



Ramsey Town Commissioners

WASTE COLLECTION IN RAMSEY

Ramsey has a population of approximately 7,500 and produces, on average, 4,200 tonnes of waste each year. The Commissioners provide a weekly kerbside refuse collection to most domestic and commercial properties and provide additional commercial collections on request.

The domestic refuse collection service is provided free of charge, these costs are included in rates paid by property owners. Commercial waste collection is undertaken with a collection charge, based on the number and size of bins collected, in addition the Commission invoice for the disposal cost in accordance with IOM Governments "user pays" policy.

All refuse deposited in household and commercial bins is collected by the Commissioners refuse collection crews and is ultimately deposited at the Energy from Waste facility, therefore only waste which is suitable for incineration must be deposited in the bins.

Collections are not normally undertaken on a weekend or certain bank holidays. If a collection is not made on a bank holiday, it is normally undertaken on the next working day, in any event changes to services will be advertised in the local press, on our website www.ramsey.gov.im or on other social media forums.

Bin allocations

One standard size (240ltr) bin will be issued and collected per household. Smaller 120L bins are available on request for single persons or smaller families or properties. For households of 6 or more people (who reside permanently at the property) a larger bin can be requested. 660L or 1100L bins may be issued for flats and apartments to share.

Commercial collections – bins are determined on the rateable value of the premises. Larger or additional bins can be supplied for an additional charge.

What we request residents and customers do:

- Ensure that the bin is kerbside for 6am on the morning of your designated day of collection, unless you are approved for an assisted collection.
- That the bin lid is CLOSED and nothing is protruding or hanging out/off the bin.
- That the bin is not too heavy.
- That the bin DOES NOT contain building material, bulky items such as furniture, hazardous waste, scrap metals, oils, soil or large amounts of garden waste.
- That the bin is not over compacted so materials are wedged in the bottom of the bin.
- If the bin is secured by a chain or lock that it is removed prior to collection.
- Ensure that the bin is collected as soon as possible after emptying to prevent an obstruction on the highway or pavement.

Instances where a bin will not be collected:

- If the bin is not presented kerbside. Round times are subject to change due to weather or mechanical issues, if the bin is not presented when the crew arrive, we will not return to empty it.
- If the bin is damaged and poses a risk to the health and safety of the operatives or the vehicle, we will not empty it.
- If the lid is not fully closed – items are at risk of falling out during the emptying process and dislodging the bin from the lifters at height, posing a risk to the vehicle, operatives, and nearby vehicles.
- If the bin is too heavy – it poses a risk to the health and safety of the operatives and to that of the vehicle during the emptying process.
- If the bin contains large amounts of loose garden waste, building materials, furniture, metals, hazardous materials or soil. These items cannot be disposed of at the EFW plant and are at risk of damaging the plant or costing thousands if they become lodged in the system and have to be removed.

- If the bin is over compacted and materials are lodged in the bottom, we will not try to dislodge it as it poses a risk to the health and safety of the operatives and vehicle. Over compacting can cause damage to the bin for which the resident or customer will be charged for a replacement.
- If the bin is tied by ropes, bungee cords or locks (commercial customers can have gravity locks fitted). It takes time to untie bins and extends the round, there is also a risk from items hanging from the bin.

Where a bin is not collected, the crew are instructed to take a photograph of how the bin was presented to them and send it to the Technical Services Team with an explanation as to why they haven't collected it.

What to do if your bin is not collected:

- Contact the Technical Services Department at the Town Hall on 810100 or at enquiries@rtc.gov.im. We request that you leave this call until 3pm or later on your day of collection, as there could have been issues with the refuse wagon that means that we are later than normal in collecting your bin.
- If the team are busy, leave a message with your name, address and contact details
- A team member will contact you within 24hrs with an explanation of why the bin wasn't collected and what your options are.
- IF the bin was missed by the crew, you will be requested to leave your bin out and the crew will be sent back to empty the bin.

What to do if your bin goes missing:

- Have a look around your immediate area to see if a neighbour has taken the bin by mistake.
- If you still can't locate your bin, then contact the Technical Services Team on 810100 or at enquiries@rtc.gov.im.
- The team will investigate the disappearance of the bin within 24-72hrs. If the bin cannot be located a temporary bin may be issued. As we do not want to trespass on people's properties looking for bins, we may have to wait until the next collection day or others to try to locate the bin.

Assisted bins:

Elderly and disabled households can request assisted collections. Forms can be obtained from the Town Hall. Where assisted collections are agreed then the refuse bin will be collected from and returned to its normal position by the refuse collectors, providing that safe access is available.

Domestic Collections

Where a bin becomes unusable due to age or wear and tear, then it will be replaced by the Commission free of charge. In cases where the bin is damaged by the householder, such as hot ashes, by other mis-use or the bin has been lost, then the replacement will be charged for.

Commercial Collections

- A service charge is made for each collection and traders will be invoiced for the disposal based on weight of waste collected.
- All commercial bins are electronically chipped and weighed using the onboard weighing system.
- Invoices will be issued quarterly, however where the charge in any month exceeds £50.00, monthly invoices will be issued.
- Where collections are provided by other parties, the owner should ensure that the provider supplies the bins.
- The Commissioners are able to supply and fit gravity locks for use on non-rolltop bins to prevent unauthorised use of the bin. It also allows for the emptying of the bin without the need of a key and locks the bin immediately after emptying. Costs can be obtained from the Technical Services Team.

Recycling

Can be done at Station Road Car Park adjacent to the fire station or the Northern Civic Amenity Site, Bride Road.

Fly Tipping

Is unnecessary and illegal. Fixed penalty notices are issued in the sum of £50 for each offence. In the event of prosecution Courts can impose a fine up to £2,500.