

## Garden Waste Collection Service frequently asked questions

### How can I check when my brown bin is next emptied?

You can check your collection day using [When are my bins emptied?](#) ([westsuffolk.gov.uk](http://westsuffolk.gov.uk))

### Will you empty my brown bin if I have not subscribed?

No. To avoid disappointment it is important that you sign up for the service and pay in advance. You can do this online [garden waste collection service - sign up.](#)

Signing up is quick and easy. If you sign up by Direct Debit your service will continue without you having to do anything. Please make sure that you subscribe at least two working days before your collection is due to give us time to process your application.

### When can I subscribe to the new service?

Subscriptions will open for the new service on 2 April 2024. Please sign up by 27 May 2024 to receive a collection from June 2024.

### Where does my garden waste go?

Your garden waste is collected and taken to one of four composting facilities in the district. You can find out more about what happens to it at [Where does my garden waste go?](#)

### Will you take extra waste left next to my bin?

We are unable to take side waste. If you have more waste that will not fit into your bin, please keep hold of it until your next collection.

Don't forget that you can also take your garden waste to [one of Suffolk County Councils recycling centres](#) for recycling, free of charge. You must book a time slot online to deposit waste at your local recycling centre.

### What happens if I put the wrong waste in the bin?

Bins that are contaminated (that is, they contain incorrect materials) will not be collected. The refuse crew will leave a notice on the bin to advise you of the problem. If bins are contaminated it is your responsibility to remove the contamination from the bin prior to their next scheduled collection. No extra collections will be offered.

The following items **are not** permitted in the garden waste Bin:

- bagged waste
- cardboard, newspaper, shredded paper
- invasive weeds such as Japanese Knotweed
- kitchen waste, food and plate scrapings - Food Savvy - information on recycling your food waste
- soil, stones, or rubble
- pet or animal waste and bedding

- sawdust contaminated with pet waste
- plastic flowerpots, trays, or bags
- tea bags and coffee grounds
- treated wood

### **What can I put in my garden waste bin?**

- dead plants and flowers
- grass, leaves and weeds
- hedge clippings
- prunings and twigs
- clean sawdust (not containing pet waste)
- small branches (not more than 6cm thick)
- vegetable waste from the garden (not kitchen waste)

### **How heavy is too heavy?**

Please make sure that your bin is easily moveable by our collection crews. They will be collecting up to 1,000 bins per day so your bin should be easy to wheel from the kerb to the rear of the refuse truck. If the bin has not been collected, the refuse crew will leave a notice on the bin to advise you of the problem.

### **How many collections will I get?**

The Garden Waste Collection Service continues to be an alternate weekly collection. We will contact customers at the end of the subscription period to remind them when the next payment is due.

### **How can I help bin crews?**

Make sure that your bin is clearly marked with your house name or number and that it's out for collection in the right location, by **6.15am** with the bin lid closed. If the bin collection point is on a different street, the street name also needs to be included. The bin must be in the same location as the black and blue bins.

### **Can I have a bonfire to burn my garden waste?**

In view of air pollution and respecting your neighbours, please do not burn your garden waste.