Brown Garden Waste Collection
Questions and Answers

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.

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, which should be fixed to your bin.

Christmas and New Year period
There will be no collections between 18th December 2017 and 12th January 2018 inclusive. Collections will restart on 16th January on your next scheduled collection day.

Change of address
If you move house you can use the change of address form on www.wirral.gov.uk/gardenwaste. Refunds cannot be issued if you move out of the area.

Can I get a refund if I cancel my subscription?
You have a right to cancel this service and obtain a full refund within 14 days of your subscription date, unless you have received a collection within this period when a refund will not apply.

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.