

## Garden waste collection service 2021 - Terms and Conditions

If you subscribe before 28 February 2021 you will receive all 17 scheduled collections between March and November 2021.

You can subscribe any time during the year and the full annual charge applicable at the time is payable. You will only receive the remaining balance of the 17 scheduled collections of this service which runs from March until November, and you will still pay the same price for the year.

If you choose to pay for the service part way through the year this does not entitle you to carry over the service to the following year. **Any application is valid from March to November for the year regardless of the time that you apply to join the scheme.**

The price is a fixed charge regardless of when you join the service.

If you do not wish to sign up for the new garden waste service, your garden waste bin will not be emptied.

There are no refunds given once you have paid. The council will incur administration costs in excess of the fee paid so we cannot afford to refund fees.

There are no concessions available to senior citizens, or those in receipt of any form of benefit.

The price is £32.50 (2021 fee) per year to have your first bin emptied, and an additional £20 (2021 fee) per year per bin for any additional bins, up to a maximum of four. You are entitled to receive your first bin free of charge, however, if you require replacement or additional bins there is a charge of £25 per bin. This is a service charge to cover the costs of delivery of the bin which cannot be collected in person.

If you lose or damage your garden waste bin(s) please contact us. We will charge you £25 for delivering a replacement.

We strongly recommend that your bin is labelled with your property number.

If you received the garden waste service in the past you can expect to be eligible to subscribe again. If you did not receive this service it may be that your property is either too remote or it cannot be accessed by our collection vehicles. Due to these reasons each case will be considered by a Recycling and Refuse Manager.

The maximum number of bins we are willing to empty from one property alone is four. You must leave the bin at the kerbside with the handle facing the road, as normal, so it is easier for the crews to see the sticker if it is beneath the handle and take in your bin as soon as possible after it has been emptied.

We cannot guarantee that your collection day will be the same as your current day. If your collection day changed, you would be informed directly.

All bins are of standard size, which is the same size as the recycling bin. If you consider one bin is not sufficient you are able to order additional bins at a cost.

No side waste will be taken.

If you qualify for an Assisted Collection Service nothing changes in this regard. You will continue to receive help with bringing your bin to the kerbside and having it returned on your property if you subscribe.

The subscription is for the property only and the garden waste collection service is not transferable. The payment made is not refundable or refundable if you move to a new house after payment. If you move into a property where the previous occupier has subscribed for the service, then the service will continue to be provided until the end of the current year.

Please do not place garden waste in plastic bags. Place it as it is directly in the bin. We strongly recommend that you do not compact materials in the bin as they will not tip out during the automated emptying process.

You must not overfill your residual waste bin with garden waste or put outside garden waste. Overloaded and heavy rubbish/recycling bins will not be emptied.

We do not collect soil as this service is for composting only. Putting soil in the bin is likely to put the weight over the lifting limit of the vehicle.

Contamination: Please do NOT put in food waste including meat, fish, fruit, salad and vegetables; plastic or plastic packaging; any packaging; vegetable peelings and egg shells; tea bags or coffee grinds; large items of garden waste, for example tree trunks; soil and rubble.

We will not empty a contaminated bin. The householder must remove the contamination and present the bin for the next scheduled collection. A return will not be made where the bin could not be collected due to contamination.

There are no refunds for missed collections, but we will come back as soon as we can to empty your bin if it has been missed due to a reason which is our fault. Please leave your bin out and we will return to empty it.