

## **Calderdale Garden Waste Collection Service; Frequently Asked Questions**

### **Do I need to subscribe to the garden waste collection service?**

The service is an optional, additional service to the usual waste and recycling collections. If you would like to receive a garden waste collection you will need to subscribe for a set fee. There is no need to contact us if you choose not to join the scheme.

### **My property isn't suitable for a wheelie bin; can I still have garden waste collected?**

Sorry, properties which are not suitable for a wheelie bin collection cannot subscribe to the service just yet. We hope to be able to provide an alternative collection using sacks which will be available later in the year. This is because we have not yet started the new waste collection contract which will have the IT and vehicles necessary to introduce a sack collection. When we are able to introduce a sack collection, it will be advertised.

### **How much is the subscription and what does this include?**

The subscription is currently £40 per year. This is for a fortnightly\*\* collection of household garden waste using a green wheelie bin which will be delivered when you subscribe.

\*\*Collections take place between March and November however scheduled collection dates may vary in exceptional circumstances.

\*\* (In 2016, collections take place between April and November)

### **How long does the subscription last for?**

You can join the service at any time throughout the year and your subscription will run for 12 months from when you start using the service. The date that you start using the service is the date of your first collection.

If you apply later in the year for an additional bin, each subscription will have its own renewal date after 12 months. You are responsible for renewing your subscription(s). [We will not continue to provide the service to you if you do not tell us in good time that you wish to renew your subscription.]

Please note: once you have subscribed to the garden waste service it may take up to ten working days to register your details with our collection crews and deliver the bin.

### **If I subscribe in March 2016, before the service has begun, when will my subscription need to be renewed?**

Your subscription will run from the date of your first **collection**, so if you sign up before April 2016 when the first collections take place, you will not need to renew the subscription until April 2017.

### **How do I subscribe to the garden waste service?**

There are several ways to subscribe to the garden waste service.

**Online** – we recommend that you subscribe and pay online using the following link <https://www.calderdale.gov.uk/environment/waste/request-report/apply-garden-waste/form.jsp> as this will be the quickest and easiest option.

**By phone** – call us on 01422 288002 and pay by debit/credit card.

**In person** – visit Customer First and an advisor will sign you up and pay by cash, cheque or debit/credit card.

### **I live in a flat, can I still subscribe to the garden waste collection service?**

Flats are generally ineligible for the service. However, if you have a secure storage point and collection point at the edge of the property where it meets the public highway you can subscribe to the service. It may be beneficial to share with others in your block if you do not produce a lot of garden waste. The subscription must be registered and collected from one householder.

If your gardens or green areas are maintained by a commercial landscaping contractor, by law they cannot use this household service and must dispose of the waste through a commercial facility.

### **Can I share my garden waste subscription with my neighbour?**

A resident may choose to make a personal arrangement with a neighbour to share the cost of the service. However, the bin will be registered to one householder who will be responsible for paying for the service and it will be collected from that address.

### **How do I receive the new bin?**

Once your payment is processed we will enter your address on the electronic system. We aim to deliver your bin within 10 days, along with the details of your collection days. Make sure that your house number or name is clearly displayed on your bin so it can be identified by the crew.

### **How can I obtain additional green wheelie bins?**

If you need additional green wheelie bins you will need to take out a new subscription for each additional bin.

Each additional bin will be charged at the annual subscription rate applicable at the time of ordering, with a maximum of 9 (nine) bins per single property allowed. Each subscription will need to be renewed after 12 months if you wish to continue with the service.

### **What can I put in my green wheelie bin?**

You can recycle household garden waste including:

- Grass cuttings
- Leaves
- Hedge trimmings
- Flowers
- Twigs and branches (maximum 10cm/four inches diameter)
- Non-invasive weeds
- Pet bedding – rabbit and rodent only

Any materials other than those listed above will affect the quality of the compost product and may result in the waste not being collected.

### **What cannot be put in my green bin?**

- Cardboard
- Soil
- Dog and cat waste
- Any kitchen waste including fruit and vegetable peelings or egg shells
- Invasive plants such as Japanese Knotweed or Himalayan Balsam
- Any diseased plant materials
- Household waste or recyclables
- Plastic
- Wire or plastic ties

### **What if I don't want or need my garden waste collected?**

The service is optional, so you can choose to sign up to it. If you do not want to receive this service, there are alternative ways of dealing with your garden waste. Home composting is a good way to turn garden waste and uncooked kitchen waste such as fruit and vegetable peelings into a rich soil improver for your garden. You can compost your garden waste at home; visit [www.calderdale.getcomposting.com/](http://www.calderdale.getcomposting.com/) to purchase a home composter at a discounted rate.

Alternatively, you can take your garden waste to your local Household Waste Recycling Centre. For details, visit [www.calderdale.gov.uk/environment/waste/recycling-sites/index.html](http://www.calderdale.gov.uk/environment/waste/recycling-sites/index.html)

You cannot put garden waste in your general waste wheelie bin.

### **What if I am a tenant or I am not responsible for the garden where I live?**

If you are not responsible for the garden of the property you live in then tell the person responsible for your garden about the garden waste service. They can then decide if they want to subscribe.

If your gardens or green areas are maintained by a commercial landscaping contractor, they cannot use this household service and must dispose of the waste through a commercial facility.

### **Will I get a discount from my council tax if I don't subscribe to the new chargeable service?**

No. Council tax is a statutory charge based on the occupation and ownership of property and is not dependent upon the supply or non-supply of a particular council service.

### **Where should I leave my garden waste green wheelie bin for collection?**

Garden waste bins should be left at the edge of your property where it meets the public highway, by 7am on the morning of your collection. This should be the same location as your general waste bin.

### **How will the collection crews know to empty my green bin?**

Once you have subscribed to the garden waste collection, your address will be added to the database which will be sent to the crews in each vehicle.

### **Can I mark my house number on my green wheelie bin?**

Yes, feel free to label your green bin so it is easier for the collection crews to recognise and for you to retrieve after collection.

### **How long will the Garden Waste collections run for?**

Garden Waste collections will run from April to November in 2016 and March to November each year thereafter. Subscriptions will run from 12 months from the first collection date after you subscribe.

### **What happens at the end of the collection period in November?**

Collections will stop for the winter at the end of November. Please keep your bin safe until the following March when collections will resume. You will need to renew your subscription 12 months after the date of your first collection if you wish to continue with the service.

### **What happens if my green bin is not emptied on collection day?**

If we are at fault for not emptying your bin, contact us to register a missed collection and we will return to collect it.

<https://www.calderdale.gov.uk/environment/waste/request-report/missed-collection/index.jsp>

### **If I produce too much garden waste can I put it out with my green wheelie bin?**

Your subscription only covers the collection in the green wheelie bin with the lid closed, any extra waste will need to be taken to your local [Household Waste Recycling Centre](#) or put in the green wheelie bin for the next collection.

### **Will my collection day change?**

Garden waste collections will take place fortnightly on a Saturday except December, January and February. You will be informed of your garden waste collection day when you receive the green bin. However we may need to alter any future collection dates and we will inform you of any changes.

### **Can my garden waste be collected from my door?**

If you receive assisted collection for other waste we will automatically add your garden waste to the assisted collection. If you are not on assisted collection but are physically unable to manage the garden waste bin and no other arrangement can be made, you can apply here [www.calderdale.gov.uk/environment/waste/household-collections/assisted-collections](http://www.calderdale.gov.uk/environment/waste/household-collections/assisted-collections)

### **What happens to the garden waste after it is collected?**

Your garden waste is taken to a composting processor where it is turned into a soil improver and used on agricultural land.

### **My green bin is damaged – can I have a new one?**

We will offer a repair/replacement unless your bin is damaged through your own negligence. If you have lost or damaged your bin a £30 delivery charge will be applicable for a replacement.

## **Will you take action if someone uses my bin to dispose of their garden waste without my permission?**

Yes, if you suspect other people are using your garden waste bin then report this and an enforcement officer will investigate and respond appropriately.

## **What is there to stop other people swapping my bin with theirs?**

The service is linked to your address. If someone who hasn't paid for the service puts a bin out, we will not empty it. We recommend that you clearly mark your bin with your address to deter theft.

## **Leaving the service: Can I get a refund if I change my mind?**

You have 30 days from subscribing to the service to change your mind. You will receive a refund but we may deduct a sum for any collections we have made during this time. After the first 30 days of your subscription, you will only be able to end the service during the first 12 months under certain circumstances and we may be able to offer a partial refund. Please get in touch to discuss whether you would qualify for a refund.

## **What happens if I move house?**

If you are moving to a house within Calderdale you can transfer your garden waste subscription by completing our online form on page <https://www.calderdale.gov.uk/environment/waste/request-report/apply-garden-waste/form.jsp>. To transfer the service we will need at least 10 working days notice. If you move out of the area, we will be able to refund or partially refund your subscription under the Terms and Conditions for the service.

Anyone moving into Calderdale will need to subscribe if they wish to receive the garden waste service.

## **I have more questions about the service which have not been answered here**

Please also see the terms and conditions <https://www.calderdale.gov.uk/environment/waste/request-report/apply-garden-waste/form.jsp> for the garden waste collection service, or contact us at [www.calderdale.gov.uk](http://www.calderdale.gov.uk) or on 01422 288002