

Grandmother delighted after 'recycled' cash is recovered

A woman from Wiltshire who accidentally put an envelope containing more than £1,000 out with her recycling has expressed "absolute delight" at having the money returned to her by staff from Hills Waste Solutions.

Ann Honour, from Chippenham, had placed the envelope containing £1,017 to pay for building work next to a pile of newspapers she wanted to recycle. By accident she scooped it up with the papers and placed into her kerbside recycling bin. It was only after her kerbside box had been cleared by Hills staff yesterday (Thurs) morning that she realised the money was gone.

A Hills spokesperson said: "Mrs Honour called our helpdesk as soon as she realised what had happened. We immediately contacted the vehicle and called it back to our materials recycling facility at Lower Compton.

"On arrival the paper was tipped out and half a dozen Hills staff painstakingly searched through the pile of paper for the A4 size envelope that she had described.

"In the end it was the driver of the collection lorry who discovered the envelope with the money inside. We immediately sent a member of staff round to Mrs Honour's house.

"We're really pleased to have been able to help out. Previously we have had everything from passports to cruise tickets accidentally put out for recycling. We're delighted Mrs Honour hasn't found herself out of pocket."

Mrs Honour said: “My daughter told me that my horoscope said I would be lucky with money but didn’t think so after I realised I’d accidentally put the envelope out for recycling.”

The grandmother, who is also the North Wiltshire Co-ordinator for the University of the Third Age, added: “To be honest I thought I had no chance, but I rang the help number and they said they would have a look. I was absolutely delighted when they lady called round with my envelope.

“I did give Hills a card to say thank you, which they accepted, and a reward, which they said they could not.”

Hills Waste Solutions is responsible for kerbside collections of recycled material across Wiltshire. It handles around 94 tonnes each day, 251 days a year. Each recycling round is logged and there are fixed phones inside each vehicle so it was a simple matter for Hills to quickly identify which crew would have collected Mrs Honour’s black box. From the time Mrs Honour called the Hills helpline at 11.30am to when the money was returned, a little over 90 minutes had elapsed.

If residents have any queries about their black box recycling, from getting an extra box to what materials can be put in, they can call 0845 6032085 between 8.30am and 5pm, Monday to Friday.

ENDS

Notes to editors:

Mrs Honour has said that she does not wish to have her photo taken. If any journalists would like to speak to her they are requested to contact the Hills Waste Solutions press office.



A photo of the recycling team and the person who found the money can be arranged for Monday (11 July) afternoon.

Hills Waste Solutions Limited

Hills Waste Solutions offers a range of specialist waste management and recycling services to both the public and private sector. It is a dynamic regional business which, while centred on Wiltshire, has stretched its boundaries into neighbouring areas to become one of the region's largest providers of waste solutions. Hills Waste Solutions is a wholly owned subsidiary of The Hills Group Limited, a privately owned family company established in 1900. www.hills-group.co.uk

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