

# Breckland Council

## Garden Waste Collection Service

### Terms and Conditions



This agreement is made between the householder (“you”) and Breckland Council (“the council”) and sets out the terms and conditions under which the customer may use the Council’s Garden Waste Collection Service (“the service”)

The garden waste collection service is available to Breckland households at a cost of £42.00 per bin per year.

#### Use of Bin

1. The service year runs for 12 months from your service start date or renewal date.
2. This agreement continues to be in force for the full 12 months and if cancelled by you at any stage within this period no refund will be issued.
3. The garden waste bin remains the property of the council.
4. Only agreed garden waste may be disposed of, not contained in bags of any kind.
5. Neighbours can share the service, but the bin must be registered at one property for collections.
6. The garden waste service only operates within the Breckland district. If you move house it is your responsibility to move the garden waste bin to your new property and notify the council of the change of address. If you move outside the Breckland area you must notify the council to confirm if you wish the bin to be collected or transferred to the new occupier.
7. Your brown bin should be presented for collection at your property boundary before **6.30am** on the day of your collection. Please place your bin where we can see and access it.
8. If you receive an assisted collection service for your green and black bin please notify us and we will apply this service to your brown bin collections.
9. Only garden waste contained within the bin will be collected. Extra waste will not be taken except following the Christmas period when real Christmas trees left next to the bin will be accepted.
10. Your brown bin cannot be emptied if it contains anything other than green garden waste. Your bin will be emptied on your next collection day if the incorrect items have been removed.
11. Your brown bin cannot be emptied if it is overweight or overfilled.
12. During cold spell, garden waste may freeze and prevent us from fully emptying your bin. It may not be possible to fully empty your bin until the next scheduled collection day when temperatures have risen.
13. If we miss your garden waste collection and it is our fault, please contact us and we will make arrangements to return and empty your bin. If you forget to put your brown bin out it will be emptied on your next collection day.
14. The council reserves the right to change your collection day subject to providing you with written notification.
15. The brown bin supplied will be clean and in a useable condition. You are responsible for maintaining the cleanliness of the bin.
16. If you wish to number your bin we will supply you with number stickers. Do not mark your bin with paint or ink.
17. Any bins that become faulty through fair wear and tear will be repaired or replaced free of charge.
18. In the event of exceptional circumstances e.g. extreme weather, we reserve the right to vary the service without notice. Changes to the collection arrangements in these circumstances will be advertised via our website through our twitter and face book pages.

#### Charges

1. Payment is to be made annually in advance. If payment is not received then the service will cease and the bin will be removed.
2. The cost of the service is non-refundable; service rates will be reviewed annually.
3. When you sign up to the service, it will take 5 working days to process your application. Your bin should be emptied on your next scheduled collection day after this period.

In order to provide services to you we need to record your details which you have the right to see and check. We will process and safeguard your details in accordance with the Data Protection Act 1998