

GARDEN WASTE COLLECTION

SERVICE 2020/21

Terms and Conditions

Please read before you sign up for our garden waste collection scheme.

This year's scheme runs from 24 February 2020 to 27 November 2020, with a one off collection for Christmas trees and garden bins in January 2021. You will need to book your Christmas collection separately online from 21 December 2020 until 3 January 2021. Please note, only those customers who have pre booked will receive this one off Christmas collection.

1. The payment for the garden waste collection service is **£25** for the first bin and **£17** for each additional bin. (Please note, there is no reduction for second and subsequent bins when subscribing multiple bins for flats or communal living areas). Payment is required in advance and is **non-refundable**. If you subscribe to this service online or over the telephone you have a 14 day cooling off period whereby you can cancel free of charge minus any funds for services already provided.
2. Residents can join the scheme at any time during the subscription period. However for the avoidance of doubt please note the full annual cost will still apply to subscriptions made after 24 February 2020.
3. If you decide to cancel your subscription during the subscription period you will still be charged the full annual cost, you will not receive a partial refund.
4. Residents cannot subscribe after 31 October 2020.
5. Residents will receive a new licence sticker to apply to the bin. Residents are asked to remove the old licence sticker where applicable.
6. Payment is required for each bin presented for collection and each must display a valid licence.
7. To subscribe to the scheme please pay online at richmondshire.gov.uk/garden-waste and provide a valid e-mail address.
8. The Council reserves the right to remove any bins from a property if payment is not received for the subsequent year.
9. If there is evidence of misuse of the service or the garden waste bin by the resident, the service may be cancelled.
10. The Council will empty the bin on a fortnightly basis providing a valid licence is displayed on each bin presented for collection.
11. Collections are made according to your allocated day, although this may change in exceptional circumstances.

12. Richmondshire District Council reserves the right to alter collections if required. During periods of severe weather Richmondshire District Council reserves the right to suspend collections. Notice of this will be posted on richmondshire.gov.uk or on our Facebook  [RichmondshireDC](https://www.facebook.com/RichmondshireDC).
13. All garden waste must be contained within the bins or compostable bags provided by Richmondshire District Council. Waste not contained in a bin or compostable bag provided by the Council will not be collected. Additional bins can be supplied at a cost of £17 each per year. Compostable bags can be purchased by subscribing households only, at a cost of £6 for 20 bags.
14. The garden waste bins remain the property of the Council. The customer will be responsible for the cost of replacement for any loss to the Council's bins other than that caused by the emptying process.
15. The bins will be supplied clean and in a useable condition. The registered person is responsible for the general condition and cleaning of the garden waste bin whilst in their possession.
16. Bins should be presented at the kerbside by 6.30am on the day of collection. If you are unsure of your collection day see our Bin Collection Day finder at richmondshire.gov.uk.
17. Lids of the garden waste bins must be fully closed. The Council reserves the right not to empty bins when the lids are not fully closed as this may cause damage to the lids whilst being mechanically emptied.
18. The bin should be removed from the public highway (including associated pavements/footways/verges) as soon as possible after collection.
19. Should collections be missed due to circumstances beyond the Council's control, every effort will be made to re-schedule the collection.
20. An assisted collection is available for residents who are physically unable to move the garden waste bin and where there is nobody living at the premises capable of moving the bin. If this service is already in place for your grey bin, green box, black box and blue/white bag, it will automatically be arranged for your Garden Waste bin. All bins must be left in an accessible location within the property boundary for the collection crew to empty and return the bin. You are still required to join the scheme and display a valid licence on your bin.
21. The Council reserves the right not to empty any bin that in its reasonable opinion poses a health and safety risk to the collection operatives or is overflowing or overweight. A notice will be placed on the bin identifying why it has not been emptied and it is your responsibility to remove item(s) prior to the next collection. If you fail to do so we may remove the bin.
22. Only garden waste may be placed loose in the garden waste bin. Garden waste includes grass cuttings, tree and hedge clippings, weeds and plants, leaves, twigs and bark, dead flowers and windfalls, but not large branches, turf, earth, soil, stones and gravel. Garden waste must not be placed in plastic bags in the garden waste bin, as this affects the composting process.

23. Contaminated bins - bins containing incorrect materials - will not be emptied. If the bin is contaminated it is your responsibility to remove the item(s) of contamination prior to the next collection. If the contamination continues, we may remove the bin.
24. The garden waste licence is only valid for the property for which it was originally purchased and is non-transferable. We cannot offer a refund if you move within or outside the district or to a property where you no longer require the garden waste collection service. However, you may leave your licence for the new occupants if there is any term remaining.
25. We will post information on our website, social media and local media in advance to renew your subscription.



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**This information is available in alternative formats and
languages**