?

To help customers in the initial phase of the changes, any household which has extra waste can place it in a bag next to their waste bin on the new collection day.

Additional waste will be collected up until 17 September 2018.

As a result of the change of my bin collection day I have more recycling than usual – what should I do?

We will continue to collect extra recycling if it is presented in a clear bag or a cardboard box, next to the recycling bin on your new collection day.

I have put my bin out on the wrong day - what can I do?

We understand that these changes can take some time to get used to, for both our customers and our crews. During the early weeks of the new collection rounds, if you have made a mistake and put your bin(s) out on the wrong day we will try our best to get back to you.

Unfortunately, we will be unable to keep returning to your property on days that are not your new collection day if you continue to present your bin(s) on the incorrect day. Therefore, it is really important that you familiarise yourself with your new collection day.

What do I do if my bin has been missed?

Our aim is to make sure that the collection day change goes as smoothly as possible. If we have missed your bin, please [report](#) it online.