

Garden Waste Collection Service – Direct Debit frequently asked questions

When is my payment taken?

Payments are taken annually on the 1 June (or first working day after that). If you sign up after 1 June, your payment will be taken on the first working day of the following month.

However, for requests made in the second half of the month, your collections will start immediately, but the Direct Debit payment may not be collected, instead it will be collected on the first working day of the month following that.

Example - a request made on the 30 May 2024, the service would start on 3 June 2024 and the full Direct Debit payment would be taken on the 1 July 2024.

When is my annual renewal due?

All annual payments, regardless of when they were first requested will be renewed the following year on the first working day of June.

You will be sent a reminder email each year confirming the annual subscription amount and the day the Direct Debit payment will be collected.

What happens if my Direct Debit fails?

As soon as we are notified by your bank that your Direct Debit has failed, we will cancel your service. If you wish for your service to start again you will need to contact us and make another payment.

Can I change my bank details for my Direct Debit?

Yes, you can use the [Garden Waste – change to existing Direct Debit form](#).

Can I cancel my Direct Debit at any time?

Yes, you can either cancel your Direct Debit direct with your bank or you can use the [Garden Waste Direct Debit Cancellation form](#)

What happens if I cancel my Direct Debit?

If the payment for the year has already been taken, your service will continue to be provided until the end of May, unless you tell us you have moved house. There are no partial or pro-rotta refunds available. If you wish for the service to continue the following year you will need to contact us and make another payment.

If the payment for the year has not yet been taken, the collection service will be cancelled immediately. If you wish for your service to start again you will need to contact us and make another payment.

What happens if the price changes?

We will contact you in advance of any price changes made (no less than ten days in advance of the Direct Debit collection date by email). It will be up to you if you wish to continue with the service. Please note, you can cancel your Direct Debit at any time.