

HOUSEHOLD WASTE REGULATIONS 2024

LONDON BOROUGH OF TOWER HAMLETS

WASTE REGULATIONS MADE UNDER
LONDON LOCAL AUTHORITIES ACT 2007



The best of London in one borough

Tower Hamlets Council
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HOUSEHOLD WASTE REGULATIONS 2024

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In these Regulations:-

“clinical waste” and “hazardous waste” has the meaning given to it by the 2012 Regulations.

“collection” means the emptying of bins or caddies or the collecting of recycling sacks.

“collection point” means any point where waste is placed by the waste producer for collection by the council.

“HMO” or “House in Multiple Occupation” means any property that is occupied by more than one person whereby the occupants are not part of the same family (or partners).

“household” for the purpose of this document refers to any property that is liable for council tax.

“non-time banded street” means any street or public highway where no specific time bands exist but where waste presented for collection on a public highway must be removed within 2 ½ hours of its deposit.

“Public highway” means any street maintainable at public expense for the purposes of the Highways Act 1980.

“receptacle(s)” means any permitted container for waste including sacks.

“recyclable” is defined for the purpose of these regulations as clean material accepted by the materials recovery facility through Tower Hamlets Council’s contract with North London Waste Authority via the green sack service.

“residual waste” means anything no longer wanted by a household that is not deemed reusable or recyclable.

“reusable” is defined for the purpose of these regulations as anything that is no longer wanted by a household that could still be used by another person.

“storage point” means any point where waste is stored prior to placement at the collection point.

“street” has the meaning given to it by section 343 of the Public Health Act 1936.

“time banded streets” means streets where the presentation of waste on the street or public highway to facilitate collection is limited to times specified on signs displayed in that street. (There will be two time bands lasting two hour each for each street and will apply only on the side of the street on which signs are displayed)

“waste” means all unwanted materials and residual waste - specifically unrecyclable black bag waste.

1. Street-level Properties

1.1 Definition of a kerbside collection property

1.1.1 If a household is required to present their waste in sacks on the pavement outside their property then it is by definition a 'kerbside collection property' for the purpose of these regulations.

1.1.2 There may be instances where households on 'kerbside collection property' provide their own receptacles where permitted to do so by the Council. These households are also defined as a 'kerbside collection property' for the purpose of these regulations.

1.1.3 **Any black sack placed out for collection should not be** excessively heavy, and or must not present a health and safety risk to our crew. Where the collection crew cannot safely pick up a bag it will not be collected. The householder, or person responsible for the waste storage, will be required to remove sufficient material from the bag so that it can be safely collected on the next scheduled collection day.

1.2 Type and numbers of receptacles for household waste from kerbside collection properties

1.2.1 All households on kerbside collection for residual waste are required to present their waste in their own black sacks made of robust quality so as not to allow any spillage or seepage onto the public highway or at the collection point.

1.2.2 In the instances that households are permitted to provide their own dustbins, the bin must be BS EN840 Standard compliant.

1.2.3 The Council will provide residents on kerbside collection properties with clear recycling sacks for disposal of the expected production of recyclable waste from their premises. Clear sacks are delivered twice yearly but residents can order more as required. All cardboard is to be broken down and flattened before placing it in your recycling sack/container.

1.2.4 The Council will provide recycling wheelie bins to ground floor kerbside collection properties with a front garden on request. The recycling bin must be stored within the curtilage of the property and not on the public highway.

1.2.5 **Currently, food waste collection is available to kerbside collection properties who live on the ground floor. The Council will provide residents with free receptacles for the disposal of food waste. This includes a 7 litre kitchen caddy for use within the property, a 23 litre kerbside caddy for presentation of waste for collection and disposable liners for the 7 litre caddy. These items will be delivered only on request by the household and remain the property of the Council at all times.**

1.2.6 Household waste receptacles shall be maintained by the occupiers of the relevant premises in a reasonable state for storage of waste without sharp edges or holes and with all handles in good condition. They should be fit for purpose and not pose any health and/or safety risk to Council operatives.

1.2.7 A household waste receptacle shall not be considered to be suitable if it allows waste or fluids of any kind to escape or cause litter.

1.3 Placing of receptacles for household waste from kerbside collection properties for the purpose of facilitating the emptying of them

1.3.1 Any container permitted for the presentation of waste or recycling should be presented for collection within the property boundary where the boundary wall/fence meets the highway unless otherwise stated by the council or where a pre-agreed assisted collection is in place. If properties are located down a private driveway/access road, then the containers must be presented within the property boundary where the private driveway/access road meets the adopted highway unless otherwise agreed/directed by an officer of the Council.

1.3.2 Any bin permitted for the presentation of residual waste must be presented for collection with the bin lid completely closed and all content contained within the bin. Placing residual waste out for collection outside of the bin is not permitted and may be subject to enforcement action.

1.3.3 Waste receptacles may be stored or presented for collection on the public highway only when and where permitted to do so by the Council.

1.3.4 No waste should be stored or presented for collection on the public highway unless specifically permitted by the Council.

1.3.5 Households with fences higher than 4ft or otherwise preventing sight of the receptacles on the property must place the receptacles out for collection on the public highway. They are permitted to do so from 21:00 pm the day before the scheduled collection and the bin must be out no later than 07.00 am on the day scheduled for collection by the Council. These bins must be moved off the public highway by 21:00 pm on the day that the collection has taken place.

1.4 The substances or articles which may or may not be put into kerbside collection property waste receptacles

1.4.1 Recyclable material must not be disposed of in residual waste receptacles. A list of materials that the Council accepts for recycling can be found on the Council's website recycling pages. Food waste must not be disposed of in residual waste bins.

1.4.2 Non-recyclable materials must not be placed in the recycling bags, including nappies and textiles. Food waste must not be disposed of in recycling bags.

1.4.3 Food waste must not be disposed of in any bin other than the food waste bin

1.4.4 Bulky and reusable items should not be disposed of through household bins.

1.4.5 Clinical waste must be disposed of as directed by the resident's GP or hospital.

2. Communal Waste Properties

2.1 Definition of a communal waste property

2.1.1 If a household disposes of their waste and recycling in a shared communal bin of any size, then it is defined as a 'communal waste property' for the purpose of these regulations.

2.2 Type and numbers of receptacles for household waste from communal waste properties

2.2.1 Where the Council, owners, occupiers, landlords or managing agents of premises provide communal bins for waste and recycling, they must comply with the Council's policies for such provision as per the Council's Household Recycling and Rubbish Collection Policy. This includes the number, size, construction and placement of the bins and this provision must be approved by the Council's Waste Strategy Team through the planning process.

2.2.2 All receptacles to be emptied or collected by the Council shall be hired or provided by the Council or sourced privately to the agreed BS EN 840 standard.

2.2.3 A communal food waste bin will be provided by the Council.

2.2.4 A household waste receptacle shall not be considered to be suitable if it allows waste or fluids of any kind to escape or cause litter.

2.2.5 All communal bins provided by the Council, either free of charge or through a hire agreement, remain the property of the Council.

2.2.6 You don't need sacks to recycle. Empty your recycling into the communal recycling bins loose or use any clear sack.

2.2.7 The Council will provide residents with free receptacles for the disposal of food waste. This includes a 7 litre caddy for use within the property and disposable liners for the 7 litre caddy. These items will be delivered only on request by the household and remain the property of the Council at all times.

2.2.8 Household waste receptacles shall be maintained by the providers/ hirers of the receptacle in a reasonable state for storage of waste without sharp edges or holes and with all handles in good condition. They should be fit for purpose and not pose any health and/or safety risk to Council operatives.

2.2.9 Waste should not be placed on the floor of the bins storage area. Waste on the floor will not be deemed to be presented for collection and will not be removed.

2.2.10 In all cases the storage point or collection point for any household waste must be physically separated from any storage point or collection point for trade waste.

2.3 Placing of receptacles for household waste from communal waste properties for the purpose of facilitating the emptying of them

2.3.1 The placement of communal waste and recycling bins must comply with the Council's policies as per the Council's Household Recycling and Rubbish Collection Policy document and be sited no further than 10 metres from the collection point.

2.3.2 If this is not possible then there must be a waste strategy in place explaining how the bins will be serviced that has been approved by the Council through the planning process.

2.3.3 As per the Council’s Household Recycling and Rubbish Collection Policy document, there must be an area provided in or near to the communal bins for the placement of bulky waste prior to collection.

2.3.4 All collection points for household waste shall be fully accessible to the Council.

2.4 The substances or articles which may or may not be put into communal household waste receptacles

2.4.1 Recyclable material must not be disposed of in residual waste receptacles. A list of materials that the Council accepts for recycling can be found on the Council’s website recycling pages.

2.4.2 Non-recyclable materials must not be placed in the recycling bins, including nappies and textiles. Food waste must not be disposed of in recycling bins.

2.4.3 Food waste must not be disposed of in any bin other than the food waste bin where the property receives food waste collection service.

2.4.4 Bulky and reusable items should not be disposed of through household bins.

2.4.5 Clinical waste must be disposed of as directed by the resident’s GP or hospital.

3. Time Banded Properties

3.1 Definition of a time banded property

3.1.1 If a household is located on a street designated as a time banded street and has not been provided with a receptacle for waste containment then it is defined as a ‘time banded property’ for the purpose of these regulations.

3.1.2 If a property on a time banded road has been provided with a receptacle for waste or is communal waste property then it is not a ‘kerbside collection property’ as per section 1 regardless of its location on a time banded road.

3.1.3 The streets where timebands are in place are shown in the table (it should be noted that they are subject to change to suit business needs and so Tower Hamlets Council’s website should be consulted for the most current version):

TOWER HAMLETS WASTE SERVICES LOOP VEHICLE COLLECTION TIMES AM&PM (MONDAY -SUNDAY)							
Street Name	Property Nos.	Business	Residents	Time Band AM	Collection AM	Time Band PM	Collection PM
East India Dock Road	4 -8, 10A-50	Y N	Y Y	05.25 - 07.25	07:25-09:25	16.05-18.05	18:05-20:05

Commercial Road	162-240, 378-382, 406, 410, 412, 490, 502-514, 526, 528, 536-548, 556-576	Y Y Y Y Y Y Y Y Y Y	Y Y Y Y Y Y Y Y Y Y	05.25 07.25	-	07:25- 09:25	16.10- 18.10	18:10- 20:10
Cannon Street Road	113-187 116-130 132-170 172-178	Y N Y Y	Y Y N Y	05.40- 07.40		07:40- 09:40	16.25- 18.25	18:25- 20:25
New Road	11-135 8-34	Y Y	Y Y	05.55- 07.55		07:55- 09:55	16.40- 18.40	18:40- 20:40
Commercial Road	30, 36A, 38-82, 86-160	Y Y Y Y	Y Y Y Y	05.55- 07.55		07:55- 09:55	16.40- 18.40	18:40- 20:40
Leman Street	15, 117-143 40, 52-70	Y Y Y Y	Y Y Y Y	06.05- 08.05		08:05- 10:05	16.55- 18.55	18:55- 20:55
Whitechapel High Street	122, 126-133,	Y Y	Y Y	06.15- 08.15		08:15- 10:15	17.05- 19.05	19:05- 21:05
White Church Lane	3-21 2-10 16-24	Y Y Y	Y Y N	06.15- 08.15		08:15- 10:15	17.05- 19.05	19:05- 21:05
Whitechapel High Street	65 -71	Y	Y	06.25- 08.25		08:25- 10:25	17.25- 19.25	19:25- 21:25
Commercial Street	41A, 43, 43A, 47, 79, 91, 103, 105A, 105, 107A, 109, 111A, 117, 137-143, 149-159, 167,	Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	Y Y Y Y Y Y Y Y Y Y Y Y Y N N N N	06.40- 08.40		08:40- 10:40	17.30- 19.30	19:30- 21:30
Fashion Street	3-29 31-59	Y Y	N Y	06.55- 08.55		08:55- 10:55	17.40- 19.40	19:40- 21:40
Middlesex Street	86-92 94-102	Y Y	Y N	06.55- 08.55		08:55- 10:55	17.40- 19.40	19:40- 21:40
Cobb Street	1-9 2-18	Y Y	N N	06.55- 08.55		08:55- 10:55	17.40- 19.40	19:40- 21:40

Bell Lane	1-39 6-16	Y Y	N N	06.55- 08.55	08:55- 10:55	17.40- 19.40	19:40- 21:40
Wentworth Street	1-79 2-64	Y Y	Y N	06.55- 08.55	08:55- 10:55	17.40- 19.40	19:40- 21:40
Middlesex Street	36-84	Y	Y	06.55- 08.55	08:55- 10:55	17.40- 19.40	19:40- 21:40
New Goulston Street	2-14 1-13	Y Y	N N	06.55- 08.55	08:55- 10:55	17.40- 19.40	19:40- 21:40
Goulston Street	36-50 41-47	Y Y	N N	07.10- 09.10	09:10- 11:10	17.55- 19.55	19:55- 21:55
Whitechapel High Street	96-74, 101, 102-105,	Y Y Y	Y N N	07.10- 09.10	09:10- 11:10	17.55- 19.55	19:55- 21:55
Osborn Street	3 5-17, 29-33 2-20, 22-42	Y Y Y Y Y	Y N N N Y	07.10- 09.10	09:10- 11:10	18.05- 20.05	19:55- 21:55
Brick Lane (osborne to Bacon)	2-12 14-28 40-138 154-198 9-11 13-27, 35-39, 41-47, 53-57, 59, 61-63, 65-79, 81-95, 97-101, 125-141,	Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	Y N Y Y N N Y Y Y Y N Y N N Y Y	07.25- 09.25	09:25- 11:25	18.05- 20.05	20:05- 22:05
Cheshire Street	1-19 2-40	Y Y	Y Y	07.25- 09.25	09:25- 11:25	18.05- 20.05	20:05- 22:05
Brick Lane	200-226 143-149	Y Y	Y Y	07.25- 09.25	09:25- 11:25	18.15- 20.15	20:15- 22:15
Bethnal Green Road	64-118 15-51	Y Y	N N	07.25- 09.25	09:25- 11:25	18.15- 20.15	20:15- 22:15
Redchurch Street (via Ezra St)	9-117 28-58	Y Y	Y Y	07.25- 09.25	09:25- 11:25	18.20- 20.20	20:20- 22:20
Hanbury Street	4-66 88-96 17-41 43-67 103-111	Y Y Y Y Y	Y N N Y N	07.40- 09.40	09:40- 11:40	18.40- 20.40	20:40- 22:40
Princelet Street	31-65 32-46	Y Y	Y Y	07.40- 09.40	09:40- 11:40	18.40- 20.40	20:40- 22:40
Bethnal Green Road	123-161 213-487	Y Y	Y Y	07.40- 09.40	09:40- 11:40	18.40- 20.40	20:40- 22:40
Cambridge Heath Road	339-341, 343, 349, 351-375, 385-399,	Y Y Y Y Y	N N Y Y N	07.40- 09.40	09:40- 11:40	18.40- 20.40	20:40- 22:40

Hackney Road	2- 12A 28, 114 - 152, 154, 176-184 186-200, 246-252, 254-288, 292-312, 322-328 332-340 388-390, 400 - 406C, 408-412, 430A, 472 [8 UNITS]	Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	Y Y Y Y N Y Y Y Y Y Y Y Y Y Y Y Y Y Y	07.40- 09.40	09:40- 11:40	19.25- 21.25	21:25- 23:25
Hackney Road	375, 389 -399, 443, 461-467, 469 -531,	Y Y Y Y Y	N Y Y Y Y	07.40- 09.40	09:40- 11:40	19.25- 21.25	21:25- 23:25
Cambridge Heath Road	475-505, 507 -513, 517A, 288 -280, 270, 274- 278, 256, 242-232, 204A, 204,	Y Y Y Y Y Y Y Y Y Y Y	Y N N Y Y Y Y Y Y Y Y	07.40- 09.40	09:40- 11:40	19.25- 21.25	21:25- 23:25
Bethnal Green Road	120-160 216-492	Y Y	Y Y	08.25- 10.25	10:25- 12:25	19.40- 21.40	21:40- 23:40
Whitechapel Road	1-13, 15-19, 21-29, 31-45, 57-59, 75 -unit 3, 75 -Unit 4, 75 - Unit 2, 97-137, 183-195, 197 - 315, 333 -337	Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	N N Y N N N N N Y Y Y Y Y Y Y Y Y Y Y	08.55- 10.55	10:55- 12:55	19.50- 21.50	21:50- 23:50

Mile End Road	1-25, 33-35, 39-43, 45-47, 53-67 69-89, 91-95, 169A, 169, 191, 193, 199-207 209-211, 213-223 241-243 245-253, 359-381B 383A-391 395 -399	Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	N Y Y Y Y N N Y Y Y Y N Y Y Y N Y Y	09.25- 11.25	11:25- 13:25	19.55- 21.55	21:25- 23:25
Bow Road	119-125, 161-175, 181-191, 199	Y Y Y Y	Y Y Y Y	09.25- 11.25	11:25- 13:25	19.55- 21.55	21:55- 23:55
Bow Road	50, 68-74, 116, 116B,	Y Y Y Y	N Y Y Y	09.25- 11.25	11:25- 13:25	19.55- 21.55	21:55- 23:55
Mile End Road	560-566A 572A -588 630 -648	Y Y Y	Y N Y	09.25- 11.25	11:25- 13:25	19.55- 21.55	21:55- 23:55
Burdett Road [Mile End Rd to Eric St]	1, 11, 21-25 27-107	Y Y	N Y	09.25- 11.25	11:25- 13:25	19.55- 21.55	21:55- 23:55
Mile End Road	82-86, 88, 90-102, 104 106-110, 112-150, 154-158, 160-172, 182-184 186-230 422-426, 552-558,	Y Y Y N Y Y Y Y Y Y Y Y Y	Y Y Y Y Y Y Y Y Y Y Y Y N	09.25- 11.25	11:25- 13:25	19.55- 21.55	21:55- 23:55
Whitechapel Road	2-32, 38-100, 102, 104-106, 108-146, 176 -178, 208 -208A, 214 -234,	Y Y Y Y Y Y Y Y	Y Y N Y Y Y N Y	09.25- 11.25	11:25- 13:25	20.05- 22.05	22:05- 00:05
Vine Court	1-13 2-8	Y Y	N Y	09.55- 11.55	11:55- 13:55	20.05- 22.05	22:05- 00:05

Commercial Road	817-787, 667-653, 641-633, 595-601, 373-303, 275-269, 259-255, 237-231, 225-219, 199-193, 187-159, 151-93, 79, 33	Y Y Y Y Y Y Y Y Y Y Y Y	Y Y Y Y Y Y Y Y Y Y Y Y	10.05- 12.05	12:05- 14:05	20.05- 22.05	22:05- 00:05
Burdett Road	318 -334	Y	Y	10.25- 12.25	12:25- 14:25	20.25- 22.25	22:25- 00:25
Grove Road	2A - 10A 12, 12A-12B 51 - 53 101,	Y N Y Y Y	Y Y N N Y	10.25.12.25	12:25- 14:25	20.25- 22.25	22:25- 00:25
Roman Road (grove to St Stephens)	345-349, 351-369A, 371-389, 391-407, 409-425, 429-445, 449-471, 473-503,	Y Y Y Y Y Y Y Y	Y Y Y Y Y Y Y Y	10.25- 12.25	12:25- 14:25	20.25- 22.25	22:25- 00:25
Roman Road (Parnell to Cambridge)	511A -521, 531 - 577, 579 -597, 599 -613, 615-633. 510-630 414-468, 470-480, 462-506, 50, 80-100, 136-138, 140-170, 230-238, 19 - 35, 37-49, 87-141, 191-211,	Y Y	Y Y Y Y ? Y N Y N N N N Y Y Y Y Y N	10.40- 12.40	12:40- 14:40	20.25- 22.25	22:25- 00:25
Cambridge Heath Road	148-138 86-64, 28-18. 283-303 179-183	Y Y Y Y N	Y Y Y Y Y	10.40- 12.40	12:40- 14:40	20.40- 22.40	22:40- 00:40
East India Dock Road	159-185 187-195 197-267	Y Y Y	N N Y	10.50- 12.50	12:50- 14:50	20.50- 22.50	22:50- 00:50

3.2 Type and numbers of receptacles for household waste from time banded properties

3.2.1 Time banded properties are permitted to place their residual waste out for collection on the public highway (pavement) in black sacks/bin liners during the time bands for their street.

3.2.2 The Council does not provide residual waste containment to time banded properties.

3.2.3 Any residual waste sack placed out for collection should weigh no more than 5kg.

3.2.4 The Council will provide residents on time banded properties with clear recycling sacks for disposal of the expected production of recyclable waste from their premises. Clear sacks are delivered twice yearly but residents can order more as required.

3.2.5 Time banded properties are permitted to place their recycling out for collection on the public highway (pavement) in the Council-provided clear sacks or their own clear sacks during the time bands for their street.

3.2.6 Any recycling sack placed out for collection should weigh no more than 7kg.

3.2.7 Time banded properties are not permitted to place food waste on the public highway at any time unless specifically permitted by the council.

3.3 Placing of receptacles for household waste from time banded properties for the purpose of facilitating the emptying of them

3.3.1 Time banded properties are permitted to place their waste and recycling out on the public highway (pavement) for collection in the appropriate receptacles only during the time bands for their street.

3.3.2 The receptacle(s) should be placed on the highway close to the curb outside the address where the waste was produced. It should not be placed in such a location where it impedes movement of pedestrians on the pavement or access to business properties.

3.3.3 If the receptacle(s) have not been collected after 2 hours after the time band has ended then the receptacle(s) should be brought back in and placed out again for the next time band.

3.4 The substances or articles which may or may not be put into household waste receptacles from time banded properties

3.4.1 Recyclable material must not be disposed of in residual waste receptacles. A list of materials that the Council accepts for recycling can be found at the Council's website recycling pages.

3.4.2 Non-recyclable materials must not be placed in the recycling bins/sacks, including nappies and textiles.

3.4.3 Bulky and reusable items should not be disposed of through household bins.

3.4.4 Clinical waste must be disposed of as directed by the resident's GP or hospital.

4. Bulky waste collections

4.1 Unless otherwise agreed by the Council, when a request for collection of bulky waste from a premises producing household waste is made, the bulky waste shall be placed for collection either on the footway immediately adjacent to the front door/gate or entrance way of the premises (but not so as to block access to or exit from neighbouring premises and allowing safe passage on the footway for pedestrians to pass unimpeded) or visible and readily accessible within the door/gate or entrance way.

4.2. When a request is made to the Council to collect bulky waste, that waste must be readily removable by two operatives without the use of mechanical handling aids.

4.3 Where the Council agrees to collect bulky waste from a collection point not on the street immediately adjacent to the front door/gate or entranceway of the premises or readily accessible within the front door/gate or entranceway, then the occupier shall take such steps as are required to facilitate collection. Such steps may include the removal of obstructions and protecting fixed and mobile property from accidental damage.

4.4 Where the Council agrees to collect bulky waste from premises, the bulky waste shall be placed on the street no earlier than 21:00 pm the day before the scheduled collection and no later than 07.00 am on the day scheduled for collection.

4.5 Any bulky waste should be clearly marked with the order reference number. No waste other than that specified in the bulky waste collection order should be placed out for collection.

5 Non-Clinical waste/ offensive waste

5.1 Non-Clinical waste/ offensive waste describes healthcare and similar municipal waste, apart from clinical and hazardous waste. Examples include nappies, feminine hygiene products and incontinence waste. This is non-infectious waste and does not require specialist treatment or disposal.

5.2 The Council will collect non-clinical / offensive waste from residential properties where we have received a referral from either a GP or a hospital and the amount of offensive waste totals more than 7kgs per week.

5.3 If the total amount of offensive waste is less than 7kgs per week then the waste can be placed in the normal residential waste stream.

5.4 If a resident has more than 7kgs of offensive waste to dispose of but it will not be routinely produced, then the Council will likely collect it as a 'one-off' collection.

6 Clinical waste

6.1 Clinical waste is defined as any waste which may cause infection to any person coming into contact with it. This may consist wholly or partly of: human or animal tissue; blood or other body fluids; excretions; drugs or pharmaceutical products; swabs or dressings; syringes; needles or other sharp instruments. It is waste which unless rendered safe may prove hazardous to any person coming into contact with it.

6.2 This service is only available to residential households in Tower Hamlets, the Council cannot collect clinical waste without a referral from a GP or healthcare professional.

6.3 You can get referrals for the service from NHS surgeries in Tower Hamlets that have access to the online referral form via the EMIS system. Application information can be found on the council website - [Clinical and healthcare waste collections \(towerhamlets.gov.uk\)](https://www.towerhamlets.gov.uk)

6.3 Drugs or pharmaceuticals are not permitted in the regular waste or offensive waste collections; drugs or pharmaceuticals need to be returned to the GP or chemist where they came from.

6.4 Householders MUST NOT dispose of syringes, needles and other hazardous healthcare waste in either the general rubbish or recycling streams.

7. Notices under Section 46 Environmental Protection Act 1990

7.1 Where on or after 1st December 2024 the Council serves a notice on the occupier of any premises, then the specific requirements in such a notice shall take precedence over any conflicting provision in these regulations.

7.2 Where the occupier of a domestic property, a caravan or a moored vessel used wholly for the purposes of living accommodation is of the opinion that because of age or disability it is not possible to comply with any regulation, then that person or his agent may apply to the Council for exemption from specified requirements imposed by the Council to support the application for an assisted collection. If you do not have anyone to help you move your rubbish and recycling out for collection, we would like to help. To request an assisted collection or for more information please contact us on 020 7364 5000.

7.3 For the purposes of section 23(4) of the London Local Authorities Act 2007 (penalty charges) an application under regulations 3-8 shall be treated as a reasonable excuse until the Council either rejects the application in writing or issues a notice to take precedence over any or all of the specified provisions in these regulations for such period as the Council considers to be reasonable.

7.4 Compliance with these regulations shall not be taken to constitute compliance with other legislative provisions including those legislative provisions which relate to the licensed storage, treatment and disposal of controlled waste. In the event of conflict between these regulations and any statutory provision, the statutory provisions shall take precedence.