

Garden Waste Collection Service



Terms and Conditions

This document outlines terms and conditions of our garden waste collection service which is a fortnightly collection service and includes a 240-litre brown bin at an annual charge. The service also includes 75-litre compostable sacks which is an alternative to the annual subscription fee.

1. Charges:

- 1.1 Our garden waste bin collection service runs for 12 months between April to March.
- 1.2 The annual charge for the service is payable by the 1 April.
- 1.3 No part of the annual charge will be refunded once the service has commenced.
- 1.4 The collection charge is payable per brown bin.
- 1.5 The bin will only be emptied if the current annual charge has been paid and a current sticker is clearly displayed on your bin.

2. Eligibility:

- 2.1 The collection service applies to domestic households only. Commercial properties and businesses are excluded from the scheme.
- 2.2 Properties on narrow access collection route can only use our compostable sacks to participate in our garden waste collection service. This route is where our smaller collection vehicle (7.5 tonnes) is used for the collection of general waste, recycling, and food waste.

3. Delivery of bins / sticker:

- 3.1 Bins are delivered pre-stickered within 15 working days from the point of receipt of payment.
- 3.2 Stickers can take up to 10 working days to arrive from the point of receipt of payment.

4. Contents:

- 4.1 The Council reserves the right to not collect the bin if the contents do not comply with those stated on the lid. A return will not be made in such instances. Refer to our section on “what to put in brown bins and sacks”.
- 4.2 Real Christmas trees can be collected as garden waste but must be cut up and fully contained within a brown bin or the Council’s compostable garden waste sack.

- 4.3 The Council reserves the right to withdraw the service should either the wrong material be placed in the bin / sack or if the bin has been unreasonably treated.

5. Collection & issues:

- 5.1 The garden waste collection vehicle requires access to within 25 meters of the bin(s).
- 5.2 All garden waste must be presented at the boundary of the property or at the agreed collection point by 6.30am on the day of collection. If the garden waste is not presented by this time the crew will not return until the next scheduled collection day.
- 5.3 Collection starts one hour earlier on a bank holiday therefore bin / sacks must be presented by 5:30am on your collection day. We do not work on Christmas Day, Boxing Day and New Year's Day.
- 5.4 If access to the bin is blocked or the highway to the bin is impassable, the collection crew will try twice to empty the bin again within the next 24 working hours. If there is still no access, the crew will return on the next scheduled collection day.
- 5.5 An assisted collection service is available for those residents eligible for an assisted refuse and recycling collection.
- 5.6 No other bin other than those issued by Wokingham Borough Council for this service will be emptied.
- 5.7 Bin(s) that are overflowing, contain incorrect material(s) or are too heavy for the crew to handle will not be collected. All bins must be closed for health/safety to reduce the occurrence of spillages. If required, you may purchase an additional wheeled bin or sacks.
- 5.8 The Council reserves the right to alter the collection schedule at any time.

6. Adverse circumstances:

- 6.1 During cold spells, garden waste may freeze and prevent us from fully emptying your bin. It may not be possible to fully empty your bin until the future scheduled collections when temperatures have risen.
- 6.2 The Council reserves the right to suspend its garden waste service when circumstances go beyond its control. This includes adverse/extreme weather or a pandemic, for instance Covid19. No subscription money will be refunded in such cases.
- 6.3 These decisions are taken with full consideration to safeguard our frontline staff and to ensure that other priority waste collection services (household waste and food waste) can be delivered where applicable.

7. Replacements / exchanges:

- 7.1 The replacement and exchange of bins is not available between 1 January and 31 May. If beyond repair, contact customerservice@wokingham.gov.uk with a photograph of the damage.
- 7.2 Broken / damaged bins must be presented at the collection point from the time request is raised for replacement.
- 7.3 Damaged bin must be empty when presented for replacement.

8. Move within the borough:

- 8.1 If you move to another property within our borough your contract will continue if you wish to continue with the service. You must take your bin with you and 14 days' notice is required by email to customerservice@wokingham.gov.uk so the service can be transferred to the new address. No subscription fee will be refunded for any gap in Service.
- 8.2 Unwanted bins will not be collected due to the removal cost being higher than the cost of the bin itself.