

# Wokingham Borough Council Garden Waste Collection Service

## 1 Terms and Conditions

1.1 This document outlines the terms and conditions of our fortnightly garden waste collection service.

1.2 The garden waste collection service is for domestic properties only. Commercial properties and businesses are excluded from the scheme.

1.3 Waste generated by gardeners at domestic properties is classed as 'commercial waste' and should be removed by the person undertaking the work. The council does not subsidise businesses in disposing of their waste.

## 2. Charges:

2.1 Our garden waste bin collection service runs for 12 months between April to March.

2.2 The annual charge for the service is payable by the 1 April.

2.3 The collection charge is payable per brown bin.

2.4 No part of the annual charge will be refunded once the service has commenced.

2.5 Residents can purchase 75 litre compostable sacks online (and collect from the Council's collection hubs) to be presented on the scheduled collection days.

## 3. Eligibility:

3.1 The collection service applies to domestic households only. Commercial properties and businesses are excluded from the scheme.

3.2 Properties with communal waste facilities where residents do not maintain their own gardens are excluded from the scheme.

## 4. Delivery of bins:

4.1 Bins provided remain the property of the council and no other bin other than those issued by the council will be emptied.

4.2 Bins are delivered within 15 working days from the point of receipt of payment.

## 5. Contents:

5.1 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](#)"

5.2 Garden waste should be placed loose in the bin(s) or sack(s), no plastic bags.

5.3 Garden waste bins are designed to be emptied safely and presented with lids closed.

5.4 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.

5.5 The Council reserves the right to withdraw the service should the wrong material(s) be placed in the bin/sack.

## **6. Presentation of garden waste bins/sacks:**

6.1 The bin will only be emptied if the current annual subscription fee has been received.

6.2 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.

6.3 Garden waste bins/sacks must be presented so they are clearly visible to the collection crew.

6.3 Collection starts one hour earlier on a bank holiday and scheduled Saturday collections during the Christmas period; 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.

6.4 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.

6.5 An assisted collection service is available for those residents eligible for an assisted refuse and recycling collection but no further than 25 meters from the public highway.

6.6 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.

6.7 Missed bin collections must be reported by the end of the next working day after the scheduled collection. If the report is genuine the bin will be collected within 2 working days of the report being made.

6.8 If the crew have reported any issues listed below, we will not return to collect the containers until the next scheduled collection:

- Containers not presented at the correct collection point.
- Overflowing bins with lids not fully closed.
- Access issues (e.g. blocked access, overhanging vegetation)
- Containers not presented at the time of collection.
- Heavy bins or sacks containing the wrong items.
- Frozen contents preventing emptying (refer to 9.2).

6.9 The Council reserves the right to alter the collection schedule at any time.

## **7. Replacements / exchanges:**

7.1 Residents will be required to purchase replacement bins in the event of damage, wear and tear or loss.

7.2 The Council will replace bins that have fallen into the vehicle or if there is evidence that they have been damaged by the crew on collection day.

7.3 New or purchased replacement bins will usually be delivered within 15 working days.

7.4 Old broken/damaged bins must be presented at the collection point from the time the request is raised and payment received.

7.5 Damaged bins 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](mailto:customerservice@wokingham.gov.uk) so the service can be transferred to the new address.

8.2 No refunds will be issued if a resident moves out of the borough or if they stop using the service part way through the collection year.

8.2 Unwanted bins will not be collected.

## **9. Adverse circumstances:**

9.1 During cold spells, garden waste may freeze and prevent us from fully emptying your bin. It may not be possible to fully or partially empty your bin until the next scheduled collections when temperatures have risen.

9.2 When green waste contains moisture, it can freeze and expand, causing the contents to become wedged inside the bin. The vehicle's automatic lifting and tipping mechanism will only release material that is loose, meaning some contents may remain stuck. Using excessive force to dislodge frozen waste can risk damaging the bins, so our crews must proceed with caution.

To reduce the likelihood of this happening, we advise residents to:

- Avoid compacting garden waste in the bin
- Loosen the contents before presenting the bin for collection
- Store bins against a wall, in a sheltered location, or indoors (garage or shed) where possible

9.3 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.

9.4 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.

9.5 No refunds of subscription charges will be refunded in such cases.

## **10. Variation of Terms**

10.1 We reserve the right to change these terms and conditions at any time and without notification.