

Garden Waste Subscription Service Terms and Conditions

The Service

1. The new optional paid for garden waste service is a fortnightly collection of a small 140 litre or larger 240 litre green-lidded garden waste bin. This replaces the existing food and garden waste service.
2. A normal subscription year will run from April to March and cost £65 per bin. The service will begin in November 2019. If you apply before November 2019 you will get 17 months for the price of 12 months which would normally cost £65 per bin (for the first year only). You will need to renew your subscription in Spring 2021 for the following year (April 2021 – March 2022). Further details on charges and payment for the service are contained on the Council's website.
3. You are expected to continue to use your existing green-lidded bin(s) for garden waste. This is better for the environment than issuing new bin(s).
4. If you require larger, smaller or additional bins, as requested at the time of subscription, these will be arranged by Monday 4th November 2019, when the new service starts.
5. Collections start from 6.30am and garden waste must be left outside for collection before this time. Bin(s) must be placed in an accessible and clearly visible location, as close to the front of the property boundary. Bin(s) must not be left on the public highway. Bins must be taken back into your property following collection and on the same day as your designated collection day.
6. Bin(s) will only be delivered to properties where there is suitable space for a bin that is off the public highway. Bin(s) will not be left on the public highway.
7. Only items specified on the Council's website will be collected. Any items not specified, or any garden waste left at the side of the specified bin(s) will not be collected. Any materials within the bin(s) which are not garden waste will need to be removed ahead of the next scheduled collection.
8. Lids of bin(s) must be fully closed; open lids or overflowing bin(s) will not be collected as this can cause damage to the machinery of the collection vehicles.
9. Where your bin(s) is not collected because it hasn't been presented in accordance with these terms and conditions we will not return until the next scheduled collection day. The collection crews will have logged the reason for the non-collection on the Council's system.
10. You can report a missed collection if your garden waste hasn't been picked up by 4pm on your collection day. You must report a missed collection within 24 hours of your collection day so we can investigate. If

your bin(s) were put out correctly, we will revisit your address before the next collection day. Reports made after this time may not be investigated.

11. If a bin(s) is not collected due to adverse weather conditions, no access to your road or property due to roadworks or traffic problems, a further attempt to collect will take place. If more than four working days has elapsed since collection was due, the bin(s) will be emptied on the next scheduled collection day. No refund will be available in such circumstances.
12. Bin(s) remain the property of the Council and must be stored within the property.
13. You are responsible for the safekeeping of bin(s); however if your bin(s) is lost, stolen, accidentally broken or damaged whilst being emptied, a replacement will be given.
14. Sharing a bin(s) with a neighbour is permissible but the subscription must be registered to one property and the bin(s) must be presented at that property for collection.
15. Only bin(s) supplied by the Council, subscribed to the service with a valid permit will be emptied.
16. If moving to a new house within the borough the subscription can be transferred. The Council must be informed of your new address and it is your responsibility to transport your bin(s) to the new property.
17. Once you have subscribed to the service, it can be cancelled and refunded within 14 days of receipt of the terms and conditions. Receipt will be deemed to have taken place 5 working days after postage. For a refund to be allowed, the service must not have been used. Further details on how to cancel your service are contained on the Council's website.
18. Whilst the service may still be cancelled after 14 days of subscription, no refunds are available. If additional capacity is required more bin(s) can be purchased.
19. The Council reserves the right to change the *price of £65 per bin per annual subscription year*. Existing customers will be advised of the annual price during the annual renewal period. The Council also reserves the right to vary the service at any other time by giving customers advanced notice in writing.
20. Breach of these conditions may lead to termination of contract by the Council

By signing up to this service you agree to accept these terms and conditions.