

ESSENTIAL INFORMATION

RECYCLING AND WASTE FOR YOUR
HOLIDAY ACCOMMODATION BUSINESS



GIVE YOUR GUESTS

A Wonderful Stay

PROTECT YOUR
YOUR VENUE'S
ENVIRONMENT

•

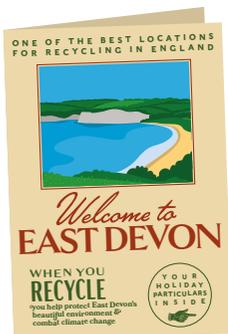
SAVE YOUR
TIME &
MONEY

•

HAVE AN
EXCELLENT
REPUTATION

Contents

- Introduction page 3
- 1 How your kerbside collection is funded page 4
 - 2 What you need to do by law page 5
 - 3 Choose who collects your recycling and waste page 7
 - 4 Collections by East Devon District Council page 9
 - 5 Communicating with guests page 11
 - 6 Indoor storage page 13
 - 7 Outdoor space page 14
 - 8 Collection points page 15



With this booklet

We've prepared a handy recycling guide for you to help your guests. Please put it in your welcome pack. See page 11 for details

Introduction

We've made this guide for you, to help you take care of recycling and waste for your holiday accommodation property – be it a holiday let, holiday cottage, self-catering accommodation, a guest house or Airbnb.

Please encourage your guests to recycle as much as possible during their stay in East Devon by following the advice in this guide.

East Devon's beautiful environment draws many people to stay here, so it's a key economic asset. Let's all play our part to promote sustainable tourism by encouraging your visitors to have environmentally-friendly habits during their stay. A couple of examples are buying glass bottles instead of plastic ones and using reusable drinks containers when going out for the day. You can find out more at eastdevon.gov.uk/eco-stay.

The materials collected from the kerbside for recycling are valuable resources. Please help us to recycle as much as possible and to support the tourism sector.

Thanks for your help promoting recycling and sustainable tourism to East Devon visitors.

1

How your kerbside collection is funded

East Devon District Council collect recycling and waste from over 73,000 properties. Most of the funding for this service comes from Council Tax contributions. Holiday accommodation properties are slightly different – collections from your property depend on the property owner making a financial contribution to fund the collections.

If the property owner pays Council Tax

Council Tax payments already include a contribution to the recycling and waste collection service so we can make collections for you at no extra cost.

If the property owner pays business rates

Business rates don't include a contribution to the recycling and waste collection service. This means you'll need to pay for collections. This can be from us or a private licensed waste carrier / collector. See page 7 for more details.

2

What you need to do by law

All businesses have a legal responsibility to dispose of their waste in an appropriate way and must be able to prove this. Using a registered waste collector is the easiest way to do this.

Some businesses may be tempted to take waste or recycling to the Devon County Council household waste recycling centre (HWRC). However to transport waste in your car or van you would need to have a waste carrier licence (even for a small amount) and the HWRC do not accept commercial waste.

Any businesses attempting to take commercial waste to the HWRC could face a large fine and a criminal record. This also applies if you put commercial waste in a rubbish bin on the street. See page 7 about selecting a registered waste collector.

Duty of care

All producers of waste are obliged to meet waste 'duty of care' requirements in England and Wales. For more information see the waste duty of care code of practice. Go to [gov.uk/government/publications/waste-duty-of-care-code-of-practice](https://www.gov.uk/government/publications/waste-duty-of-care-code-of-practice).

Environmental Protection Act 1990

If you don't take care of your recycling and waste responsibly, this could lead to written warnings or penalties under section 46A of the Environmental Protection Act 1990. Waste must be contained and presented in the receptacles provided.

Controlled Waste Regulations 2012

These regulations specifically identify a 'domestic property used in the course of a business for the provision of self-catering accommodation' as a producer of commercial waste. This commercial waste can be collected by a private licensed waste carrier / collector. It can also be collected by us on a chargeable basis (known as 'schedule 2'). See page 7 for more information.

3

Choose who collects your recycling and waste

Properties let for self-catering holidays need to either dispose of their waste by using a private licensed waste carrier / collector, or organise a chargeable waste collection from us (known as ‘schedule 2’ collections). Both of these options will ensure that your waste is collected by a registered waste collector.

If you choose a private licensed waste carrier / collector

If you choose to use a private licensed waste carrier / collector, you need to complete a waste transfer note for each collection. The waste collection company will provide this. Usually it will be an annual document listing all the services provided and how often the collections are made. You need to sign this and keep it for at least two years.

Check the waste carrier is registered by searching environment.data.gov.uk/public-register/view/searchwaste-carriers-brokers. Don't allow the waste carrier to dispose of your waste illegally – if this happens, you would be liable for prosecution.

If you choose East Devon District Council

If you want us to collect your property's recycling and waste, your guests will receive the same comprehensive service as domestic properties. We will not issue a waste transfer note because your holiday let recycling and waste will be collected as part of our normal domestic collection service so isn't required.

To sign up for East Devon District Council's chargeable collection service go to eastdevon.gov.uk/recycling/businesses. The rest of the information in this guide describes how our service works and how your guests can make the most of it for a pleasant stay in your holiday accommodation.

4

Our collections

East Devon District Council's collections for holiday lets are the same as collections for domestic properties and we use the same vehicles. Most properties have their recycling and food waste collected every week, and their wheelie bins collected every three weeks.

Save money with a smaller bin

Wheelie bins are only for waste that can't be recycled. We can provide several sizes depending on what's required. These sizes are 180 litres, 240 litres, 660 litres or 1,100 litres. The bigger the bin, the more it costs. If your guests can be encouraged to recycle as much as possible you may be able to choose a smaller bin and keep your costs down.

Here are the containers we use:



Recycling box

- ✓ Paper
- ✓ Cardboard
- ✓ Glass bottles and jars
- ✓ Small electrical items (in a bag)
- ✓ Textiles and shoes (in a bag)



Recycling sack

- ✓ Mixed plastics (but not 'film')
- ✓ Food and drink cartons
- ✓ Tins and cans
- ✓ Empty aerosols
- ✓ Aluminium foil and foil trays



Outdoor food caddy

Top tip: keep the caddy fresh by putting food in a plastic bag, compostable liner or newspaper.

- ✓ Food scrapings
- ✓ Fruit and vegetable peelings
- ✓ Meat (raw or cooked)
- ✓ Tea bags and coffee grounds



Indoor food caddy

A handy smaller container for keeping indoors, like on a kitchen worktop. This caddy can also be kept fresh by lining it with any plastic bag, compostable liner or newspaper.

- ✓ For the same things as the outdoor caddy



Wheelie bins

- ✓ Waste that can't be recycled

5

Communicating with guests

Please encourage your guests to recycle as much as possible. Your guests will really appreciate instructions inside the property that are easy to follow so they know what to do with their recycling and waste. This contributes to an easy, pleasant stay, and boosts your reputation as a host. This is especially so as people are becoming increasingly aware of environmental issues and the importance of recycling.

We've produced a handy guide for you to provide to your guests. We've included a copy with this booklet, and you can download it at eastdevon.gov.uk/recycling/guests. Please put it in your guests' welcome pack. It could also be laminated and kept near indoor or outdoor recycling containers.

Please remember that guests may come from different areas of the UK or other countries, so they'll be used to a different recycling system. It's your responsibility to make sure they take care of their recycling in the right way here. Guests may also need clear guidance about when and where to put out the waste and recycling containers if you need them to do that.

Get our Alexa skill

Guests can ‘ask Alexa’ if they’re not sure what to recycle or when collection days are. We’ve created an Alexa skill that can be used on Amazon devices that are enabled with Alexa.

The skill is called ‘Ask East Devon District Council’ and is free. Installing an Alexa device in your holiday property could allow your guests to ask recycling questions like:

‘Alexa, Ask East Devon District Council:
Can I recycle plastic bottles?’

‘Alexa, Ask East Devon District Council:
When is my recycling collected?’

For more information go to eastdevon.gov.uk/alexa.

6

Indoor storage

Many guests appreciate good recycling facilities as part of a convenient stay, so make it easy for them. It can be easy to overlook the simple things in holiday accommodation that visitors need to recycle, so please follow these tips:

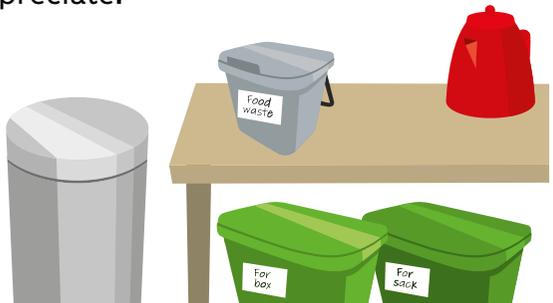
Recycling containers

Provide some recycling containers for guests to use indoors. A couple of containers by the waste bin is a good idea. These can be labelled to make it easy for guests to know which container to use for what material. This makes it quick and simple to decant into the two outdoor containers (your recycling box and sack) when they're full. Contact us if you need labels.

Food waste

Make it easy for guests to know they can use the small indoor food caddy by putting it in the kitchen. This can be emptied into the bigger outdoors food caddy when it's full. Providing something to line the caddies (newspaper or a carrier bag or compostable liner) is a nice touch which guests appreciate.

An idea for some simple indoor recycling storage: a food caddy on a kitchen worktop, with boxes for each recycling container below



7

Outdoor space

You need to store the recycling and waste containers on your own property between each collection, so please allow enough space in a place that can be easily accessed by guests. Please contact us if you have any questions about collections from communal facilities, used in some holiday accommodation like apartments.

Please make sure the containers are secure, putting lids on the recycling box and locking food caddies with the handle so vermin and wildlife can't get to it.

How many containers you'll have depends on how many guests you hope to accommodate, as the more people you have, the more recycling and waste your property will produce. We can change how many containers you have and what type they are, so please contact us if you'd like to talk about what you think you need.

There's no getting away from it – sometimes recycling and waste containers can smell. So ask your property manager or caretaker to keep the containers fresh and clean, which will create a better experience for your guests.

We can also provide a green waste collection service from the kerbside every two weeks at an additional charge. You can subscribe at eastdevon.gov.uk/green.

8

Collection points

We collect recycling and waste from the front of the property where it meets the public highway (sometimes called the front curtilage or kerbside). This is usually on the pavement at the property boundary. This means collections are safe for our crews and so we can see who uses our service.

If there's only rear access to the property, we may collect from there.

Some apartments have communal facilities like a recycling store. In these cases our crews will collect from there.

If you have any questions about collection points, please contact us.

eastdevon.gov.uk/recycle

Quickly find more information and an A to Z list of what your guests can recycle, tell us about a missed collection and request new recycling containers

Follow us on social media:    [eastdevon](https://www.facebook.com/eastdevon)

If you need to contact us and can't find what you need on our website, you can also phone 01395 571515

East Devon District Council,
Blackdown House, Border Road,
Honiton, EX14 1EJ

To request this in a different format phone 01395 571515 or go to eastdevon.gov.uk/contact

