



WELCOME BOOKLET

**USTOM: UNION OF WASTE TREATMENT ORGANISATIONS OF
CASTILLON AND LA REOLE**

3 lieu-dit Pièce de l'église - route d'Eynesse
33890 PESSAC-SUR-DORDOGNE

+33 (0)5 57 84 00 20 OU SUR WWW.USTOM.FR

USTOM
TRIENS AUJOURD'HUI POUR PROTÉGER DEMAIN

WORD OF WELCOME

Ladies and Gentlemen,

Welcome! You are now living in the territory of the USTOM.
This booklet aims to explain the specific arrangements for waste management across the 112 municipalities we cover.

We serve some 70,000 people living in the different local authority areas.

The USTOM develops services which enable waste to be sorted and recycled quickly and efficiently. For example, there are voluntary waste drop-off points (these can be found on a map available at www.ustom.fr) as well as our 'Recyclerie', an innovative recycling facility. There are also 6 waste collection centres at your disposal on presentation of an access card that is free of charge for the general public. These centres also provide compost free of charge – just the thing for keen gardeners!

Over many years, the efforts of our local inhabitants have reduced the rate of household waste. You too can help sort waste by following the guidelines set out in this booklet and the collection regulations*. By recycling effectively we can protect our future!

In this booklet you will find all the information on how to get or change your bins, how the subscription works and guidelines for sorting waste.

Do not hesitate with any questions you might have.

To get in touch or for more information



www.ustom.fr



+33 (0)5 57 84 00 20

* You can check out the collection regulations for waste collection centres and for local authorities in our catchment area on our website www.ustom.fr



The ustom is a semi-public inter-municipal body in charge of collecting and processing waste and applies an incentive-based pricing method. The reason for this is to be fair To users and to encourage a reduction in the amount of landfill waste. To do this, we apply the "polluter pays" principle and users' bills are proportional To the amount of waste produced.

KEY FIGURES

- 👉 The USTOM has one of the lowest price rates in Aquitaine, making us one of the most competitive in the region.
- 👉 Since the creation of the USTOM in 2012 and thanks to everyone's efforts, the rate of household waste has been reduced by 35%, ranking our area among the best in France when it comes to recycling waste.



BECOME A REAL ECO-CITIZEN

YOU TOO CAN CONTRIBUTE TO THIS EXCELLENT PERFORMANCE TO HELP PROTECT OUR FUTURE.

HOW DOES THE SUBSCRIPTION WORK FOR INDIVIDUAL CUSTOMERS?

An initial bill is sent to all citizens for a fixed amount. It includes standing subscription charge and the fixed annual payment for the 18 household waste collections per year. New arrivals who move in during the year will be charged on a proportional basis.

Subsequently, if you exceed the annual fixed amount, a second bill will be sent for the additional waste collections: this is the incentive-based variable part of the bill, based on the nature and number of waste removals and allows the user to pay the fairest price according to their consumption.

The annual invoice - or fixed part - for individual customers includes :

- 👉 **The collection of household bins 18 times a year**
- 👉 **The collection of the yellow recycling bin every 2 weeks**
- 👉 **Collection from voluntary waste drop-off points and bottle banks**
- 👉 **Access to the 6 waste collection centres in the area**
- 👉 **Free compost available from these centres**

The collection calendar is available at the town hall and on the website www.ustom.fr

GUIDELNES

I'm moving in

or

The composition of my household has changed (I want to reduce or increase the size of my bin)

or

I'm moving out

01

Note down the number of your bin to facilitate the procedure.

02

Just 1 step

Get in contact with your Town Hall or go onto the USTOM website www.ustom.fr to fill in the online form

03

An USTOM official in charge of your area will process your request. He or she can be reached on 05 57 57 84 00 20 or on ri@ustom.fr

If there are already bins at the house and they have been registered, you can use them.

or

If there are bins available but they are not suitable, you can still use them until they are changed.

or

If there are no bins available: once you are registered, an official will contact you when the bins are available to pick up at the nearest waste collection centre.

ADDITIONAL INFORMATION

- 👉 If there you have no space to store bins, we can provide you with prepaid bin bags.
- 👉 To **avoid a bin being collected** when you did not want it to be, you can ask for a free fluorescent bracelet (Only for bins that have to be left outside the house).
- 👉 If waste needs urgent removal, it is possible to purchase rolls of 25 or 50 litre prepaid bin bags. Visit the Rauzan or 'Recyclerie' sites or one of the 6 waste centres and bring your ID to pick them up. All you have to do is drop off your bin bags at the waste collection centre or put them next to your bin at the next collection.

RECYCLABLE WASTE

Plastic



Metal

(e.g. steel, aluminium)



Paper/cardboard/newspapers



In bulk (thanks)

New bin for waste SORTING !

Glass



FALSE FRIENDS

Materials not allowed for sorting
Recyclable materials that often go into household waste



Do you have any doubts or questions?
Contact the USTOM on 05 57 57 84 00 20
Or visit the website ustom.fr

HOW CAN YOU BECOME A GOOD RECYCLER?

LET'S NOT TURN OUR PLANET INTO AN OPEN-AIR DUMP.
RESPECT OUR BEAUTIFUL COUNTRYSIDE, RESPECT OTHERS AND LET'S PASS
ON A CLEAN ENVIRONMENT TO OUR CHILDREN.
OUR REGION IS ON THE PATH TO EXEMPLARY WASTE MANAGEMENT,



WE ARE COUNTING ON YOU.

- 👉 Only leave prepaid USTOM bin bags on the street. All other bags left on the street are considered as fly tipping.
 - 👉 When you go to a voluntary waste drop-off point, put your rubbish in the bin. Leaving rubbish next to the bin is considered as fly tipping
 - 👉 Respect the days when you have to take the bins out: take them out the evening before and bring them back in the next evening.
 - 👉 Take bulky items to the waste collection centre. This is included in the annual fee! The list of waste centres is available at www.ustom.fr
 - 👉 It is prohibited to burn waste (including green waste, regardless of the season).
 - 👉 Visit www.ustom.fr to see the collection calendar and the maps of voluntary waste disposal terminals.
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Offenders face heavy penalties

A fine of up to €150 for fly tipping in any public or private place.
A fine of up to €750 for fly tipping that obstructs roads or public walkways.
Fines can be as high as €1,500 for the above-mentioned offences when they are committed with the use of a vehicle.

THE 'RECYCLERIE'

Since 2011, the USTOM has been developing the 'Recyclerie', an innovative recycling facility. The aim is to promote recycling by reusing and re-purposing materials donated or disposed of by customers.

By giving used materials a second life, this solution offers a sustainable alternative to filling up landfill sites.

Every customer can go directly to the 'Recyclerie' to dispose of their materials (e.g. dishes, clothes, furniture, household appliances, etc). The different materials are then cleaned, dismantled and customized... to be resold at low prices in the shop.

The disposal or purchase of items in the shop is not reserved only for USTOM customers and is open to all citizens.

The 'Recyclerie' is also a place for exchanging and sharing ideas. It hosts events throughout the year such as workshops, exhibitions and conferences.



La
Récyclerie
par l'USTOM

3 lieu-dit Pièce de l'église
route d'Eynesse
33890 Pessac-sur-Dordogne

The shop is open every
Wednesday and Saturday
from 10 am to 6 pm



Find the map for waste collection centres and voluntary waste drop-off points in Town Halls in the USCOM catchment area or at www.ustom.fr



Union des Syndicats de traitement des déchets du Castillonnais et du Réolais
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