

Chargeable Garden Waste Service 2019 - 2020

Frequently Asked Questions.

How do I renew my subscription?

You will be sent a renewal letter in March, to ensure you continue to receive collections of garden waste from April. You must pay **£36** (per bin) by 31 March 2019 in order for you to receive 22 collections in the year. Payment of a different amount will mean you may not receive the service. You will have the following payment options:

Internet payment with a debit or credit card

Payment can be made via the council's website, www.nelincs.gov.uk. Select the 'PAY IT' option from the home page and click on the 'Garden Waste Collection' option to make your payment.

Post Office or Paypoint by presenting this barcoded letter

Payment for the service only can be made by cash or debit card at any Post Office. Alternatively you can pay by cash only at Paypoint agents. There are over 90 PayPoint outlets for you to choose from please visit www.allpay.net/outlets. Please note some PayPoint agents (at their discretion) accept payment by credit or debit card.

Speech Recognition Line

Payment can be made by calling the waste speech recognition line on 01472 326222 – you will need the 12 digit unique property reference number (UPRN)

Debit Card payments will not be subject to a surcharge. Cheques are not accepted.

Call the Waste Services Helpline on 01472 326288 (choose option 3 for all enquiries) if you are experiencing problems in making a payment.

What happens if I no longer want the service?

If you did not renew your subscription before April then your garden waste collections will cease without any further notice. You should complete the Opt Out form on line at www.nelincs.gov.uk in the "Apply for it" section, to arrange for the garden waste bin to be reclaimed by the Council. In the event you no longer have the wheeled bin then a charge of £25 will be made.

If the agreement is cancelled by you at any stage/period after payment has been made then no refund is issued.

How do I dispose of my green waste if I no longer want the service or do not wish to subscribe

We would encourage home composting and offer subsidised composting bins at www.nel.getcomposting.com or you can take the green waste to either of the Community Recycling Centres at Estuary Way Grimsby or Queens Road Immingham.

How do I join the scheme?

If you did not subscribe to the scheme last year but you still have a garden waste (brown) bin, you can sign up and pay online at www.nelincs.gov.uk/GardenWaste. If you don't want to pay online you can complete the opt in form. You can complete the on-line opt in form at www.nelincs.gov.uk in the "Apply For It" section. Following completion of the form you will be sent a letter outlining the payment methods available.

If you did not subscribe to the scheme last year and you do not have a garden waste (brown) bin, please call the Waste Services Helpline on 01472 326288 (option3).

Please Note: Once we have received your payment for the new service we aim to deliver your brown bin within 10 working days. During periods of high demand, the council waives the right to deliver within this timescale. The bin will be delivered to your property; you do not have to be at home. The Council requests that you store the bin somewhere secure during the week and return the bin back to your property on the same day after collection. Residents are requested to identify the bin to the property by marking the address on the side of the bin to reduce the risk of it being stolen and in order to help the collection crews.

How much does the service cost?

The current cost is **£36** per bin per year. You must pay exactly **£36** (per bin) to receive the service. Payment of a different amount will mean you may not receive the service.

The Council reserves the right to vary the charge for the service. Charges are set annually from the 1st April each year and you will be notified of any price increase at least 14 days prior to payment being due. Anyone who subscribes will have the option of continuing with their subscription or withdrawing from the service at this time.

What does the cost include?

The annual collection charge per bin is **£36** for 22 collections. A 240 litre garden waste bin is collected fortnightly from April to March with no collections between end of November/ beginning of December and beginning of February.

Are there any discounts or concessions for signing up promptly?

No. There are no concessions.

Is there a discount if I want fewer collections for example one a month?

No. There is only a standard annual fee of **£36**.

If I join the scheme part way through the year is there a discount?

No. the service operates for a twelve month period between the months of April and March inclusive. You will only receive 22 collections if you sign up in time for collections to start in April. If you sign up any other time you will receive a reduced number of collections but still be charged **£36**.

How long will my subscription last?

If you subscribe to the service before April the service will run from the first Monday in April until the 31st March.

After payment is made please allow up to ten working days before your first collection. All subsequent collections are undertaken in accordance with the published calendar for your area.

Please note there will be no collections between the end of November/ beginning of December 2019 and beginning of February 2020.

How do the collectors know to empty my bin?

Once you have paid for the service please ensure that you clearly mark the side of your bin with your address to help the collection staff. It is important that this is done as we will not be issuing bin stickers as the collection crew sheets will clearly identify which properties have subscribed to the service.

What will happen if residents present bins when they have not paid for the collection?

Crews will only empty bins that appear on their collection list.

Can I have a smaller or bigger bin?

No. Only one size of bin is available – a 240 litre bin.

Can I use my own bin or receptacle?

No, 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. This is to make sure that our vehicles can empty the bins.

Can I share a subscription with my neighbour?

Residents are able to share a garden waste subscription with an immediate neighbour. One household would have the subscription registered to them and then arranges payment with their neighbour. This will be a local agreement between the two parties. The address the Council requires is the one where the garden waste is collected from, this is where all correspondence is sent and the bin must only be presented at that address.

What happens if my bin is stolen or damaged?

You are responsible for the cost of replacement for any loss or damage to the bin other than that caused by the emptying process. The cost of a replacement bin currently £25. Any annual increases are publicised at the appropriate time.

What kind of waste can be put into the bin?

Only garden waste must be placed in the bin. Garden waste does **not** include plastic bags, bio degradable bags or sacks, polystyrene, soil, turf or stones, kitchen waste or vegetable peelings, or waste that should go into the recycling triple boxes. Any such items are treated as contamination.

What happens if my bin is contaminated?

If the garden waste bin is contaminated, the garden waste bin will not be emptied. A card will be left notifying you of the issue. You will need to remove the contamination before the next scheduled collection day. No refund is issued in these circumstances.

If I am not sure where to put an item of waste, what should I do?

Information is available on the web site at www.nelincs.gov.uk to help you identify where to put an item of waste. If you remain unsure what you should put in the bin, please contact the Council at Waste Services on 01472 326288 who will be able to answer your question.

Can I put my bin out with the lid up?

No. Due to the mechanical methods used to empty garden waste bins, the 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. In these circumstances a card will be left notifying you of the issue. No refund is issued in these circumstances.

How much garden waste can I put in my bin?

You can completely fill your bin if required, however the lid must be closed for it to be emptied. Please be aware that if you compact materials down too heavily it may result in the bin being either too heavy for the equipment to lift or it may cause the bin to break and fall into the back of the vehicle.

Sometimes material compacted at the bottom of the bin may not come out when the bin is tipped into the vehicle. Using a few small twigs/branches as the first deposits at the bottom of the bin each time reduces the chance of excessive compaction.

What happens if my bin is too heavy?

A bin considered being too heavy (over 100kg) will not be emptied. A card will be left notifying you 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 the weight to enable the operator to empty the bin safely. No refund is issued in these circumstances.

Can I put out extra garden waste?

All garden waste must be contained within the bin provided. Any garden waste not contained in a garden waste bin is not collected. The Council operates a strict no side waste policy.

I won't put my bin out every fortnight, will I get a discount?

No. The collections crew will visit your property regardless of whether you put your bin out for collection.

How many bins can I subscribe for?

You can have as many bins as you like. Each bin subscription costs **£36** per year from April to March.

When do I present my bin for collection?

If you subscribed to the service last year then your collection day is the same unless you are notified otherwise.

If you have not previously subscribed to the service please visit www.nelincs.gov.uk/refusecollections where you can enter your address details and confirm your garden waste collection details.

The garden waste bin has to be presented by 7am on the day of collection only, as collection times may vary.

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

The Council reserves the right to change the collection day subject to providing you with written notification. The Council makes 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.

Where do I present my bin for collection?

The garden waste bin should be presented at the boundary of your property, adjacent to the public highway, or at a collection point agreed by the Council.

If my garden waste bin is presented correctly but missed, what do I do?

If your bin was placed at the edge of your property in the correct position, on time, had the correct contents in, was not too heavy or had too much in and was not collected on the advertised day, call us on 01472 326288 within 24 hours of your collection day.

In this case, we will return 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. No refunds are issued in these circumstances.

Can I store my brown bin on the highway all week?

No, you should only place your bin at the boundary of your property on your collection day. Leaving your bin on the highway all the time is an offence for which you can be fined. It also causes a hazard to pedestrians.

Is there an assisted collection service?

Yes. An assisted collection service is available to residents who are not physically able to move the bin to the edge of the property. Please visit our website at www.nelincs.gov.uk if you wish to apply for this service.

I currently receive assisted collections with my refuse bin; would I receive an assisted collection with the garden waste bin?

Yes. If you currently receive an assisted collection for your refuse bin you will receive one for your garden waste bin.

What do I do if I move home?

The security of the garden waste bin remains your responsibility and if you move within North East Lincolnshire it is your responsibility to move the garden waste bin to your new property and notify the Council of the change of address.

If I move outside of North East Lincolnshire can I get a refund?

No. The **£36** is a standard fee for all or part of the year and no refunds will be given.

Does the Council operate a bin cleaning service?

No, the Council does not offer bin cleaning as part of the service. You are responsible for maintaining the cleanliness of the garden waste bin.

There are private companies that do offer a bin cleaning service. Please see the Yellow Pages for details.

Can I line my bin to keep it clean or put bags of garden waste in it?

You are not able to line the bin as it will contaminate the waste and damage shredding equipment. For the same reason you are not able to put bags in the bin. Garden waste must be loose.

What happens to the garden waste collected?

The garden waste is litter-picked then sent to re-processors to be treated and windrowed for soil conditioner and compost.

Why can't I put pet bedding in my garden waste bin?

The Council is not able to take animal bedding or wastes in the garden waste bin. Even where the animals are vegetarian, and the bedding is hay or straw, the waste is still the by-product of an animal. The facility the Council uses is not licensed to take these materials.

The Council acknowledges that pet bedding will compost but cannot accept this due to regulations. The Council garden waste collection is just that, a garden waste collection. The Council suggests you compost these materials in a home compost bin which can be obtained at subsidised prices by visiting the website www.nel.getcomposting.com or by telephoning 0845 130 6090.

Why can't I recycle my kitchen waste in the garden waste bin?

New regulations brought in by the Government after the 2001 Foot and Mouth epidemic prevent the Council and composting sites from recycling any kitchen or food waste on a commercial scale in the open air. This includes fruit and vegetables, (including peelings and those grown at home and in allotments such as fallen apples), tea bags and egg shells. The Council suggests you compost these in a home compost bin or alternatively put them in your domestic green bin for incineration.

Can I put garden waste in my green domestic refuse bin?

No. The Council crews will not collect your refuse bin if you have put garden waste in it.

What do I do with my green waste during the winter break?

While the service is suspended between end of November/ beginning of December and beginning of February garden waste should be taken to the Community Recycling Centres at Queens Road, Immingham and Estuary Way, Grimsby. The sites are open every day from 8am to 6pm (except Christmas Eve and New Year's Eve till 4pm and closed Christmas Day, Boxing Day and New Year's Day).

For dates of when your garden waste collections finish and resume you could consult the on line collection calendar at www.nelincs.gov.uk/bins

How can I dispose of my real Christmas tree?

You can recycle your real Christmas tree at either of the Community Recycling Centres. Alternatively, trees that have root-balls and have been watered regularly can be replanted after the festive season.

What happens during Bank holidays?

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

Can I keep my garden waste bin for storage etc. if I decide not to pay for the collection service?

Yes although your bin will not be emptied in future. However if at a later date you choose to sign up, you can you your existing bin.

Can I give my bin away or sell it?

Although the bin can remain at your property, the council remains the owner and you are not allowed to sell or give your bin away.

I still have a question. Who can I contact?

Please contact the Council at Waste Services on 01472 326288 if you have any further questions about the garden waste collection service.