

Appendix 3

West Lindsey District Council Kerbside Garden Waste Service

Terms and Conditions

Description

The service is a subscription based 2 weekly service collecting organic garden waste only between the month of April and November (inclusive). Collection calendars are available by visiting

<https://www.west-lindsey.gov.uk/my-services/refuse-recycling-and-your-environment/find-my-bin-collection-day/>

Each subscriber will receive eighteen collections per year subject to the Terms and Conditions as set out below.

Collections only take place from bins presented on the advertised collection day as outlined and defined by these Terms and Conditions of use.

This service replaces the Green Bin service, offered previously to all suitable properties without charge prior to December 2017 which has now stopped.

Terms & Conditions

The green wheeled bin remains the property of West Lindsey District Council and could be reclaimed if you no longer pay for the garden waste collection service.

Not all properties are suitable for this service due to access restrictions for our collection vehicles, or lack of space to either store the bin or place them out for collection. Residents who don't currently receive the service but wish to apply should contact the Council on 01427 676676, an assessment will be made by a representative from Operational Services and their decision will be final.

Neighbours may choose to share a subscription. In these cases, payment and adherence with Terms and Conditions will be the responsibility of one named address. Other arrangements are informal and the Council will not enter into and dispute management process.

Residents are responsible for the security of the wheeled bin as we will charge to replace lost, stolen or damaged bins. Should bins have been damaged by the crew or deposited in the freighter, the Council will provide a replacement or arrange for a repair to take place. Replacement bins may not necessarily be new.

Residents should write their address on the sticker provided in indelible ink. Residents are encouraged to write their house number or other identifier on their bin to reduce the risk of theft.

Bins will not be emptied if they are presented for collection at an alternative property to which it is registered.

Bins will not be emptied unless an up to date subscription is applicable and a current, correctly placed sticker is displayed. Payments are due in advance of receiving the service, the Council will inform you when it is time to pay.

Subscriptions can be transferred to new properties within West Lindsey if customers move house, in these cases residents should contact the Council and a new sticker will be despatched. Residents

should not take the wheeled bin with them, if no bin is present at the new property, operational services will provide a replacement, this may not be new.

No refunds will be given where customers move out of West Lindsey or for cancelled subscriptions.

Serious incidents or significant weather events could cause the service to be cancelled without return or refund. Details will be posted on the Council website. In all other circumstances, genuine missed collection will be collected within 5 working days of being reported.

Only put the following into the green bins:

- Garden weeds
- Hedge trimmings
- Small twigs and branches less than 2.5cm (1") diameter
- Grass cuttings
- Flowers, plants and vegetable waste
- Leaves

Important:

Any bin containing material other than garden waste will not be emptied and will not be returned for as a 'missed' collection

Bins should be presented by 7am on the specified collection day. Crews will not return for bins which have not been presented.

Any bins which are considered by the collection team to be too heavy for safe handling will also not be emptied.

If your bin is missed please contact us on <https://www.west-lindsey.gov.uk/my-services/refuse-recycling-and-your-environment/waste-services-information/report-a-missed-bin-collection/>

Please note: The information provided in 'Garden Waste Service FAQs' forms part of the Terms and Conditions for the garden waste collections service.