

PURPLE BAG CHANGES: ALL YOU NEED TO KNOW...

When are the changes happening?

Purple bag customers will start receiving letters from 21st October. The new service will be implemented from 4th November.

Why do customers need to re-register?

We need to ensure that all the information we have on our database of registered users is up-to-date. The review aims to fully automate and improve the efficiency of the service we have on offer to our residents and will also allow us to plan our routes more efficiently (now and in the future), prevent missed collections and improve our communications with residents.

How is the service being improved?

Thanks to the new fully automated service we anticipate reduced missed collections, a more efficient collection route and improved communication with residents. In addition to this newly registered/re-registered residents will shortly be able to:

- Check collection date and days online
- Sign up for email collection alerts
- Order Purple Bags Online

Will there be a change in purple bag collection days and teams?

To improve the efficiency of the collection routes, it is likely that collection days and teams will need to change – you will be notified of any changes once you have re-registered.

Will collections continue if I don't re-register?

Failure to re-register before 4th November will result in your collections being temporarily suspended.

Will childminders be affected by the changes?

Childminders are advised to use the trade waste schemes only.

I no longer need to use the Purple Bag service.

If you no longer need the service, please don't re-register for the scheme. If you think you will need to continue to use the service, but only for a short time, please re-register. You can leave as soon as you're ready, by following this link

www.rctcbc.gov.uk/LeavePurpleBagScheme or by calling the contact centre on **01443 425001**.

Missed collections

If you haven't re-registered before 4th November and experience a missed collection – your collection may have been temporarily suspended.

However if you have re-registered and still experience a missed collection, you can report this online at www.rctcbc.gov.uk/missedcollection or call the contact centre on **01443 425001**.

I need more purple bags

Purple bags can be requested by emailing us at recycling@rctcbc.gov.uk and they will be delivered to you via the collection teams within 2 weeks. Alternatively you can call us on **01443 425001** to request your bags.

Shortly after the new service is in place you will be able to order more purple bags online and they will be delivered to you via the collection team.

For more information on the changes please visit www.rctcbc.gov.uk/PurpleBagChanges or call the contact centre on **01443 425001**.