



## GUIDE TO SEPARATE WASTE COLLECTION IN THE MUNICIPALITY OF VICENZA



Municipality of Vicenza

**aim**  
ambiente

## SERVING THE CITY, SAFEGUARDING HEALTH

AIM Ambiente deals with the full urban waste cycle in the Vicenza municipal area using methods ranging from highly mechanised systems through to household door-to-door services.

AIM Ambiente has more than 160 vehicles serving a catchment area of approximately 113 thousand inhabitants, with a total number of 61,800 registered users including businesses and industry.

By 2013 AIM Ambiente has achieved a separate waste collection level in excess of 65%, and works continually to achieve even more ambitious targets, with campaigns to raise awareness and provide information.

## SEPARATE WASTE COLLECTION IS COMPULSORY

The penalties stipulated by legislation\* can be avoided by being socially responsible and separating waste correctly (\*75-150 euro, by Order of the Mayor on 18/05/2011 General Protocol No. 34529 and Council decision no. 147 of 18/05/2011)

The following rules are in force in the municipality of Vicenza:

- a requirement to separate waste
- a ban on non-compliant disposal methods
- a ban on dumping
- a ban on unauthorised use of facilities by non-residents





**Video surveillance equipment managed  
by the local police department operates  
in the municipal area**





## SORTING PAPER AND CARDBOARD

### PERMITTED

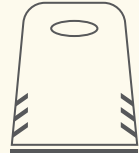
- newspapers, magazines, books, notebooks
- continuous forms
- foodstuff boxes and cardboard packaging (folded and flattened)
- multilayer packaging (Tetra pak®, milk and fruit juice cartons), without tops or plastic parts and without residue.

### NOT PERMITTED

- paper with glue residue
- greasy containers (e.g. pizza boxes if dirty)
- PE coated paper (e.g. for cold cuts)
- self-copy paper (e.g. faxes, receipts)
- carbonless-copy paper
- paper cups and plates

### DISPOSING OF PAPER

The collection system differs depending on the residential area. Depending on space and road layout, there are white or yellow recycling banks and yellow wheelie bins in the historic centre of the town. Furthermore, a door-to-door collection is provided in the monument area of the historic centre and some external areas according to a set calendar.



Roadside recycling bank



Roadside wheelie bin

Collection of material which is loose but tied together, in boxes or paper bags.



Door-to-door in some areas





## SORTING GLASS

### PERMITTED

- glass bottles
- glass jars
- broken glass
- non-medical bottles
- drinking glasses

### NOT PERMITTED

- glazing from windows (must be taken to disposal sites)
- ceramic cups and plates
- porcelain
- plates
- light bulbs

### DISPOSING OF GLASS

The collection system differs depending on the residential area. Depending on space and road layout, there are green recycling banks, or green wheelie bins in the historic centre of the town.



Roadside recycling bank



Roadside wheelie bin





## SORTING PLASTIC AND METAL PACKAGING

### PLASTIC (PACKAGING ONLY) - PERMITTED

- bottles (e.g. water, soft drinks, oil, juice, milk etc.)
- bottles, dispensers (e.g. shampoo, bubble bath, soap, detergents, household cleaning products, syrups, creams, sauces, yoghurt etc.)
- cans for distilled water
- bottles for bleach or other household products (if rinsed)
- plastic bags
- food tray packaging (e.g. for fruit, vegetables, snacks etc.)
- film covering newspapers and magazines
- bags and pouches for foodstuffs
- plastic jars
- cling film
- plastic cups and plates



Roadside recycling bank



Door-to-door

In some areas:  
transparent bags

### METAL (PACKAGING ONLY) - PERMITTED

- tins
- aluminium foil for foodstuffs
- non-flammable spray canisters
- cans and tins for meat, fish and legumes
- tubes
- yoghurt lids
- caps and capsules

### PLASTIC - NOT PERMITTED

- various plastic objects
- dirty plastic containers
- toys
- plastic cutlery
- syringes
- coffee pods

### METAL - NOT PERMITTED

- cans with the remains of paint or dyes
- canisters (with inflammable or harmful substances)
- filters
- containers with irritant, inflammable, toxic products

### DISPOSING OF PLASTIC AND METAL PACKAGING

**The collection system differs depending on the residential area.**

Recycling banks and wheelie bins distributed throughout the area for the collection of plastic and metal packaging are blue.

Furthermore, a door-to-door collection is provided in the monument area of the historic centre and some external areas according to a set calendar.





## SORTING ORGANIC WASTE

### PERMITTED

- fruit and vegetable waste
- waste from meat and fish
- garden waste (plants, flowers, grass cuttings etc.)
- dairy products
- eggshells
- rotten food
- coffee grounds and coffee
- small and large bones
- dirty paper and cardboard (e.g. dirty pizza boxes)
- ashes
- excrement from small animals
- dirty paper tablecloths and napkins

### NOT PERMITTED

- vacuum cleaner bags
- disposable nappies and sanitary protection
- textiles
- varnished wood
- coated paper
- vegetable oils

### DISPOSING OF ORGANIC WASTE

Organic waste must be disposed of in brown wheelie bins. Request a 7-litre organic waste bin from our offices at Contrà Mure San Rocco 23 for domestic organic waste. As an alternative to roadside disposal, anyone with a garden or vegetable patch can request a composter from AIM Ambiente.



Roadside  
recycling bank

### COMPOSTERS AVAILABLE

AIM Ambiente provides composters free of charge to citizens in the Vicenza municipal area.  
Request your composter by telephoning: **0444 394008** or **0444 394003**, or sending an e-mail to:

[infoporta.porta@aimvicenza.it](mailto:infoporta.porta@aimvicenza.it)



Domestic  
composting





## SORTING GARDEN WASTE

### PERMITTED

- branches and leaves
- grass cuttings
- various types of garden waste

### NOT PERMITTED

- ceramics
- plaster and building material
- stones

### DISPOSING OF GARDEN WASTE

Use of the home collection service is preferred, by requesting the free door-to-door service. It is also possible to participate in domestic composting activities.

Alternatively, areas with roadside containers have green wheelie bins or take your waste to the nearest recycling centre.

### REDUCING WASTE CHARGES

Anyone joining the garden waste scheme with household wheelie bins can request a reduction of 5%. This is not cumulative with the reduction of 20% applied for domestic composting.



Roadside recycling bank



Domestic composting



Roadside wheelie bin



Recycling facility container







## SEPARATE WASTE COLLECTION DOMESTIC COMPOSTING

### WHAT IS IT?

Domestic composting is a natural process designed to obtain compost from organic food and garden waste. A domestic composter will produce compost for use in the garden or vegetable patch in 3 to 6 months.

### REDUCING WASTE CHARGES

Anyone participating in the scheme can request a tax reduction of 20%, which is not cumulative with the 5% reduction applied to the collection of garden waste.

### PERMITTED

- wilted cut flowers, plants with/without root balls
- stale or mouldy bread, egg shells and bones
- coffee grounds and tea filters
- various leaves, sawdust and straw
- grass cuttings
- twigs, shavings, bark and pruned material
- plain paper, cardboard, paper tissues, baking parchment, napkins
- pieces of wood or leaves present in mature compost which have not broken down
- untreated citrus peel
- small amounts of ashes
- leftovers of meat, fish, cheese and cold meats
- dog and cat litter
- plant leaves resistant to breaking down (magnolia, conifer needles)

### NOT PERMITTED

- plastic-coated cardboard, glass, metal
- magazines, colour prints, coated paper in general
- vacuum cleaner filters
- weeds or diseased plants
- scraps of timber treated with chemical products (solvents, varnishes)

### COMPOSTERS

These aerated containers are designed to reproduce a natural process that transforms organic substances into fertile humus. A few simple rules which can be demonstrated by staff at AIM Ambiente are all that is required for domestic composting.

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Domestic  
composting



## SORTING USED CLOTHING AND TEXTILES

### PERMITTED

- clothing
- shoes
- bags
- household linen
- blankets
- curtains

### NOT PERMITTED

- dirty rags
- worn textiles
- general waste

### DISPOSING OF USED CLOTHING

Yellow recycling banks are available for the collection of used clothing.

### GARMENTS IN GOOD CONDITION

If garments are in good condition and can be reused they can be given to Cooperativa Insieme, where they can be recycled through their fair trade policies.

### WARNING

Do not try to remove garments from recycling banks.  
Contact support organisations for assistance if required or  
**telephone 0444 394008.**



Roadside  
recycling bank





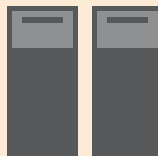
## SORTING BATTERIES AND MEDICINES

### PERMITTED

- used batteries
- packaging for medicines
- out-of-date medicines

### NOT PERMITTED

- car batteries
- mobile telephones, smart phones or tablets
- small electronic devices with batteries incorporated



Roadside  
recycling banks

### DISPOSING OF BATTERIES AND MEDICINES

Used batteries and out-of-date medicines can be disposed of in the grey containers with flaps which are generally situated in pharmacies or tobacconist shops. Medicines and batteries (also from mobile telephones, watches etc.) can also be taken to recycling facilities.





## SORTING VEGETABLE OILS

### PERMITTED

- used vegetable oil
- fats (e.g. lard, margarine etc.)

### NOT PERMITTED

- remains of fried foods
- other oils (e.g. lubricant mineral oils or motor oil)

### DISPOSING OF VEGETABLE OILS

Can be taken to our recycling facilities free of charge.

AIM Ambiente provides reusable free containers for collecting household vegetable oil, which can be emptied free of charge at our recycling facilities.

Do not pour vegetable oil down domestic drains as this contaminates the water.

### OBTAINING A BETTER SERVICE

It is advisable to fill the container for used cooking oil completely before taking it to a recycling centre.





## OTHER WASTE

This refers to anything which cannot be inserted in containers designed for separate waste collection, including and not limited to the items listed below.

### PERMITTED

- PE coated paper or dirty paper
- pencils, crayons, pens and felt tips
- clothes pegs
- lighters and cigarette ends
- music tapes, video tapes, CDs and DVDs
- adhesive tape
- disposable nappies and sanitary protection
- vacuum cleaner bags
- dust
- ceramics
- porcelain
- incandescent bulbs
- nylon hosiery
- anything that cannot be included in separate waste collection

### NOT PERMITTED

- paper, cardboard etc.
- glass
- metal
- organic waste
- plastic
- garden waste
- used clothing
- electrical appliances, electronic gadgets and toys
- low-energy bulbs
- batteries
- medicines
- bulky items
- recyclable packaging (e.g. polystyrene, plastic fruit and vegetable trays, cling film etc.)

### DISPOSING OF OTHER WASTE

The collection system differs depending on the residential area.

### USER REGISTRATION OR TRANSFER

Users registering for the service or moving to another area of the town should collect the magnetic controlled access key or container for door-to-door collection from the offices at Contrà Mure San Rocco 23 from 9.00 to 11.00am, Monday to Friday, or by appointment.

For further information:

[infoporta.porta@aimvicenza.it](mailto:infoporta.porta@aimvicenza.it)



Roadside recycling bank



Roadside wheelie bin



## BULKY WASTE

AIM Ambiente manages three recycling facilities in conjunction with social cooperatives for the disposal of large bulky items. See page 16 for details on recycling facilities and disposal information.

### **BULKY WASTE HOME COLLECTION**

This service is free for domestic users and collection is quarterly and includes 5 items in one collection, with a maximum of 20 items in any one year, therefore this is not a service for clearing premises.

On calling the department the operator will agree a pick-up time and method, and provide information on how to prepare items, which should be easily accessible if possible and ready for collection.

Employees carrying out the service can easily be identified by their personal ID badge showing the AIM Ambiente logo and the cooperative appointed.

This service is supplementary to the home waste collection service and is especially useful in areas where the door-to-door scheme is already in operation.



AIM Ambiente provides a convenient bulky waste collection service from Tuesday to Friday, between 8.30 and 12.30 and 15.00 to 19.00.

To book a home collection for bulky waste items call

**Freephone  
800 748 746**

Bulky items can also be taken to AIM's three North, South and East recycling facilities free of charge.



## DISPOSING OF DURABLE GOODS WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE)

### PERMITTED

This category includes various types of waste, especially WEEE (waste electrical and electronic equipment) such as:

- fridges
- televisions
- computers
- cookers, ovens and microwaves
- washing machines and dishwashers
- other electrical and electronic items

### DISPOSING OF DURABLE GOODS - WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE)

Domestic users can take items to the following recycling facilities: Ricicleria Nord (North facility) at Via De Faveri, 7, (Tel. 0444 514649), Ricicleria Ovest (West facility) at Via Fornaci, 5 (Tel. 0444 560507), which are open Monday-Friday in the afternoons from 14.00 to 19.00, and Saturday from 9.00 to 18.00 (winter) and from 9.00 to 19.00 (summer).

Note! Dumping durable goods in the Vicenza municipal area is illegal and punishable by a fine.



Durable goods such as fridges, washing machines, televisions, computers etc. should be given to retailers at the time of purchasing a new durable item.

## RECYCLING FACILITIES IN THE MUNICIPALITY OF VICENZA

AIM Ambiente manages three recycling facilities in conjunction with social cooperatives for the disposal of bulky items which can be recycled, such as.

- sheet glass
- plastic containers and items
- paper and cardboard
- wood
- garden waste
- scrap iron and other metals
- items of furniture
- books
- furnishings
- car batteries
- medicines
- batteries
- used clothing
- nylon
- polystyrene
- vegetable and mineral oils
- empty containers for toxic and inflammable waste
- modest amounts of aggregate (only North and West recycling facilities)
- domestic appliances and other durable goods (only North and West recycling facilities)
- low energy and neon lamps (only North and West recycling facilities)
- tyres (only North and West recycling facilities)
- printer cartridges and toners (only North and West recycling facilities)

Non-domestic users can only bring non-hazardous separated waste by completing the relevant form.



### REUSE

Waste which has the potential for reuse is collected in special areas at the three council recycling facilities.

Once checked, sorted, cleaned and repaired, these items can be put on the wholesale or retail market again.

The objective is not only financial or environmental but also social - all types of operatives are employed in accepting, logging and sorting anything which it is not sensible to throw away.

**REUSE BOXES for filling with items in good condition have been delivered to residents in order to encourage the REUSE scheme.**



### VICENZA RECYCLING FACILITIES - ADDRESSES & OPENING TIMES

#### RICICLERIA NORD (North Recycling Facility)

Via De Faveri, 7 (off Strada Postumia)

Tel. 0444 514649

from Monday to Friday 14.00 - 19.00

Saturday 9.00 - 18.00 (winter) / 9.00 - 19.00 (summer)

#### RICICLERIA OVEST (West Recycling Facility)

Via delle Fornaci, 5 (off Via del Mercato Nuovo)

Tel. 0444 560507

from Monday to Friday 14.00 - 19.00

Saturday 9.00 - 18.00 (winter) / 9.00 - 19.00 (summer)

#### RICICLERIA SUD (South Recycling Facility)

Via S. Venier, 47

(off Viale Riviera Berica in Longara)

Tel. 0444 240803

from Tuesday to Friday 14.00 - 17.00

Saturday 10.00 - 17.00



## CLEANING THE TOWN

Street cleaning is essential for keeping the roads and public areas in the Vicenza municipal area clean and tidy, and AIM Ambiente has a constant commitment to providing this service.

Street cleaning services are carried out exclusively in the Vicenza municipal area. AIM Ambiente operates with professional expertise on our streets every day, providing the community with a quick, efficient service to preserve the beauty of the city.

### STREET SWEEPING

AIM Ambiente employs both manual operatives and mechanical means (where possible) to ensure the streets and public areas are constantly kept clean throughout the entire Vicenza municipal area.

This service is implemented according to a set schedule which includes service timetables for each area.

#### SPAZZAMENTO STRADALE



Manual and mechanical road sweeping is carried out in relation to the characteristics of the area, vehicular traffic and level of use.

Manual and mechanical road sweeping is carried out in relation to the characteristics of the area, vehicular traffic and level of use.



This service is currently carried out on Sunday mornings and afternoons, and at night during the course of the week.

Manual sweeping activities also include emptying waste paper bins, replacing bags, and replenishing dog scoop dispensers.

#### STREET WASHING



Street washing is usually carried out at night in monument areas from March to November, even if it has been raining, and during the day in areas outside the historic centre of the town. The street washing service is suspended during winter months for reasons of safety.

The service structured in this way provides a kind of "sanitisation", as it combines all three principal activities: manual sweeping, mechanical sweeping (vacuuming) and street washing.



#### PRESSURE WASHING

Pressure washing is an essential addition to standard cleaning activities and is designed to treat areas and architecture of significant value, and remove excrement.

#### WEED REMOVAL



During the course of the year AIM Ambiente carries out numerous weed control operations to remove weeds growing along roadsides and public footpaths.

This service aims to control weeds to facilitate street cleaning operations. The product used is absorbed by the plant foliage and does not produce residue or unwanted side effects, as it is quickly broken down by organisms in the environment.

## HOW TO IMPROVE SEPARATE WASTE COLLECTION



### 1. REDUCE WASTE VOLUMES

When possible, flatten plastic containers and bottles and flatten cardboard boxes so they take up less space in containers.



### 2. RINSE CONTAINERS

Rinsing food or liquid containers limits odours from containers and facilitates recycling operations at recycling facilities.



### 3. LEAVE OUT FULL CONTAINERS

In the case of door-to-door collection, only leaving out containers when necessary helps to reduce waste collection operations and contain pollution and costs.



### 4. COMPLY WITH COLLECTION TIMES

In the case of door-to-door collection, comply with the collection times outlined in the calendar so waste is in the street for as short a time as possible. Avoid using roadside containers at night so residents are not disturbed by noise.



### 5. DO NOT DUMP WASTE

Waste left outside containers must be collected by operators outside normal shift times, wasting time and money for the community. Dumping waste is illegal and liable to severe penalties.



## WASTE CHARGES

### WHAT IS TARI?

TARI is a charge paid for cleansing department services, which include waste disposal and collection and street cleaning services.

### WHO IS LIABLE TO PAY TARI?

Anyone with premises or areas subject to the waste charge. TARI is calculated and issued by AIM Vicenza Spa as the manager of the service and collection of the charge.

### REGULATION FOR THE APPLICATION OF TARI

TARI was established by Vicenza Council on 01/01/2014 in accordance with Act no. 147 of 27.12.2013.

TARI is designed to cover management and disposal costs for urban and urban-classed waste.

The TARI regulation and forms to apply for reductions are available at [www.aimambiente.it](http://www.aimambiente.it) and at AIM branches.

This information could alter following changes to existing legislation or implementation regulations

### SAVE ON BILLS, REDUCE WASTE

Save on bills and help the environment with composting, garden waste collection, and reusable nappies.

**Guaranteed savings.**



Collecting garden waste at home



Reusable nappies



Domestic composting



For info on these and other reductions:

[www.aimambiente.it](http://www.aimambiente.it)

[infoporta.porta@aimvicenza.it](mailto:infoporta.porta@aimvicenza.it)



**AIM Ambiente S.r.l.**  
Contrà Pedemuro San Biagio, 72 - 36100 Vicenza  
Tel. 04444 394911 - Fax 044 321496  
protocollo@aimvicenza.it - www.aimvicenza.it

**Operational headquarters:**  
Contrà Mure San Rocco, 23 - 36100 Vicenza  
Tel. 04444 394012 - Fax 044 394871

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