



Women's
Pioneer Housing
Est 1920

BULK RUBBISH



TENANT INFORMATION GUIDE

Bulk Rubbish



What is fly-tipping?

If someone leaves rubbish, waste, recycling or bulky items anywhere other than inside the appropriate bin or designated area, it is fly-tipping. Fly-tipping is a criminal offence. It is also a breach of your tenancy agreement or lease. The waste or bulky item can also be a hazard – a fire hazard or cause someone particular with poor sight or mobility, to trip or fall and injure themselves.

Preventing Fly-Tipping: How you can help

WPH homes are in desirable areas and we all have a responsibility to keep our communal areas and gardens free of any rubbish and waste. We ask that all residents:

- Place all rubbish or waste in the correct bin. Please be aware that items on the floor may not be collected by the bin operatives, resulting in extra removal and disposal costs.
- Recycle all recyclable items to help with carbon footprint and place in appropriate receptacle.
- Report misuse of the bin store, by residents or members of the public, to the customer services team at WPH.
- Report any missed collections to your local council who are responsible for bin collections which is paid through your council taxes. The contact information may be on your notice board. If it is missing or incorrect, it will be on your council website.
- Arrange the removal of any bulky items through your local council or a licensed contractor.

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If you think someone is fly-tipping

Our Estate Compliance Officers visit your home regularly and will notice any fly-tipping. If you notice any rubbish or bulk items left in between their visits, start by checking with your neighbours in case it belongs to them - they may have already arranged for it to be cleared.

If you know who's responsible and you have spoken with them, but the rubbish is not removed, please let us know. We can remove it and charge the clearance costs to the person responsible. We will also consider any breaches of the tenancy/lease.

If no-one knows who is responsible, or you've seen fly-tipping by someone who isn't a resident, please let us know and if possible, include a photo of what has been left. This should be sent to our customer services team.



- Once we receive your report, we will try to visit first and contact all residents to see if we can trace who left the item(s). If the item is causing a hazard, we will arrange to have it removed as soon as possible. If the item is not on our land (e.g. on the street outside your home), it will need to be removed by the council so please contact the council directly.
- If we do not know who has disposed of the items or rubbish, all residents may have to pay for any costs to clear general waste, recycling or large items found in the communal areas. (This is why we will only remove items left on our land as the owner may have paid the Council for its disposal and we would not know).
- If you witness a non-resident fly-tipping, please gather as much information as it's safe to (for example, a vehicle registration) and report this to us and to CrimeStoppers.

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If the rubbish is not on WPH land

- Please report it to your local council, who should arrange for the fly-tipping to be removed.
- Alternatively, you can report it using FixMyStreet.
- The Keep Britain Tidy website explains more about what fly-tipping includes.



Please remember:

Removing rubbish costs WPH money. The costs are usually passed onto you and your neighbours through your service charges.

