

# Garden Waste Collection Service

## Terms and conditions

### The brown lidded garden waste bin

1. A 240L brown lidded garden waste bin will be delivered to you within 10 working days of joining the service for the first time.
2. Bins are provided for use by the customer but remain the property of New Forest District Council (NFDC), charges are made to cover administration and delivery of the wheeled bin.
3. Only official NFDC garden waste containers will be collected. Other bins, sacks and containers will not be accepted.
4. Subscriptions are capped at 5 bins per household.
5. You must mark your bins with your house number or name, so it is identifiable to your property.
6. It is the householder's responsibility to pay for the administration and delivery of replacement of wheeled bins from the Council should the bin go missing or be damaged by the householder. Payment should be made online or via Customer Services.
7. If residents present more waste than their subscription entitlement it will not be collected. Garden waste bins must be presented with the lid fully closed. Additional sacks or side waste will not be collected.
8. New bins will not be issued to customers who are renewing the subscription as it is assumed that they will continue to use the bins from the previous subscription year.
9. The bins can be used for the following materials: grass cuttings, hedge clippings, flowers and non-invasive weeds, leaves, twigs, and small branches up to diameter of less than 75mm, and Christmas trees (must be cut up to fit in the bin).
10. The bins cannot be used for: fruit or vegetable peeling, food waste, invasive weeds (such as Japanese Knotweed or Himalayan Balsam), large branches more than 75mm in diameter, logs or tree stumps, animal waste and bedding, soil, rubble, concrete, stones, plastic bags, pots or trays.

## Collection day

1. Collections of garden waste will be made once a fortnight, except for a two-week period between Christmas and the New Year.
2. An email/letter will be sent on joining or renewing the service, which will contain your collection day. You will receive a link to show you how to view future collection dates online. You can also sign up to an email reminder service for garden waste collections. NFDC reserves the right to change your collection day for operational reasons and will notify you in advance should changes need to take place.
3. Garden waste bins must be presented for collection by 6.00am on collection day.
4. Bins must be placed just within the property boundary in plain view, nearest to the public road or access point, unless otherwise agreed with NFDC.
5. Assisted collections are available to residents who are physically unable to move the bin to the collection point, where there is nobody available to help them in the household. Details can be seen on our website or contact [customer.services@nfdc.gov.uk](mailto:customer.services@nfdc.gov.uk) for more information.
6. Collection teams will only empty the number of bins that have been paid for by the customer. A notice will be left on bins to inform customers of the reason for the non -collection.
7. If a bin is contaminated, the team will leave a notice on the bin to advise what needs to be removed before the next scheduled collection.
8. If your bin has not been collected, and there is no notice on it to explain why, it may have been missed by our collection crew. Missed collections can be reported either via our website or by calling the customer service team. Missed collections must be reported by 12pm on the following working day after the scheduled collection day. We will send a vehicle back to collect your waste within 2 working days of it being reported.
9. Teams will not return to collect bins that were presented for collection after 6 am on collection day, in the wrong location or that were contaminated with materials that are not collected as part of this scheme.
10. Our collection crew record and photograph the presentation of waste and recycling using the onboard in cab technology. Before returning to collect any reported missed bins, the system will be checked to ensure the waste was presented on time and in accordance with our collection policy. We will not return to collect a reported missed bin if it is not presented in line with our policy.
11. All wheeled bins must be presented with the lid closed. They must not be overflowing or too heavy for the collection crew to manoeuvre safely. A notice will be left on the bin stating why it has been left and residents will be required to remove the excess garden waste and wait for the next scheduled collection.

12. The team will return the bin to the collection point after emptying.
13. There may be exceptional circumstances (such as winter weather or unexpected road closures) that prevent garden waste collections taking place for safety or operational reasons. Information about changes to collections under these circumstances will be posted on the NFDC website and corporate social media.
14. Garden waste can become stuck in the bin, this can happen in exceptional cold weather, or if the bin is overloaded with material that has become wedged. Operatives will attempt to empty the bin using the mechanically bin lift but will not manually clear any material that does not empty.
15. No refunds will be given for collections missed due to circumstances beyond NFDC's control.

## Charging and cancellations

1. The garden waste scheme is intended for use by domestic residents only
2. Customers may join the scheme at any point during the year. The collection service works on a rolling year. All customers receive a full year's collections, the renewal payment is due at the same time the following year. Charges are available on the council website.
3. Subscriptions to the garden waste scheme are allocated to the customer and not the property. Subscriptions are not transferable between people (e.g. if you move house and the new owners wish to continue using the service they must subscribe themselves).
4. If the customer moves to another property within the district, they must notify NFDC at least 10 working days before collections are required at the new address and take the bin with them. Failure to notify NFDC in time may result in missed collections.
5. If a customer moves out of the NFDC area, they can cancel the service by contacting [customer.services@nfdc.gov.uk](mailto:customer.services@nfdc.gov.uk)
6. The cost of the service is non-refundable.
7. Customers paying by Direct Debit will be notified of subscription charges to be debited from their account in advance.
8. Failure to make payment to cover the next collection year by the renewal date stated in the reminder notice will result in the service being removed until payment is made. No refunds will be made for collections missed due to late payment.
9. Customers not paying by Direct Debit will be sent a reminder in advance of the renewal date to renew their subscription. It is the responsibility of the customer to ensure their contact details are up to date on their application or renewal.

## Key contacts:

For information on all the ways to contact the council visit the web page

- [Contact us - New Forest District Council](#)
- Tel. 023 8028 5000
- Email. [customer.services@nfdc.gov.uk](mailto:customer.services@nfdc.gov.uk)

To make a complaint please visit the council web pages for more information

- [Feedback, comments and complaints - New Forest District Council](#)
- Email. [complaints@nfdc.gov.uk](mailto:complaints@nfdc.gov.uk) or fill in the [online complaint form](#)