

## Garden Waste Collection Service - Terms and Conditions

By paying for the service you will be accepting the following terms and conditions.



### Service description

The service runs from 1 September to 31 August, with the Council collecting garden waste fortnightly throughout the subscription period. If you decide to subscribe part way through the year, there are no reductions; the cost is still the same for the collection of one bin and for any additional bins.

### Refunds

- a) There are no refunds for cancellation of the service part way through the subscription period.
- b) If there is evidence of misuse of the service by the resident, then the service may be cancelled. There will be no refund in these circumstances.
- c) If a bin is presented correctly and has been missed by the collection crew, a replacement collection will be provided. There are no refunds for all or part fees for missed collections.

### The waste containers

- a) Residents will continue to use their existing green wheeled bins for the collection of garden waste. Please ensure your permit is placed on the back of your bin, just below the handles. If the collection crew are unable to identify your bin it may not be emptied.
- b) Residents who are served by a sack collection for their residual waste will be provided with an annual supply of approved garden waste sacks if they subscribe to the service. The collective volume of these sacks will be the equivalent to the annual volume collected from a 240 litre wheeled bin. No additional sacks will be issued within the subscription period. No refund will be issued for unused sacks at the end of the subscription period, however if the subscription is renewed left over sacks can be used during the next subscription period.
- c) Residents can have up to three garden waste bins emptied per property, with each bin requiring a permit, charged at the normal subscription rate per bin. Additional bins required for the additional permits will be provided free of charge. We aim to deliver bins within 10 working days from subscription payment, however there can be delays during busy periods.
- d) Only bins and sacks provided by the Council will be emptied. Garden waste presented in any other container will not be collected.
- e) Your garden waste bin(s) must be used for garden waste from your property. Commercial waste is excluded.
- f) If your bin becomes damaged we will repair or replace it, free of charge, as soon as is reasonably practical. If the bin is damaged through neglect or misuse, the cost of repair or replacement may be recharged to you. If your bin is damaged, visit [www.teignbridge.gov.uk/binreplacement](http://www.teignbridge.gov.uk/binreplacement) or phone 01626 215838.

### Collection Days

- a) We collect garden waste every other week, alternate to your refuse collection, on your specified collection day (except for when factors stop us, such as very bad weather).

### Presenting Bins

- a) All garden waste must be presented at the boundary of the property or at the agreed collection point by 07.00 a.m. on the day of collection. If the garden waste is not presented by this time, the crew will not be able to collect it until the next scheduled collection day.
- b) Bins must be presented with the handle/back facing the road so that the crew can easily spot your permit.

c) Containers that are overflowing or too heavy for the crew to safely handle will not be collected. Operatives must be able to manoeuvre all containers with due regard to health and safety. All wheeled bins must be closed for health & safety reasons and to prevent spillages.

d) Residents who are served by a sack collection must present no more than five sacks per permit per collection.

e) No side waste will be collected, i.e. no extra waste left next to the bin (s) or placed on the lid (s)

### **Assisted collections**

a) An assisted collection service is available for those residents who are already eligible for an assisted refuse and recycling collection.

### **Missed bins**

a) If a bin is presented correctly and has been missed by the collection crew, a replacement collection will be provided. Report a missed bin within 48 hours at [www.teignbridge.gov.uk/missedcollection](http://www.teignbridge.gov.uk/missedcollection). Residents should not report their bin(s) as having been missed until the following day as collections can be made up until 5pm.

b) On rare occasions the Council will not be able to collect the bin(s) due to circumstances which are outside the control of the collection crew (e.g. road works, no access to roads, severe weather conditions etc.) A replacement collection will be made where possible. However serious incidents or significant weather events could cause the service to be cancelled without return or refund. Details will be posted on the Councils website.

c) Where garden waste has not been presented correctly or within the timescales set out, we will not return to collect it until your next scheduled collection.

### **Moving house**

a) If you move to another address in our collection area, please contact us to transfer the service to your new address on 01626 215838 or email [gardenwaste@teignbridge.gov.uk](mailto:gardenwaste@teignbridge.gov.uk). Your green bin must be left at the old property. If there is no green bin at your new property you will be issued with a new bin and permit. We aim to deliver bins within 10 working days from notification, however there may be delays during busy periods.

b) If you move out of our collection area, residents must leave the bin (s) for the new residents. We will not be able to give a refund.

### **Acceptable material and contamination**

a) Only garden waste may be placed loose in the bin(s). Garden waste includes grass cuttings, flowers, small tree branches up to 7cms thick, loose leaves, shrub and hedge trimmings, but not large branches, turf, earth, soil, stones, gravel etc. The garden waste must not be placed in plastic bags, as this affects the composting process.

b) Straw or paper bedding containing animal waste cannot be accepted.

c) Contaminated bins (i.e. bins containing incorrect materials) will not be emptied. If the bin(s) is contaminated, it is the resident's responsibility to remove the item(s) of contamination prior to the next collection. If the contamination continues, we may remove the bin(s).