

## Strike Action: Frequently Asked Questions

### How long will the strike last?

The strike action started at 5am on 18 August and is expected to last until 4.59am on 30 August. We're developing a detailed recovery plan so the clean-up can begin immediately following the strike.

Please check our [website](#) and [twitter](#) regularly for updates on suspended services and when collections will restart in your area. It may take a while for collections to get back on schedule after the strike ends.

### Why is there a strike?

This is a national dispute over pay with strike action planned across the country. Discussions are ongoing between council leaders, trade unions and the Scottish Government with a view to agreeing a pay deal and resolving the dispute.

Edinburgh is the first local authority in Scotland where the action is taking place with strike action confirmed to go ahead in other Councils unless agreement is reached.

### Which services are not running?

- Waste and recycling collections, including all communal and kerbside bins and boxes
- Street cleansing including litter bins
- Recycling centres
- Flytipping collections
- Bulky uplift service
- Bin deliveries and repairs

### How will it affect me?

During the strike there will be no bin collections or street cleaning services.

If you use our wheelie bin service, please don't put your bins out on your scheduled collection day until the strike ends. If you use our communal bin service, please don't leave waste next to full bins or on the street. Recycling centres are also closed and flytipping and bulky uplift services are suspended.

Please [follow the guidance on our website](#) on how to reduce and manage your waste responsibly. We'll also [update our website](#) and our [Twitter account](#) regularly with the latest news and advice, so please check them regularly.

### When will my bins be emptied?

We're developing a detailed recovery plan so the clean-up can begin immediately following the strike. It may take a while for services to get back to normal after the strike.

We'd recommend you [check our website](#) and [Twitter](#) account regularly for advice about when services are restarting and what you need to do.

### I use communal bins, what should I do?

Collections are suspended for all communal waste and recycling bins. Please do not add to full bins. Check nearby bins instead, and when these are all full, store your waste at home, or in your back green or garden if possible. Do not leave bags next to bins unless this is unavoidable, as it can become a hazard.

Keep separating your waste and rinse pots, tubs and trays, and rinse and squash your plastic bottles and aluminium cans, so that these don't smell while you store them. Flatten cardboard too.

Keep food waste in a sealed container, as cool as possible.

**I use the kerbside wheelie bin service, what should I do?**

All kerbside wheelie bin, food waste and blue box services are suspended. Please do not put these bins out and follow this advice:

Non-recyclable waste collections (grey bins). Please keep your waste safe, secure and away from pavements and roads. Consider using a garage, garden or driveway and ensure strong bin bags are properly secured.

Mixed recycling collections (green bins). Please keep your recycling clean and flattened, and stored safely.

Food waste collections (grey/black food caddies). Please do not put your food bin out. Please ensure your kerbside food waste bin is closed and secured to prevent animal access.

Glass collections. Please rinse bottles and jars and store these at home. Please do not use on street or local bring site recycling points to dispose of your glass. We do not have the staff resources to empty these or clean up fly-tipped material.

Garden waste collections. We understand the disappointment this will cause and at the moment, we cannot advise when the service will be running normally again.

We're working on how best to replace the affected collections and will be in touch with customers directly with more information as soon as we can.

**Are litter bins being emptied and street cleansing services running?**

There are no street cleansing activities, including street sweeping and litter bin emptying. Please either use a bin that's not full or take it home and double bag it to reduce smells.

**What should I do with my dog's poo if bins are full?**

Keep bagging your dog's poo when you're out and about and if the bins are full, please double bag it and take it home.

**Can I book a bulky uplift?**

This service is suspended. If you have booked a bulky uplift, we will contact you to reschedule.

**Can I use a recycling centre?**

No, recycling centres are closed during the strike. You can still book an appointment for after 30 August.

If you've booked an appointment for before 30 August, we'll contact you by email to cancel your booking and give you details on how to rebook.

**Will I get a refund for missed garden waste collections?**

We're working on how best to replace the affected collections and will contact customers directly with more information as soon as we can.

**Why are you still signing up garden waste customers when you're not doing collections?**

We're asking for anyone interested in the next year of collections, which will start on 7 November, to sign up - the current strike action is due to last until 30 August.

**Why can't I report a missed bin on your website?**

We've removed all online reporting for waste and cleansing as we are unable to carry out these services during the strike.

If you need to report an emergency issue where waste is causing injury or hazard, please phone and listen to the new options carefully. Phone 0131 608 1100, from Monday -Thursday 1000-1600 and Friday 1000-1500. After these hours, phone 0131 200 2000.

You can also email [waste@edinburgh.gov.uk](mailto:waste@edinburgh.gov.uk) with the specific location and details of the issue.

Please be mindful that staff working will be very busy and are all doing their best to deal with a lot of issues at this time.