



Your new waste collections are coming soon

We are introducing a new waste collection service in 3 phases across the district, from summer 2025.



newforest.gov.uk/WasteChanges

When your new waste collections will start

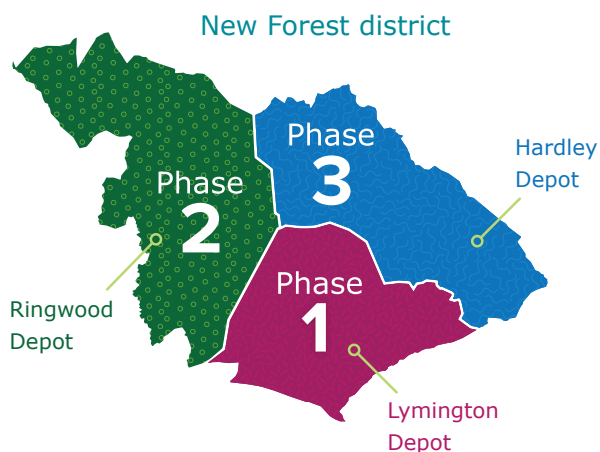
The new waste collection service will be introduced in phases with different areas starting at different times. Each phase area will have waste collections operating from one of our 3 depots in Lymington, Ringwood or Hardley.

The 3 phases

Phase 1 area starts from June 2025.

Phase 2 area starts from October 2025.

Phase 3 area starts from March 2026.



Check which phase you're in

We will send all properties a letter confirming which phase they are in, and will be writing to phase 1 residents first.

You can use your postcode to check which phase you are in, when your new waste collections start, and what type of service has been allocated to your property.

To do this, visit newforest.gov.uk/FindYourPhase

You can sign up to receive emails about your phase area at newforest.gov.uk/WasteEmails

New bins and food waste caddies

Households will get:

Rubbish bin

Black-lid

180 litre

Collected every 2 weeks, on the alternate week to your recycling collection



Recycling bin

Green-lid

240 litre

Collected every 2 weeks, on the alternate week to your rubbish collection



Outdoor food waste caddy

Brown caddy

23 litre

Collected weekly



Indoor food waste caddy

Grey caddy

5 litre



Glass collections will still be every 4 weeks, using your black glass collection box.

You may get different waste containers if you live in flats, or if we have assessed your property as unsuitable for wheelie bins. If this applies to you, we will write to you with details before the changes happen.

Other information

We're making these changes so together we can recycle food waste, throw away less, and create a more sustainable future for our district.

Before your new service starts, we will write to you with more information.

This will include:

- more details on how the service will work for you
- when we'll deliver your bins and caddies
- how to use your bins and caddies
- available support, including how and when eligible households can apply for a different size bin or extra bin
- any changes to your collection days
- your start date for the new service

If you need help putting your bins out

If you are unable to put your household waste out for collection due to a disability, illness or injury, you may be eligible for assisted collections. This service is for residents who do not have someone else at home who can help put their waste out. Details and criteria are available on our website at newforest.gov.uk/AssistedCollections

newforest.gov.uk/WasteChanges

waste.changes@nfdc.gov.uk

Waste changes enquiry line: 023 8028 5393