

## Key to the other messages in the container scanner window

The following texts and images may also appear in the scanner window of the container.



### Close lid

First close the insertion drum properly before continuing with

#### STEP 1.



### No access

Your container card has no access to this underground container. A RED light appears on the scanner window.

Storten weer  
toegestaan vanaf  
**01-01 20:10**

### Waste may be deposited again from 01-01 20:10

The container is temporarily out of service until the date and time displayed. (For example: The container can be used again from 20:10 hours on 1 January).



### Full

The insertion drum is locked because the container is full. It is not possible for you to use this container. Please note the number of the container and report it to the municipal authorities.



### Out of service

A RED light appears in the scanner window when you present your card. If this image is displayed, it is not possible for you to use the container.



## USER GUIDE

Underground waste container

# Creating a clean city TOGETHER

In this folder, you can read all about how to use the underground waste containers and the container card.

### Reporting to Leiden City Council

Use the digital notification form on the internet: [www.leiden.nl/ondergronds](http://www.leiden.nl/ondergronds)  
Or phone the Council's central number: 14 071

## Creating a clean city **TOGETHER**

## User guide to the underground waste container

You can deposit all your domestic waste in the underground waste container. Your container card gives you access to waste containers located at the specified location.

### Using your container card

The container card unlocks the lid of the underground waste container. When you stand in front of the lid, you see the scanner window for the container card on the left.



#### Present your card

1. Hold your container card above the scanner window. In the window, a green light appears and you hear a 'click'. The lid is now unlocked.



#### Raise the lid to open it.

2. Deposit your refuse bag in the drum.



#### Position your waste and close the lid

3. Close the drum by carefully lowering the lid. Your refuse bag now falls into the container and the lid is locked again.
4. The next refuse bag can be presented (Step 1). Do not forget to scan your container card again.

## PLEASE NOTE!

### What is permitted in the container

Domestic waste in a closed bag may be deposited in the underground waste container. It does not matter whether you use a refuse bag, a pedal-bin bag or plastic carrier bag. The bag must be properly closed so that the underground container does not become dirty and start to stink.

### What is not permitted in the container

The underground waste container is only intended for domestic residual waste. Small chemical waste, plastic, paper and cardboard, glass, textiles, electrical appliances and building and demolition waste may not be deposited in this waste container. To find out what to do with this waste, go to [www.leiden.nl/afval](http://www.leiden.nl/afval).



### Emptying the waste container

The underground waste containers for domestic residual waste are equipped with a communication system that automatically reports when the container is almost full. A message is sent directly to Leiden City Council. The underground container is then emptied as soon as possible.

Is the container full, or is there a malfunction? Please note the number of the container and report it to the municipal authorities.

### Loss, theft or damage

Because your container card has a chip, you may under no circumstances drill any holes in it. If your container card is lost, stolen or damaged, you can apply to the municipal authorities for a new card. Your old card will be blocked after you have applied for a new card.

### Moving house

The container card is the property of Leiden City Council and is linked to your house. When you move house, please leave the container card and this guide behind for the new residents.

### Report waste next to the container

Waste that has been placed next to the container is a source of inconvenience and irritation for local residents. If you see waste next to the underground container, please report it to the municipal authorities as soon as possible.

Special investigators (BOAs) working for Leiden City Council patrol and enforce to ensure that inappropriate waste is not dumped in or near the containers.

### Prevent odour nuisance

- Do not overfill your refuse bag. The bag must fit in the drum.
- Tie the bag properly.
- Place loose waste in a refuse bag, pedal-bin bag or plastic carrier bag.
- Place fish and meat waste in extra plastic packaging.

For all information about underground containers, go to: [www.leiden.nl/ondergronds](http://www.leiden.nl/ondergronds)

Leiden City Council central telephone number: 14 071