

Blue box

Frequently asked questions

What can go into the blue box?

Yes	No
Newspapers	Cardboard
Magazines	Wrapping paper
Directories/Catalogues including yellow pages	Envelopes – unless you remove the plastic window and adhesive strip
Junk Mail	Sticky labels
Shredded paper (in a carrier bag)	Paper with glitter
Envelopes - if you remove the plastic window and adhesive strip	

How can I find out when my box and bin collection dates are?

Please visit our [collection dates](#) page to search by postcode.

Where do I present my bins, boxes and bags for collection?

Please present your bins, boxes and bags at the edge of your property, where it meets the pavement by 7am on the day of collection.

I am unable to move my bins or boxes out for collection. What can I do?

If you have a physical/medical condition/infirmity/a temporary injury/pregnancy leaving you unable to present your waste for collection, and there are no able bodied occupants at the property (over the age of 16), you can request an [assisted collection](#). Once approved you will receive an assisted collection for all bins, boxes and bags.

I have just moved into a house and there are no boxes at the property.

New residents are entitled to a blue and green kerbside recycling boxes free of charge. To request any containers please fill in the [request for a new bin](#) form.

My box has not been collected - report a missed bin/box

Please report a missed bin or box online with our [missed bin](#) form, or contact the Customer Contact Centre.

For more information, or to check you collection dates, please view our [Collection dates](#) and [missed bins or boxes page](#).

My box has been lost/stolen/damaged. Can I get a replacement?

Yes. Boxes are provided initially to new residents free of charge. On the first occasion we will provide a replacement box free of charge to replace lost or stolen containers. To request a box lid please complete the [replacement bins/boxes request form](#) or contact the Customer Contact Centre. Alternatively visit your local pick up point below:

- [Barton Local Link](#)
- [Ashby Library](#) and [Local Link](#)
- [Scunthorpe Central Library](#)
- [Park Library](#)
- [Brigg Library](#)
- [Crowle Library](#) and [Local Link](#)
- [Epworth Library](#) and [Local Link](#)
- [Goxhill Library](#)
- [Haxey Library](#)
- [Kirton Library](#)
- [Messingham Library](#)
- [Winterton Library](#) and [Local Link](#)

Do you provide box lids?

Box lids are also available at a cost, (see our [fees and charges](#)). Lids should be removed when presenting your boxes for collection.

To request a box lid please complete the [replacement bins/boxes request form](#) or contact the Customer Contact Centre. Alternatively visit your local library or local link – see links on question above.

I have extra paper that will not fit in my recycling boxes. Can I put out extra?

Yes. Excess paper will be accepted in a carrier bag next to your box.

How do I present shredded paper?

Place shredded paper in a carrier bag or wrap it in sheets of paper to stop the paper blowing out of the box and littering the streets.