

## **Garden Waste Collection Service frequently asked questions**



The service is resuming on 1 June 2020 for customers who have paid for their subscription as part of the renewal process. We would like to thank customers for your patience and understanding whilst staff have been redeployed to protect our most vital services.

During the suspension of the service, we have undertaken a thorough review of our collection rounds in order to resume our service. This review has identified the opportunity to ensure the best levels of efficiency, reducing mileage and emissions. This has also improved our ability to continue the service despite our continued staff reduction. The review has resulted in changes to the days that garden waste bins are collected for many of our customers.

### **What do I need to do if I signed up for this years' service before it was suspended?**

We will email or write to you with specific information on how the changes affect you, including your collection day and the date of your next collection.

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

You can check your collection day using our online [Postcode lookup](#)

### **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](#)

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 26 May.

### **Why has my collection day or week changed?**

Our collection rounds have been rearranged to ensure that we can provide a robust service to our customers, especially in light of the coronavirus outbreak and the impact this has had on our workforce. Changing some collection days and altering which weeks some bins are collected all helps towards making our rounds efficient.

### **I have already subscribed. Will you take extra waste left next to my bin?**

In order to provide all customers with the best level of service we can, we are unable to collect any waste left next to bins. We understand that your bins are likely to be full and ask that they are not overloaded as bins that are too heavy can cause problems with the lifting equipment on our refuse lorries.

If you have more waste that will fit into your bin, please keep hold of it until your next collection. Alternatively, Suffolk County Council have now reopened their recycling centres. For the time being this is only for **essential waste or recycling that cannot be stored safely at home** or disposed of through other legitimate routes. You must [book a time slot online](#) to deposit waste at your local recycling centre. Please do not go to a recycling centre without a booking.

## **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.

## **Will my garden waste bin be collected on the same day as my blue/black bin?**

Following the changes we made to the blue/black bin collection rounds in November last year, not all customers have their bins collected on the same day. This will continue to be the case.

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

The Garden Waste Collection Service continues to be an alternate weekly collection, meaning that you will receive 26 collections over a 12 month period. 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?**

Please continue to wash your bin handles and lids with mild disinfectant before you put your bin(s) out for collection. Follow our advice for [managing potentially infectious waste](#).

Also 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.

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

No. In view of air pollution and respecting your neighbours, please do not burn your garden waste.