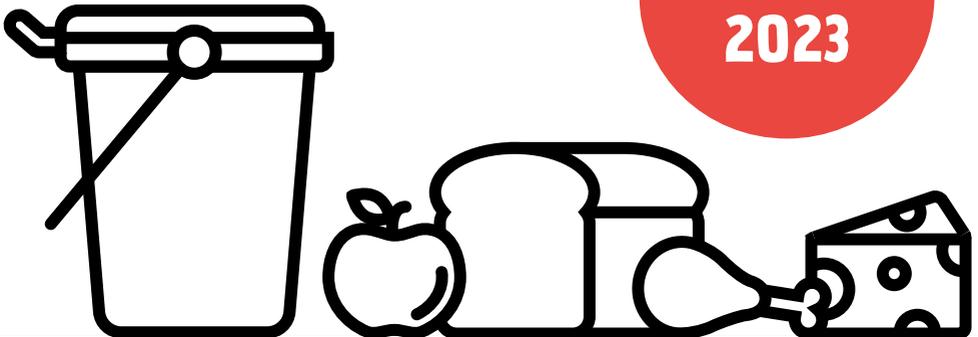


FOOD RECYCLING

**Your on-demand
food waste recycling
service**

**Starts
2023**



New food waste recycling service

Thank you for signing up for this new food waste recycling service.

Why are we doing this?



Wasting less

Around 30% of the rubbish we throw away in Westminster is food, and food waste generates harmful greenhouse gas emissions. Using this service will help reduce waste and tackle climate change.



Renewable energy

Your food waste will be sent to a plant outside London to generate renewable energy.



Biofertiliser

The plant will use the food waste to produce biogas (used to generate electricity and heat) and biofertiliser which will be used on farmland.

Your new food waste containers

We have delivered:

KITCHEN BIN



LINERS



Please let us know if you have not received your containers.

Using your food waste recycling service

STEP ONE:

Line your kitchen bin and put your food waste in it.



STEP TWO:

When your silver kitchen bin starts to get full please book your 2 hour food waste collection slot.



STEP THREE:

On the day of your booking please tie the liner at the top. During your collection slot, handover your food waste to our crews from the main communal front door to your property.



Please note our crews cannot come inside your property to collect the food waste directly from your flat door.

You must be at home and able to present your waste. Please do not leave your waste by your front door, this could be mistaken for dumped waste and will not be recycled.

What can I put in my kitchen bin?

YES PLEASE



Plate scrapings

- ✓ All uneaten food and plate scrapings



Meat and bones

- ✓ Raw meat, cooked meat, bones



Fish

- ✓ Raw fish, cooked fish, bones



Dairy

- ✓ Dairy products, cheese, eggs (including shells)



Tea bags and coffee grounds

- ✓ Tea bags, coffee grounds



Rice, pasta and beans

- ✓ Rice, pasta, beans



Bread and pastries

- ✓ Bread, cake, pastries



Fruit and vegetables

- ✓ Raw/cooked vegetables, whole fruit, peelings

You can put mouldy food in your kitchen bin. **Please remove any packaging before putting food in the kitchen bin.**

NO THANKS



Packaging of any kind (including compostable packaging)



Black plastic bags



Liquids such as milk



Flowers or garden waste



Oil or liquid fat



Any item that is not food waste



If you have any other questions please contact the Recycling Team or the contact centre using the contact information in this leaflet

Questions?



How do I book a collection?

The easiest way to book your 2 hour collection slot is to book online. Simply visit our webpage www.westminster.gov.uk/on-demand-food-waste and click on the booking link. Then type in your postcode, select your property and choose your collection slot.

Alternatively, please call our contact centre on **020 7641 2000** and our team can book the slot for you.

Once you book your slot you will receive an email confirmation the next day, and a text booking reminder 24 hours before your collection slot.



Can I book on-demand collections for my rubbish or mixed recycling?

The on-demand service is only for food waste recycling.



My collection did not happen, what can I do?

Please contact us if your collection was not made by the end of your collection slot time. For example, if your slot was between 9am-11am, please contact us after 11am.

You can either report this online via www.westminster.gov.uk/on-demand-food-waste, email the Recycling Team or call the contact centre.



How do I cancel or change my booking slot?

Please cancel or make any changes to your booking online by 23:59 the day before your collection is due. Cancellations or changes made online after this point cannot be updated on our system and our crews will still attempt collection.



foodwaste@westminster.gov.uk



www.westminster.gov.uk/on-demand-food-waste



www.westminster.gov.uk/food-waste-recycling



www.westminster.gov.uk/climate-action-plan



Mixed recycling

Please only put the following in the mixed recycling bags or bins at your property:



mixed
paper & card



plastic bottles,
pots, tubs & trays



mixed glass
bottles & jars



food tins &
drink cans



cartons



aerosols & foils

Rubbish

Please only put the following in the rubbish bags or bins at your property:



household
rubbish



polystyrene



garden
waste



kitchenware

For further general recycling or rubbish information:



www.westminster.gov.uk/recycling



020 7641 2000