

Easy Green Bin Scheme

These terms and conditions set out the rights and obligations of the service user (“you/your”) and the Council (“we/us/our”) as they relate to the Easy Green Bin (“bin”) collection service.

Subscriptions, delivery and removal of garden waste wheeled bins

1. We will provide the Easy Green Bin collection service to you if you pay the subscription fee. The annual fee is set by us each year before the start of the subscription period. Details of the current fee and other charges are published at www.eastsuffolk.gov.uk
2. We will provide the service to you at your nominated property. You cannot transfer your subscription to another person at a different property part way through the year.
3. The subscription period runs from 1 March (29 February in a leap year) to 28 February.
4. You can subscribe for more than one bin but you must pay the fee for each bin. We do not limit the number of extra bins you can have. Each time we deliver a bin to you, we will charge a delivery fee.
5. All the bins we provide as part of this service remain our property at all times. If you stop subscribing to the scheme, you must return the bin(s) to us.
6. If you damage or lose a bin, you may have to pay a fee before we give you a replacement.
7. If you do not renew your subscription each year we will arrange to take back the bin. We may allow a grace period of up to two months before seeking to take back your bin.
8. The subscription fee you pay is not refundable after the statutory 14 day cooling off period even if you move house or leave the scheme mid-year.

Collections

9. We will empty your bin fortnightly during the subscription period. If you join or renew after the start of the period we will start collections as soon as we can after you have paid the subscription fee.
10. Severe weather conditions or other events outside our control may stop us making collections. If we cannot collect on your usual collection day, we will make reasonable attempts to collect on another day to prevent excessive accumulation of waste.
11. We may have to revise collection schedules occasionally, for example, because of public holidays. We will tell you about the changes on our website and in public notices.
12. You must put the bin at your usual bin collection point before 6.00 am each collection day. You can find out your collection day at www.eastsuffolk.gov.uk/gardenwaste
13. We will **NOT** collect your garden waste if your bin:
 - is not displaying the orange Easy Green Bin sticker with the correct date sticker added
 - is not at the collection point when we arrive
 - is overflowing and the lid will not close
 - is too heavy for us to move
 - is contaminated with non-garden waste

We will not collect **extra** garden waste left on top or by the side of your Bin.

Please check our website to find out about what you can and cannot put in your Easy Green Bin

Moving House

14. If you move house you must tell us about your change of address.
15. If you move outside of the Waveney District, please tell us when you are moving so we can arrange to take back your bin.
16. If you move within the Waveney District you must arrange to take the Bin with you to your new address, otherwise you will need to re-subscribe at your new address.

www.eastsuffolk.gov.uk/gardenwaste