COVID-19 update: your rubbish and recycling collection service

During this unprecedented time, we are working closely with our commercial partners, Veolia and Viridor, to minimise the impact of the coronavirus outbreak on your recycling and rubbish collections. You can play an important part by making sure you dispose of rubbish and recycling safely and responsibly to help keep the service operating effectively and our collection teams and the public safe.

How to manage your waste during COVID-19

Households that are self-isolating because of a suspected or confirmed case of coronavirus

It is really important that households who are self-isolating follow the government’s ‘Stay at home’ advice which states:

- Store personal waste, such as used tissues and disposable cleaning cloths, in disposable rubbish bags.
- Place these bags into a second bag, tied securely and kept separate from other waste.
- These bags should be put aside for at least 72 hours before being put in your usual external general waste bin.

Please do not take this waste to Garth Road Household Reuse and Recycling Centre, which is temporarily closed.

All other households

Residents should continue to use their recycling and rubbish collection service as normal. It is more important than ever to do everything you can to minimise the amount of waste you produce; that recycling is clean and dry, and that rubbish bags are all securely tied to help prevent spills and protect our collection teams and the public.

merton.gov.uk/recycling
COVID-19 update: your rubbish and recycling collection service

Impact of coronavirus on recycling and rubbish collections

With a reduced workforce, resources are being closely monitored to ensure the most essential services can continue to be delivered safely. Please bear with us; we are doing everything we can to keep core services running during this challenging period.

On your collection day – if we don’t empty your bins as scheduled, please visit our website for details of service changes: merton.gov.uk/recycling

Please leave your bins at the front edge of your property where our crews can see and easily reach them, but not on the road or the pavement. We will try to return to empty them in the coming days.

To report a missed collection, please use the report it function on our website.

Garth Road Household Reuse and Recycling Centre (HRRC)

The site will reopen on Wednesday 13 May, with revised opening times, for essential use only. Restrictions will be in place on the types of materials which can be disposed of. Booking is essential to restrict the number of people on the site at any one time, so that social distancing can be observed. Bookings can be made up to 48 hours in advance. Anyone visiting the HRRC without a valid booking will not be allowed access to the site. Please see our website for more information.

Bonfires

Please do not start bonfires for the disposal of your waste, as this has a dramatic impact on local air quality and can be harmful to people who are self-isolating.

Charity shops

Please do not leave your unwanted items outside charity shops, which are all closed at the moment, as this is fly-tipping. Store items you want to donate at home until you can drop them off when the charity shops re-open.

Bulky waste collection service

Bookings can be made for any weekday, excluding public holidays, by calling 020 8274 4902. Lines are open Monday to Friday, 9am to 5pm. In order to use the service, you must be up-to-date with council tax payments. Please be aware that waiting times may currently be longer than usual and we are sorry for any inconvenience that this may cause. Store your bulky waste items securely on your property until your scheduled day of collection.

merton.gov.uk/recycling

REPORT littering and fly-tipping at merton.gov.uk/fly-tipping

DO NOT use street or park litter bins for disposing of excess waste