

Garden Waste Service terms and conditions and privacy notice 2024-2025

To make the most of your garden waste collection service please make sure:

1. Your bin has your house name or number clearly displayed on it.
2. Your bin is at its collection point by **6.15am** on your collection day.
3. You tell us if you move to a new house.
4. You let us know within two working days if we miss your collection.

1. Service description

- 1.1. The Garden Waste Collection Service ('the service') is available to residents ('you') of the West Suffolk Council (the council). The service is available on payment for collections between the months of June 2024 and May 2025. Subject to the terms of this agreement, the council will provide a 240-litre brown bin (or suitable alternative, subject to specific conditions) which will be emptied on an allocated day once in every period of two weeks. **This service is for residential customers only.**
- 1.2. The sum payable for the 12-month period commencing in June is £50 for each bin you sign up. The council reserves the right to review this sum annually to take effect from the beginning of June each year.
- 1.3. You can register to receive the service until the end of February of the current year's scheme.
- 1.4. The council reserves the right to suspend new subscriptions for a period between 1 March and 30 April inclusive. The exact time period will be decided at the council's discretion.

2. Payments

- 2.1. Subscriptions commencing after June will be charged the full 12-month rate, but the service will only be delivered up to 31 May 2025.

A single direct debit payment of £50 for each bin will be taken on or shortly after 1 June, annually. We will contact you shortly before the end of your current subscription to confirm the amount and when the payment will be taken.

- 2.2. If you pay by direct debit and need to change your bank details, please use our [Garden Waste - Change to existing direct debit form](#)
- 2.3. If you pay by debit or credit card, you must pay the subscription in full before the service will start.

- 2.4. You will need to sign up to the service by 27 May 2024 if you want the service to commence from 3 June 2024.

3. The waste containers

- 3.1. A brown, 240-litre, wheeled bin ('the brown bin') is provided for your use but remains the property of the council at all times. Compostable sacks ('sacks') may be supplied as an alternative at the discretion of the council. The bins or sacks must only be used for the disposal of garden waste. Only bins or sacks supplied by the council will be emptied as part of the service.
- 3.2. **You must add your house number or name to the bin.** If your bin collection point is on a different road, please ensure the street name is also labelled on the bin. Failure to do so may result in your waste not being collected.
- 3.3. You are responsible for the general condition and cleaning of the bin whilst in your possession. The council does not provide a bin cleaning service.
- 3.4. Additional bins, up to a maximum of four, can be ordered and should be delivered within 20 working days of the payment being processed. Each additional bin will require a separate full subscription of £50.
- 3.5. The council reserves the right to remove all bins that are not used for the garden waste collection service, or if there is evidence of damage or misuse, without refund. Where payment is not received for any subsequent year, or the service is cancelled by you, the council will discontinue the collection service and could remove the bin.
- 3.6. The council accepts no liability for injury incurred either directly or indirectly from the use of the brown bin or sacks.

4. Collection days

- 4.1. Garden waste will be collected every two weeks on a nominated collection day. The council reserves the right to alter the collection day and will endeavour to give as much notice as possible of any changes. Changes will be made to collection days around bank holidays; please see our website for more information: [When are my bins emptied?](#)
- 4.2. The council reserves the right to suspend collections in exceptional circumstances, such as a pandemic, adverse weather conditions, for safety or any other operational reasons.

5. Putting your garden waste out for collection

- 5.1. You must put out the brown bin(s) or sacks by 6.15am on the day of collection at your usual bin collection point, which is the same location your black and blue bins are collected from. The council does not guarantee a specific time of collection during the day. Bins or sacks should not be presented for collection before 6pm the day before collection.

- 5.2. It is your responsibility to remove the bin(s) from the public highway (including associated pavements, footways, or verges) to within the boundary of your property as soon as possible after collection and on the same day as the collection.
- 5.3. If your garden waste is collected in sacks, a maximum of four sacks will be collected for each subscription you have paid for, every two weeks.

6. Bins that are not emptied

- 6.1. If the council is unable to collect bins due to factors outside of our control, we will endeavour to return and collect them within three working days. More information can be found at [My bin hasn't been emptied](#)
- 6.2. If bins were put out by 6.15am on the day of collection and are not contaminated, overweight or in adverse weather, and have not been collected by 4.15pm you should report them as not collected using our online form [Report a bin that has not been emptied](#), within two working days. The council will endeavour to return and collect them at its earliest opportunity. Please use the [online form](#) to report the bin not emptied.
- 6.3. If the bin lid or contents are frozen, sacks will be left but the council will not return to empty.
- 6.4. We will not return to empty your bin if it was not presented by 6.15am on the collection day. More information can be found at: [My bin hasn't been emptied](#)
- 6.5. We will not return to empty your bin if it is not numbered or named or is not presented at the same agreed collection point as your black and blue bins.

7. Moving house

- 7.1. You can transfer the service to a new address within the West Suffolk council area if the bin is transported by you. You must inform the council of the change of address online using the [West suffolk Council enquiry form](#) or in writing (email: customer.services@westsuffolk.gov.uk) within 14 days.

If you move outside of the council area, you must cancel the service and leave the bin at the house as this remains the council's property.

8. Acceptable material, contamination, and overweight bins

- 8.1. Only garden waste can be put in the bin. Acceptable garden waste includes:
 - dead plants and flowers
 - grass, leaves and weeds
 - hedge clippings
 - prunings and twigs
 - clean sawdust (not containing pet waste)
 - small branches (not more than 6cm thick)
 - vegetable waste from the garden (not kitchen waste)

- 8.2. Bins that are contaminated (that is, they contain incorrect materials), are overflowing and/or overweight will not be collected; the refuse crew will leave a notice on your bin to advise you of the problem. If bins are contaminated it is your responsibility to remove the contamination from the bin prior to their next scheduled collection. No extra collections will be offered.

The following items **are not** permitted in the garden waste bin:

- bagged waste
- cardboard, newspaper, shredded paper
- kitchen waste, food and plate scrapings Food Savvy - information on recycling your food waste
- soil, stones, or rubble
- pet or animal waste and bedding
- sawdust contaminated with pet waste
- plastic flowerpots, trays, or bags
- tea bags and coffee grounds
- treated wood
- **Invasive weeds such as Japanese knotweed MUST NOT be put in your garden waste bin.**

- 8.3. Overweight bins cannot be lifted by the machinery on the back of the council's collection vehicles, and health and safety dictates that it would be putting the refuse collectors at risk too.

If your bin has not been collected because it is overweight, the refuse crew will leave a notice on your bin to advise you of the problem, as well as compostable sacks into which you can put some of the waste from the bin. These should be presented next to your brown bin on your next scheduled collection day.

- 8.4. If the bin is repeatedly misused the council reserves the right to remove the bin.
- 8.5. No side waste will be collected (that is, extra waste outside of the bin) unless in the West Suffolk council-supplied sacks.

9. New build properties

- 9.1. Residents moving into new properties can subscribe to the scheme in the same way as all other residents.
- 9.2. Residents will be delivered a brown bin from the council's existing stock, which will be clean, but may be pre-used.

10. Cancellation of the service

- 10.1. You can cancel your service at any point during the year however, there are no refunds or part refunds for cancellation of service. You can either cancel your Direct Debit direct with your bank or you can use the [Garden Waste Subscription Cancellation form](#)
- 10.2. The council reserves the right to cancel the collection in the circumstances outlined in paragraph 4.2 above and in such instances no refunds will be given.

- 10.3. If you cancel your direct debit prior to payment being taken your service will be cancelled immediately. If you cancel your direct debit after payment has been taken for the year, you will need to resubscribe the following year.
- 10.4. The council reserve the right to cancel an existing subscription(s) if a resident fails to notify them of their move so that the new resident can subscribe.
- 10.5. This agreement is made under the provisions of the Environmental Protection Act sections 45 and 46 and the Controlled Waste (England and Wales) Regulations 2012.

Privacy notice

West Suffolk Council is a Data Controller and can be contacted at: West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU. Phone: 01284 757173.

The Data Protection Officer can be contacted at the same address.

We are collecting your personal information in order to process your application for Garden Waste Collection. Your data will not be shared with third parties unless they are used by us to deliver the service, for example a mailing house for the sole purpose of alerting customers that payment is due or to inform them about changes to the service. Your data may be used for council purposes, in order to prevent or detect crime, to protect public funds or where we are required or permitted to share data under other legislation.

Your data will be kept for six years in line with our records management guidance.

You have the right to access your data and rectify mistakes, erase, restrict, object, or move your data in certain circumstances. Automated decision making and processing is not used during this application. Please contact the Data Protection Officer for further information or go to our website where your rights are explained in more detail. If you would like to receive an explanation of your rights in paper format, please contact the Data Protection Officer.

Any complaints regarding your data should be addressed to the Data Protection Officer in the first instance. If the matter is not resolved you can contact the Information Commissioner's Office at: Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF, phone: 0303 123 1113.

If you do not provide the information required on the application form, we will not be able to process the application for Garden Waste Collection.

For further information on our Data Protection Policies please go to our website: [How we use your information](#), or email: data.protection@westsuffolk.gov.uk