

Blue bins recycling incentive – frequently asked questions

Why do you have an incentive scheme for recycling?

Before the scheme began three quarters of the residents in Bracknell Forest were recycling. The aim of the scheme was to increase this and encourage more residents to recycle, which will help to reduce the amount of waste sent to landfill. We also hope the scheme will help improve the quality of recycling collected and encourage all of our residents to recycle the right materials.

What can I recycle?

You can recycle the following in your blue bin: plastic drink, detergent and shampoo bottles; food and drink cans; pet food cans; empty aerosol canisters; all paper and card (including newspapers, telephone directories, and Yellow pages, toilet and kitchen roll tubes, cereal, soap powder and flattened cardboard boxes). Further information can be found here; <http://www.bracknell-forest.gov.uk/householdwastedomesticbins>

How do I join the incentive scheme?

Joining the scheme couldn't be easier. Firstly you need an e+ card, if you don't have one then see next question for details on how to apply. You can join online, in person at your local library, leisure centre or council office, or by phone on 01344 352000. Once you have registered you will be sent an activation pack, this will include an electronic tag to put on the back of your blue bin.

How do I get an e+ card?

If you haven't already registered with the e+ scheme, you can order one for free online, or you can visit the council offices at Time Square. They can also be ordered from libraries and council-run leisure facilities. Alternatively you can call 01344 352000 or join online <http://www.bracknell-forest.gov.uk/applyforanepluscard>

If you need to replace a lost e+ card there will be a £5 charge.

There are three people in our house with an e+ card; can we all register for the scheme?

No, only one e+ card holder per household can receive the points on the incentive scheme.

I don't recycle, how do I get a blue bin?

You can order online; https://bracknell-forest.achieveservice.com/fillform.php?form_id=FDf6BDD0-BE03-4CD4-B94F-4170798ABEDC or call customer services on 01344 352000 to request a blue bin.

I live in a block of flats with a shared bin. Can I join the scheme?

Yes, properties with communal bins can join the scheme. You will not receive an electronic tag in the post to place on your bin as our contractor, SITA UK, will be putting electronic tags on all communal bins. You will receive points when your bin is collected. If your bin is contaminated – in other words, the wrong material is put into the bin – nobody in the block will receive any points. A sticker will be placed on the bin to notify that the bin contained the wrong materials.

I live on my own and don't generate much waste or recycling. Is it still worth me joining the scheme?

Yes. Bracknell Forest's recycling incentive scheme is rewarding residents for recycling. We give points based on your participation in the recycling scheme. Points are not awarded based on the amount that you recycle.

How many points will I get?

Each time your blue bin is collected, regardless of the amount recycled, you will receive 200 points. As your blue bin is collected fortnightly you can receive a maximum of 5,200 points per year.

How do I keep track of the points I'm getting?

Once you've joined the scheme you can log on to your account at any time to see how many points you've received and what rewards are available. Your points balance can be checked online; <https://eplus-rewards.smartcitizen.net/public/login.aspx>

You can also find out how many points you have by contacting customer services on 01344 352000 or visiting one of the Council run library or leisure sites.

I don't have a computer at home, so how can I manage my account?

All Bracknell Forest libraries have computers that can be used free of charge by library members. Alternatively you can ask the library staff to check your account for you, or call customer services on 01344 352000.

I have forgotten my password, how can I log in?

To log into your rewards account you need to use your full e+ card number without spaces, and the password you set on your e+ card account. If you have forgotten your password you will need to follow the lost password process on the e+ site; <https://eplus.smartcitizen.net/public/start>

A temporary password will then be sent to your registered email address. The temporary password will not work in the rewards portal, so you will need to log into the e+ site and then set a new password. This will then work in the rewards portal.

What can I use my points for?

The range of rewards will be limited mainly to leisure rewards such as tickets to The Look Out Discovery Centre, membership at Bracknell Leisure Centre or a pitch and putt session at Downshire Golf Complex. We are also looking at ways the points can be saved towards discounts on items such as garden composters and water butts. Each time you log on to your account you will be able to see the rewards available and the total points you have to use. Any new rewards schemes and special offers available will be promoted through the council website and in council publications.

How long will it take for my points to be added to my e+ card?

Please allow up to two weeks after collection for the points to be added to your e+ card.

Can I transfer my points to someone else's account?

Yes you can, simply log into your account online; <https://eplus-rewards.smartcitizen.net/public/login.aspx>

Once you are logged in select 'Your Account' from the menu at the top of the screen. Then follow the steps on the screen to transfer points to another persons account.

What happens if I move?

If you are moving house (within the borough) please call customer services on 01344 352000. They will make the necessary arrangements to ensure that you still receive your points at your new home provided you continue to recycle.

I need a new bin because mine is damaged. Will getting a new bin affect my scheme membership?

Not at all, when SITA UK delivers your new bin it will already be stickered to ensure that you continue to receive your points.

The electronic tag on the back of my bin has come off/is damaged, what shall I do?

Please telephone customer services on 01344 352000 to arrange for a new electronic tag to be sent out for your bin.

What happens once I've registered for the incentive scheme?

If you live in a household with a dedicated blue bin you will be sent an activation pack in the post. The pack will contain further details about the scheme and an electronic tag to stick to the back of your bin. It is important you follow the instructions as we use the tag to tell if you have recycled at each collection. If you live in a block of flats and share a communal bin, our contractor SITA UK will have placed an electronic tag on your bin(s). You will still receive a letter in the post giving you further details about the scheme and what you can and can't recycle if you register.

How long will it take for my activation pack to arrive?

You will receive your activation pack no later than four weeks from the date of your registration.

What if my bin gets mixed up with my neighbours, how will I get my points?

All households with a single blue recycling bin will receive a tag to place on the back of the bin. The sticker will be sent to you in the post after you have signed up to join the scheme. The sticker will have the first line of your address printed on so you can check it is your bin when you put it away following collection.

Are there any reasons why I may not receive my points?

Yes. If your bin was not presented for collection, or your bin was contaminated – in other words, the wrong material was put into the bin you won't receive any points. If your bin was found to be contaminated when emptying you will receive a contamination sticker. If the contamination is obvious your bin won't be emptied and you will have received a contamination sticker, a clear bag and a letter explaining what to do.

What if I don't want to sign up to the scheme?

That's fine. You don't need to take any action and your recycling will continue to be collected. We will only be logging details of those people who are registered in the scheme as they participate