



**Too much garden waste?
We can collect it!**



Garden Waste Collection Service Information Booklet

February 2017

www.pembrokeshire.gov.uk/gardenwaste
email: wastemanagement@pembrokeshire.gov.uk

Have you got too much garden waste to home compost?

Between the week in which **1st March** falls and the week in which **30th November** falls, inclusive, Pembrokeshire County Council is offering fortnightly garden waste collections. The cost of this subscription only service is available on the Council website at www.pembrokeshire.gov.uk/wasteandrecycling, by calling the **Contact Centre** on **01437 764551** or by visiting your nearest **Customer Service Centre**.

Your garden waste will be taken for centralised composting which is a more environmentally friendly and cheaper way than sending it to be buried at a landfill site.

When garden waste is disposed of at landfill sites it rots down to produce carbon dioxide and methane, two potent greenhouse gases. Burying it at landfill sites is expensive and unnecessary when there are other options available.

Garden waste in black bags

Please do not place garden waste in your black bag.

Garden waste is a household waste for which a collection charge can be made and is not accepted for collection in black sacks.

Options for your garden waste:

- 1) Use a home compost bin – we can provide one of these free of charge. Please call 01437 764551 for more details.**
- 2) Take your garden waste to your closest Civic Amenity and Recycling Centre where you can dispose of it free of charge and ensure it is turned into compost.**
- 3) Subscribe to our wheeled bin garden waste collection service.**

So, if you think this service may benefit you, read on to find out more.

Benefits of using our garden waste collection service

- Your garden waste is converted into compost and re-used as a soil improver or to repair sports pitches.
- Helps keep your garden tidy.
- It's convenient and easy to use.
- Offers good value for money.



ABOUT THE SERVICE



What can I put inside the bin?

- ✓ Hedge, tree & shrub cuttings
- ✓ Roots
- ✓ Grass cuttings & rakings
- ✓ Leaves
- ✓ Plants, flowers & weeds



The following items are NOT permitted:

- ✗ Plastic bags, pots & trays
- ✗ Brick, rubble, soil & stone
- ✗ Fences, posts & shed parts
- ✗ Food waste including peelings
- ✗ Animal bedding, litter & faeces
- ✗ Tree stumps & branches over 4 in (10cm) diameter



Under no circumstances must Japanese Knotweed or any other invasive weeds be placed inside the bins. For more information on how to dispose of these weeds, please call the **Contact Centre** on **01437 764551**.

Why is there a charge for this service?

Garden waste is a household waste for which a collection charge can be made.

There is an annual subscription charge to all users who subscribe to it which covers the hire of the wheeled bin and costs incurred in making the fortnightly collections.



How long does my subscription last for?

Subscriptions run from the week in which **1st March** falls to the week in which **30th November** falls inclusive. The full fee is payable at whatever point in the year you subscribe or even if you only need a few collections.

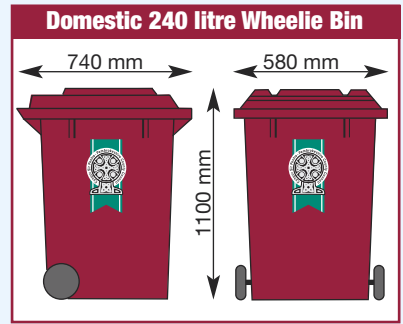
There will be no collections outside these dates.

How often will my bin be collected?

Your garden waste will be collected every two weeks during the collection period. We aim to deliver your bin within 14 days of receiving your payment however, this may not be possible during busy periods, such as the start of the new subscription year, due to high demand. We will notify you of your collection day and week as well as offering you instructions on using the service, when we deliver your bin.

How much garden waste will the bin hold?

As an example the bin will hold the equivalent of approximately five standard refuse sacks when the sacks are filled $\frac{3}{4}$ full and tied for collection. However you must not use sacks in the bin, items must be loose. Do not overfill your bin. If the garden waste is too compacted in the bin we need to shake it on the lift, which can damage the bin.



I don't have space for the bin/the bin is too big for me to handle what can I do?

Don't worry, we can visit you to carry out a container assessment and if necessary provide an alternative. Please phone the Contact Centre on **01437 764551**.

Can I use my own bin?

No, we know the supplied bins are of a good quality and can withstand the pressure of lifting and emptying into our vehicles. We cannot risk the safety of our operatives by asking them to empty other bins.



Are there any concessions?

No concessions are available for this service.

I currently have an assisted collection for my refuse and recycling. Will I be able to have help if I subscribe to the garden waste scheme?

Yes, providing it is practicable to do so, we will make arrangements with you for the collection of the wheeled bin from your property.

Like to sign up?

We offer a variety of payment methods for your convenience. A discount is offered if payments are made online or via an annual direct debit.

To receive a discount:

- You can subscribe online via 'My Account' - Your Online Council Account. Visit www.pembrokeshire.gov.uk/myaccount to login/register and go to 'My Services'
- Or you can complete a Direct Debit form to make an annual payment. Forms are available to download online or by calling Pembrokeshire County Council's Contact Centre on 01437 764551 or you can pick one up at a Customer Service Centre.

Alternatively:

- you can visit your nearest Customer Service Centre and pay by cash, card or cheque, or telephone Pembrokeshire County Council's Contact Centre on 01437 764551 where you can pay by card over the phone. *Please note you will not receive the discount through these means of payment.*

Once your application has been processed we will aim to deliver your bin within 14 days together with your collection calendar.

Your personal data and how we will use it

The personal data you supply will be held by Pembrokeshire County Council within the terms of the Data Protection Act 1998.

It will be used for the purpose of administration of waste collection and may be shared with other Council departments who deal with related services. It will only be shared with other organisations outside the organisation if required to do so by law.

For information on your rights to access your information please ring 01437 764551 and ask for Data Protection or email:
DataProtection@pembrokeshire.gov.uk

TERMS AND CONDITIONS

1. Collections will take place fortnightly between the week in which the 1st March and the week in which 30th November fall. (including Bank and Public Holidays)
2. The service is available to Pembrokeshire County Council domestic council tax payers only. Neighbours may share a bin however the bin is only registered to one address and collected from that address. The payment for the service is annually in advance and is non refundable under any circumstance.
3. The garden waste bin(s) remain the property of Pembrokeshire County Council and must only be used for garden waste and must not be defaced or inscribed in any way. Damaged or stolen bin(s) must be reported immediately and a charge may be incurred for the repair or replacement.
4. Bin(s) should be stored on the householder's own property and on collection day left in an accessible, unobstructed position at your usual collection point at the kerbside, and returned to the property as soon as possible after collection. We reserve the right to change collection times so bin(s) must always be out by 6.30am.
5. The service is non-transferrable from one resident to another. On change of address the service will be transferred to the new address if within Pembrokeshire. If moving out of the County, the Council must be informed and the bin(s) presented for removal.
6. Bins too heavy for safe handling or unsafe for the lift mechanism will not be emptied. The householder must remove the excess weight and re-present the bin for the next scheduled collection.
7. Only permitted items may be disposed of and must be loose in the bin(s) and not contained in bags. Garden waste bin(s) contaminated with non-permitted items will not be collected until the items are removed and the bin presented for the next scheduled collection.
8. If bin(s) is/are regularly contaminated further advice will be provided. If contamination continues, the bin(s) will be removed and collections will cease.
9. All garden waste must be contained within the bin(s) provided. Garden waste not contained in Pembrokeshire County Council's garden waste bin(s) will not be collected.
10. Properties with restricted access may not be suitable to receive this service. We will assess your property and if it is not suitable we will advise you of other options available.
11. The Authority accepts no liability for injury due to improper use of the bin.
12. An assisted collection service is available for those residents eligible for an assisted refuse and recycling collection providing it is practicable to do so.
13. We may enter your premises to remove a bin(s) if payment is not received.
14. We aim to deliver new bins within 14 days but this may not be possible during busy periods. Renewals of the service can take 3 working days to process, collections will not start until the process is completed.
15. Bins returned from previous customers are reused. New customers will not necessarily be issued a new bin, there may be some evidence of wear and tear.

Please take time to read these terms and conditions as they form part of our Agreement with you.