

Chargeable Garden Waste Collection Service

Terms and conditions 2018-2019

1. Service description

- 1.1. The Garden Waste Collection Service ('the service') is available to residents ('you') of Forest Heath District Council or St Edmundsbury Borough Council ('the council') on payment for collections between the months of April and March. Subject to the terms of this agreement, the council will provide a 240-litre brown bin (or suitable alternative, subject to specific conditions) which will be emptied on an allocated day once in every period of two weeks. **This service is for residential customers only.**
- 1.2. The sum payable for the 12-month period commencing in April is £40 for each bin you sign up. The council reserves the right to review this sum annually to take effect from the beginning of April each year.

2. Payment methods

- 2.1. You can register to receive the service until the end of December of the current year's scheme.
- 2.2. From 1 January any payments will be processed for subscription to the following year's scheme; collections will start from the first full week in April. Only subscriptions paid by credit or debit card need to be renewed on an annual basis at the applicable rate.
- 2.3. The council reserves the right to suspend the receipt of payments for a period of time between 1 January and 28 February inclusive. The exact time period will be decided at the council's discretion.

Direct debits

- 2.4. A single direct debit payment of £40 for each bin you sign up, will be taken on 1 April or nearest working day thereafter.
- 2.5. Subscriptions taken up after 1 April will be processed on the first day (or first working day) of the following month. The service will only be delivered up to 31 March in the current financial year.
- 2.6. Subsequent direct debit payments of £40 will be taken annually in April for provision of the service for the following 12 months. Annual subscriptions made by direct debit will continue until you decide you no longer require the service. Just contact us to cancel by calling 01638 719119 or 01284 776119 or by telling your bank.

Debit/credit card payments

- 2.7. You must pay the subscription in full before the service will start.
- 2.8. Subscriptions taken up after April will be charged the full 12-month rate, but the service will only be delivered up to 31 March in the current financial year.

3. The waste containers

- 3.1. A brown wheeled 240-litre bin ('the brown bin') is provided for your use but remains the property of the council at all times. Brown sacks ('sacks') may be supplied as an alternative at the discretion of the council. The bins or sacks must only be used for the disposal of garden waste. Only bins or sacks supplied by the council will be emptied as part of the service.
- 3.2. You are responsible for the general condition and cleaning of the bin whilst in your possession. The council does not provide a bin cleaning service.
- 3.3. Additional bins, up to a maximum of 4, can be ordered and will be delivered within 10 working days of the payment being processed. Each additional bin will require a separate full subscription of £40.
- 3.4. The council reserves the right to remove all bins that are not used for the garden waste collection service, or if there is evidence of damage or misuse, without refund. Where payment is not received for any subsequent year, or the service is cancelled by you, the council will discontinue the collection service and could remove the bin.
- 3.5. The council accepts no liability for injury incurred either directly or indirectly from the use of the brown bin or sacks.

4. Collection days

- 4.1. Garden waste will be collected every two weeks on a nominated collection day. The council reserves the right to alter the collection day and will endeavour to give as much notice as possible of any changes. Changes will be made to collection days around bank holidays; please see our website for further information: www.westsuffolk.gov.uk/bins
- 4.2. The council reserves the right to suspend collections in exceptional circumstances, such as adverse weather conditions, for safety or other operational reasons.

5. Putting your garden waste out for collection

- 5.1. You must put out the brown bin(s) by 6:30am on the day of collection at your usual bin collection point. The council does not guarantee a specific time of collection during the day. Bins should not be presented for collection before 6pm the day before collection.
- 5.2. You must ensure that your bin is clearly marked with your house name or number.

- 5.3. If your bins are collected from a bin collection point (that is, not outside your house) please make sure your house name/number is visible on the lid of the bin.
- 5.4. It is your responsibility to remove the bin(s) from the public highway (including associated pavements/footways/verges) to within the boundary of your property as soon as possible after collection and on the same day as the collection.
- 5.5. If your garden waste is collected in sacks, a maximum of four sacks will be collected every two weeks unless you have paid for more than one subscription.

6. Bins that are not emptied

- 6.1. If the council is unable to collect bins due to factors outside of our control we will endeavour to return and collect them within 48 hours.
- 6.2. In the event that bins were put out by 6:30am, are not contaminated or overweight and have not been collected by 3pm, you should report them as not collected within two working days. The council will endeavour to return and collect them at its earliest opportunity.
- 6.3. We will not return to empty your bin if it was not presented by 6:30am.

7. Moving house

- 7.1. You can transfer the service to a new address within Forest Heath or St Edmundsbury as long as the bin is transported by you. You must inform the council of the change of address online or in writing (email: customer.services@westsuffolk.gov.uk) within 14 days.
- 7.2. If you move outside of the Forest Heath or St Edmundsbury areas, you must inform the council of the change of address online or in writing (email: customer.services@westsuffolk.gov.uk)

8. Acceptable material, contamination and overweight bins

- 8.1. Only garden waste can be put in the bin. Acceptable garden waste includes:
 - dead plants and flowers
 - fruit and vegetables from your garden
 - grass
 - hedge clippings
 - leaves
 - prunings and twigs
 - sawdust
 - small branches
 - weeds

Invasive weeds such as Japanese knotweed must not be put in your garden waste bin

- 8.2. Bins that are contaminated (that is, they contain incorrect materials), are overflowing and/or overweight will not be collected; the council will 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.
- 8.3. Overweight bins cannot be lifted by the machinery on the back of the council's collection vehicles. If your bin has not been collected because it is overweight, you will be left a notice on your bin to explain as well as compostable sacks into which you can be put some of the waste from the bin. These should be presented next to your brown bin on your next scheduled collection.
- 8.4. If the bin is repeatedly misused the council reserves the right to remove the bin.
- 8.5. No side waste will be collected (that is, extra waste outside of the bin) unless by prior arrangement and only strictly in the council-supplied sacks.

9. New build properties

- 9.1. Residents moving into new properties can subscribe to the scheme in the same way as all other residents.
- 9.2. Residents will be delivered a brown bin from the council's existing stock, which will be clean, but may be pre-used.

10. Cancellation of the service

- 10.1. You can cancel your service at any point during the year however there are no refunds or part refunds for cancellation of service.
- 10.2. The council reserves the right to cancel the collection in the circumstances outlined in paragraph 3.4 above and in such instances no refunds will be given.
- 10.3. If you cancel your direct debit prior to payment being taken your service will be cancelled. In order to continue receiving the service, please see section 2.2 for alternative payment methods.
- 10.4. If you cancel your direct debit after payment has been taken for the year, you will need to make alternative payment arrangements to continue receiving the service the following year.

11. Data protection statement

- 11.1. The council will use the details provided by you to process your application. Personal contact details will be used by the council to contact you should further information need to be obtained about your application and to notify you of the action the council is taking following your application. All personal information will be processed in accordance with the Data Protection Act 1998. It may be used by the West Suffolk councils and their partners to deliver and improve services.
- 11.2. The council reserves the right to share data with a third party mailing house ('mailing house') for the sole purposes of alerting customers that payment is due or to inform them about changes to the service. In this case any mailing house will provide assurances to the council that the data will
- be held in confidence
 - only be used for a process prescribed by the council for the process stated in this condition 11.2 and no other
 - not be shared with any other party
 - will be rendered unusable and unrecoverable by the mailing house after use

Any data transferred from the council to a mailing house will be transferred using a secure file transfer protocol.

11.3. By providing this information you are consenting to its use as detailed.

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This agreement is made under the provisions of the Environmental Protection Act sections 45 and 46 and the Controlled Waste (England & Wales) Regulations 2012.