

North East Lincolnshire Council Chargeable Garden Waste Service Terms and Conditions 1st April 2019 – 31 March 2020.

This agreement is made between the householder (“you”) and North East Lincolnshire Council (“the council”), and sets out the Terms and Conditions under which you may use the Councils Garden Waste Bin collection service (“the service”) for payment.

There is a **£36** annual charge per bin per year for the collection service. You can have as many bins as you like and each bin subscription will be **£36**. There will be no discounts, concessions or refunds.

The Council reserves the right to vary the charge for the service. Charges are set annually from April and you will be notified of any price increase at least 14 days prior to any payment being due. You will have the option of continuing with your subscription or withdrawing from the service at this time. If you choose not to renew your subscription, you should contact Waste Services on 01472 326288 to arrange for the bin to be reclaimed by the Council. If you have never taken part in the garden waste collections then a free bin will be issued otherwise a £25 charge for a bin will apply.

Each 240 litre garden waste bin will be collected fortnightly April to March with no collections from the end of November / beginning of December 2019 to the beginning of February 2020.

The service runs from the month in which you make your payment until 31 March. For all payments made please allow up to ten working days before your first collection. All subsequent collections will be undertaken in accordance with the published calendar for your area which can be viewed on the website at www.nelincs.gov.uk

If you take part in the existing service you will continue to use the same bin. Alternatively, if you do not have an existing garden bin then once the council has received payment for the service the council will aim to deliver the garden bin within 10 working days. During periods of high demand, the council waives the right to deliver within this timescale. On delivery the bin will be left in your garden/yard whenever possible.

Only garden waste bins issued by the council, with payment up to date, will be emptied. The garden waste bin remains the property of the council.

Only agreed garden waste must be placed in the bin. Garden waste does not include such items as plastic bags, polystyrene, soil, turf or stones, kitchen waste or vegetable peelings, or waste that should go into the recycling triple boxes, any such items will be treated as contamination. For further information on what can and cannot be placed in the bin please visit the website at www.nelincs.gov.uk

Any bin contaminated with material will not be emptied. You will be notified of the issue and will need to remove the contamination before the next scheduled collection day. The bin will not be collected until the next collection is due. No refunds will be issued in these circumstances.

The Council operates a strict no side waste policy, any garden waste not contained in a garden waste bin will not be collected.

It is possible for immediate neighbours to share a bin. One household will need to have the subscription registered to them and then arrange payment with the neighbour. The address the council will need is the one where the garden waste will be collected from, and where correspondence will be sent and the bin must only be presented at that address.

Due to the mechanical methods used to empty garden waste bins the bin lid must be firmly closed. The council reserves the right to suspend or cancel the service if you fail to put the garden waste bin out with the lid closed.

If you compact materials down too heavily it may result in the bin being too heavy. A bin considered being too heavy (over 100kg) will not be emptied. You will be notified of the issue and the bin will not be collected until the next collection is due and the weight of the bin is reduced. It is your responsibility to sort the contents of the bin and reduce weight. No refunds will be issued in these circumstances.

You are responsible for the cost of replacement for any loss or damage to the bin(s) other than that caused by the emptying process. The current cost of a replacement bin is £25. Any annual increases will be published at the appropriate time. You are advised to clearly and neatly mark the side of your bin with your address.

The garden waste bin must be presented at the boundary of your property, adjacent to the public highway serviced by the collection crew, or at a collection point agreed by the council, by 7am on the day of collection only, as collection times may vary. The bin should be returned to within your boundary on the same day.

If your garden waste bin is not presented on the day of collection (times of collection will vary dependant on when the crew visits your street during the day) crews will not return until the next scheduled collection day and your collection will be recorded as missed. No refunds will be issued in these circumstances.

If your bin was placed in the correct position, on time, had the correct contents and was not too heavy or had too much in and was not collected on the advertised day call Waste Services on 01472 326288 within 24 hours of your collection day. In this case missed collections will normally be collected the next working day. For example if you report that we have missed your bin on a Tuesday we will return on Wednesday or if you report we have missed your bin on a Friday we will return on Monday. Please leave the bin out until emptied or instructed otherwise. No refunds will be issued in these circumstances.

An assisted collection service is available to residents who are physically incapable of moving the bin to the edge of the property please visit the website at www.nelincs.gov.uk if you wish to apply for this service.

The council reserves the right to change your collection day subject to providing you with written notification. The council will make every effort to maintain collections during adverse weather conditions. However, the council reserves the right to suspend or delay collections without refund in exceptional circumstances.

On Bank Holidays (other than Christmas Day, Boxing Day and New Year's Day when the service is suspended for winter) your garden waste will be collected as normal.

The security of the garden waste bin remains your responsibility. **We ask that you clearly identify your bin.** If you move within North East Lincolnshire it is your responsibility to move the paid for garden waste bin only to your new property and notify the council of the change of address.

If this agreement is cancelled by you at any stage/ period no refund will be issued.

Nothing herein contained is intended to affect, nor will it affect your statutory rights.