

Appendix B

Service Standard No. 8 – Collection of Garden Waste

Wherever possible residents are encouraged to home compost garden waste as this is the most environmentally friendly way of dealing with it. Composting garden waste and vegetable peelings is an excellent and easy way of turning waste into a useful resource for your garden.

For more information on home composting visit www.wastemissionimpossible.org.uk

Our garden waste collection service is specifically designed for residents who generate a lot of garden waste but don't have sufficient home composting facilities.

What the Council will do:

- Provide an alternate weekly chargeable garden waste collection service at a price to be confirmed and advertise the service to ensure that residents are aware of it.
- In the case that the service is oversubscribed, place residents on a waiting list and keep them informed regarding if and when they are able to take up the service.
- Provide residents who subscribe to the service with a brown 240 litre wheeled bin or additional bins if requested. NB the standard collection charge per bin will be levied for each additional bin.
- Collect and empty bins or containers from an accessible point on the customer's property on the designated collection week and day between the hours of 7:30am and 6:00pm.
- Return the bin or containers to the same point on the customer's property and ensure that it is left in a safe position.
- Tag the bin or put a card through the door to explain the reason if we are unable to empty a bin because it contains the wrong items.
- Return to empty missed bins within 2 working days if we have not informed the resident of the reason why it was not emptied and made a record of this
- Set up a method to allow payment to be made via direct debit etc annually
- The Council will not provide residents with a second or larger grey bin for the disposal of garden waste.
- Provide customers with three months notice of any permanent change to or withdrawal of the service.

What our customers need to do:

- Choose if you wish to receive the service and contact us to make arrangements, including the necessary annual payment.

- Present the brown bin for collection at the nearest point on your property nearest the road on the designated day and week by 7:30am.
- Ensure that all the garden waste presented for collection is contained within the bin provided and that the lid is fully closed.
- Let us know if you have any special requirements or experience problems regarding the service.
- Give the council one months notice if you wish to cancel the service (NB refunds will not be given).
- Only place in the bin the correct materials as listed below:

Yes please

Grass cuttings
 Hedge and shrub
 clippings
 Leaves, twigs and bark
 Small plants and weeds
 Cut flowers
 Windfall fruit

No thanks

Kitchen waste (waste food, veg peelings, tea bags and
 eggshells)
 Dog / cat waste
 Plastic bags, pots or trays
 Soil, stones, bricks or rubble
 Branches or tree stumps over 4 inches (7.5cm) in diameter

- In areas where no garden waste collection service is in place, you are able to place small amounts of light garden waste in the grey wheeled bin or in orange sacks. However, it should be noted that this waste is not composted and is either incinerated or goes to landfill.

Household Waste Site – Crossgate Road, Park Farm

- You can take your garden waste to the dedicated garden waste skips here and it will be composted and turned into soil improver, which you can then buy back from the site to help improve your garden soil.