Brown Garden Waste Collection

Are there any concessions?
There are no concessions or reduced cost if you subscribe part way through the year or do not use your bin during the winter months.

Can I have additional brown bins?
Yes, you can have as many additional bins as you need.

How will the waste collectors know I have subscribed to the new service?
Collection vehicles will have an electronic record of residents who have subscribed. You will also receive a permit when you have subscribed to the scheme, which should be fixed to your bin as shown in the Terms and Conditions you will receive with your permit.

Christmas and New Year period
There will be no garden waste collections from 21st December 2015 through to 18th January 2016 inclusive. Collections will re-commence from 19th January on your usual fortnightly collection cycle.

Change of address
If you move house you can use the change of address form. Refunds cannot be issued if you move out of the area. If you do not require a garden waste collection at your new property, please leave your brown bin at the current address.

Can I get a refund if I cancel my subscription?
Providing you have not received a garden waste collection using this year’s subscription, you have the right to cancel the service and obtain a full refund within 14 days of the date you subscribed.

Missed collections
If your bin is not emptied this may be because it contains the wrong items, is too heavy for safe handling, the waste is compacted in the bin or the bin lid isn’t closed. In these instances a notice will be left on your bin advising you of the problem and you will need to remove the wrong items or some of the waste to lighten the weight of the bin and/or ensure the lid closes or loosen the waste to ensure it flows freely from the bin. Please note we will not return to collect unemptied bins for these reasons and you will need to put your bin out on the next scheduled collection day. Should we experience severe weather conditions we will always make an effort to return and empty your bin when conditions improve.