

# Garden Waste Service Resumes Following Covid-19 Suspension

## Frequently Asked Questions

### When will the service resume?

The garden waste service will resume from Monday 25<sup>th</sup> May 2020.

### When will my first collection be?

**Your first collection will be your next scheduled collection day, on or after the 25<sup>th</sup> May 2020.**

### Will my existing collection day change?

To enable the refuse crews to continue to follow the Covid-19 safety restrictions, **some collections will be made on a different day to your recycling collection day**, including Saturdays. To find out what day your garden waste will be collected please click on this link to check the [refuse collection calendar](#) after 12/05/2020.

**Please note the collections will happen within the same 6-day week (Monday-Saturday).**

For example;

#### Collection day

Residual and Recycling Bins - Monday; Garden Waste Bins - Monday

There is no change and your garden waste bin will be collected the same day as the recycling bin.

#### Collection day

Residual and Recycling Bins - Wednesday; Garden Waste Bins - Saturday

The garden waste bin will be collected the Saturday after the recycling bin is emptied.

#### Collection day

Residual and Recycling Bins - Wednesday; Garden Waste Bins - Monday

The garden waste will be collected the Monday of the same week as your recycling waste.

**Please remember to ensure your bin is out for collection by 6am.**

### When can I renew my subscription?

Our subscription payment system is back now back in use and you can then [renew your garden waste subscription here](#).

## What will happen to my subscription now?

Your subscription froze at close of business on Friday 27th March 2020. On 25th May 2020, the service and your subscription will resume. In total the suspension lasted for 8 weeks; therefore, 8 weeks (4 collections) have been added onto your current subscription end date.

## How will I know when my subscription needs to be renewed?

Your renewal date will change to reflect the gap in service. This table will give a guide as to how your subscription has been extended, however for an accurate date, you would need to add 8 weeks onto the date shown on your current garden waste bin sticker.

Original End Date	New End Date (+8 weeks)	Renew by Date	Original End Date	New End Date (+8 weeks)	Renew by Date
23 Mar 2020	No extension provided As prior to suspension		16 Nov 2020	11 Jan 2021	28 Dec 2020
30 Mar 2020	25 May 2020	11 May 2020	23 Nov 2020	18 Jan 2021	04 Jan 2021
06 Apr 2020	01 Jun 2020	18 May 2020	30 Nov 2020	25 Jan 2021	11 Jan 2021
13 Apr 2020	08 Jun 2020	25 May 2020	07 Dec 2020	01 Feb 2021	18 Jan 2021
20 Apr 2020	15 Jun 2020	01 Jun 2020	14 Dec 2020	08 Feb 2021	25 Jan 2021
27 Apr 2020	22 Jun 2020	08 Jun 2020	21 Dec 2020	15 Feb 2021	01 Feb 2021
04 May 2020	29 Jun 2020	15 Jun 2020	28 Dec 2020	22 Feb 2021	08 Feb 2021
11 May 2020	06 Jul 2020	22 Jun 2020	04 Jan 2021	01 Mar 2021	15 Feb 2021
18 May 2020	13 Jul 2020	29 Jun 2020	11 Jan 2021	08 Mar 2021	22 Feb 2021
25 May 2020	20 Jul 2020	06 Jul 2020	18 Jan 2021	15 Mar 2021	01 Mar 2021
01 Jun 2020	27 Jul 2020	13 Jul 2020	25 Jan 2021	22 Mar 2021	08 Mar 2021
08 Jun 2020	03 Aug 2020	20 Jul 2020	01 Feb 2021	29 Mar 2021	15 Mar 2021
15 Jun 2020	10 Aug 2020	27 Jul 2020	08 Feb 2021	05 Apr 2021	22 Mar 2021
22 Jun 2020	17 Aug 2020	03 Aug 2020	15 Feb 2021	12 Apr 2021	29 Mar 2021
29 Jun 2020	24 Aug 2020	10 Aug 2020	22 Feb 2021	19 Apr 2021	05 Apr 2021
06 Jul 2020	31 Aug 2020	17 Aug 2020	01 Mar 2021	26 Apr 2021	12 Apr 2021
13 Jul 2020	07 Sep 2020	24 Aug 2020	08 Mar 2021	03 May 2021	19 Apr 2021
20 Jul 2020	14 Sep 2020	31 Aug 2020	15 Mar 2021	10 May 2021	26 Apr 2021
27 Jul 2020	21 Sep 2020	07 Sep 2020	22 Mar 2021	17 May 2021	03 May 2021
03 Aug 2020	28 Sep 2020	14 Sep 2020	29 Mar 2021	24 May 2021	10 May 2021
10 Aug 2020	05 Oct 2020	21 Sep 2020	05 Apr 2021	31 May 2021	17 May 2021
17 Aug 2020	12 Oct 2020	28 Sep 2020	12 Apr 2021	07 Jun 2021	24 May 2021
24 Aug 2020	19 Oct 2020	05 Oct 2020	19 Apr 2021	14 Jun 2021	31 May 2021
31 Aug 2020	26 Oct 2020	12 Oct 2020	26 Apr 2021	21 Jun 2021	07 Jun 2021
07 Sep 2020	02 Nov 2020	19 Oct 2020	03 May 2021	28 Jun 2021	14 Jun 2021
14 Sep 2020	09 Nov 2020	26 Oct 2020	10 May 2021	05 Jul 2021	21 Jun 2021
21 Sep 2020	16 Nov 2020	02 Nov 2020	17 May 2021	12 Jul 2021	28 Jun 2021
28 Sep 2020	23 Nov 2020	09 Nov 2020	24 May 2021	19 Jul 2021	05 Jul 2021
05 Oct 2020	30 Nov 2020	16 Nov 2020	31 May 2021	26 Jul 2021	12 Jul 2021
12 Oct 2020	07 Dec 2020	23 Nov 2020	07 Jun 2021	02 Aug 2021	19 Jul 2021
19 Oct 2020	14 Dec 2020	30 Nov 2020	14 Jun 2021	09 Aug 2021	26 Jul 2021
26 Oct 2020	21 Dec 2020	07 Dec 2020	21 Jun 2021	16 Aug 2021	02 Aug 2021
02 Nov 2020	28 Dec 2020	14 Dec 2020	28 Jun 2021	No extension provided Subscriptions will run as normal	
09 Nov 2020	04 Jan 2021	21 Dec 2020			

**Only subscriptions paid for before the Covid-19 Suspension shall be extended.**

## My subscription expired before the suspension period; will I still get an extension?

Any subscriptions that expired before 27<sup>th</sup> March will not be extended. However, you can now pay for a new subscription.

### **Will there be a refund for the collections I have missed?**

In line with our garden waste [terms and conditions](#). We shall not be offering a refund for any collections that were missed within the Covid-19 suspension period.

### **Will there be a new sticker sent out with the new renewal date?**

We will not be sending out new stickers to reflect this extension, however the systems will be updated to ensure your collections continue until your new subscription end date.

### **How will the Norse crews know that my subscription has been extended?**

The Norse refuse collectors will have the above chart to assist them in their rounds, however they also have in-cab technology that will allow them to check any subscriptions they are unsure about.

### **The contents of my bin have gone mouldy, will it still be emptied?**

We understand that over the suspension period, some of the garden waste in your bin may have gone mouldy. If your garden waste bin only contains the correct garden waste, the bin will still be emptied. Please [Click here](#) to check what can and cannot go in your garden waste bin.

### **Can side-waste be put out with the garden waste bin to clear the built-up waste?**

Any additional waste left next to, on top of, in front of or behind the garden waste bin will not be collected. Any additional waste should either be gradually fed into your garden waste collections or taken to the recycling centres once they have re-opened.

### **What do I do if my bin is not emptied within this new extended period?**

Due to the potential quantity of Garden Waste to collect and the new collection schedules (see above) then if your bin is not emptied on the allocated day please leave out to enable Norse to return on the following day. If your bin is then not collected and as with any missed collection, please ensure you contact us to report it the next day to allow us to investigate why it was missed. If the bin was missed in error Norse will return to empty it within 2-3 working days. [Report a missed collection here.](#)

### **How has this been communicated to the East Suffolk residents**

Announcements have been made on our website, social media platforms and local newspapers. In addition to this all residents who had a valid subscription on the 27<sup>th</sup> March 2020 will be contacted by email or letter to advise them of this information.