

Garden Waste Upgrades – some useful information

When will I get my bigger green bin?

The first wave of deliveries will be during the month of October.

The crews will only deliver to households on their daily delivery schedules, who opted in to have the larger bin before 26 August.

Anyone who joined the scheme, or opted in after 26 August, will still be eligible for the upgrade, but deliveries for these will follow on after the first wave of deliveries. The initial schedule of deliveries is available on the east Suffolk website.

Where will they leave the new bin?

New green bins will normally be left at the boundary of the property. A letter confirming the delivery and giving information 'About Your Green Bin' will be posted through your letterbox.

Do I need to be at home to accept delivery?

No. The bins will be left at the boundary of the property.

Will it have a sticker with my address on it?

Yes, but the sticker will be an address label to help with deliveries only. It is temporary and will wear away over time. When it does, there is no need to replace it.

I changed my mind and do not want the larger bin

If you are at home when the green bin is delivered, simply tell the crew and they will take it back and inform the Council. If the bin has been delivered while you were out, call Suffolk Coastal's customer services team and the bin will be removed as soon as we can. However, this may take a few days as priority is being given to the green bin deliveries.

The address sticker on the bin left at my property is not my address

Unfortunately, sometimes mistakes happen. It is possible that we have not recorded your address correctly or that the crews have accidentally delivered to you a bin intended for a different property.

It is important that the address is correct as the identity tag embedded in the bin will be linked to the address shown on it and to the subscription at that address. If the address does not match yours, you may find that collections are missed or stop altogether.

If the bin left at your property does not have your correct address on it, please call customer services as soon as possible.

Can I put my house name or number on the bin

We recommend that you put your house number or name on your green bin to tell it apart from your neighbours. If you want to do this, please use self-adhesive vinyl numbers and letters. Do not use spray paint, permanent markers or do anything that would permanently mark or damage the bin.

Can I still use my brown bin with the sticker on it (up to 2019)?

The new green bin replaces the old brown bin. If there is garden waste in your old brown bin, we will empty it once more just prior to removing it, if you choose not to keep it, or to free it up for re-purposing. However, it should not be put out for waste collections after that.

Why have residents on the opposite side of the road had their green bins delivered but this side of the road haven't?

The green bins are scheduled to be delivered to whole streets and areas. However, this may occur temporarily, if a crew are unable to complete a street within the allotted schedule or need to load up with additional bins. They may also work along one side of a busy road, returning down the other if there is an assessed risk in repeatedly crossing the street.

You have delivered to my street without delivering a green bin to me.

The first wave of deliveries will be to properties that subscribed before 26 August. If you joined the scheme, or opted in for the upgrade, after 26 August, you will still be eligible for the upgrade, but deliveries for these will follow on after the first wave of deliveries.

If you joined the scheme and opted in before 26 August, then there may have been a problem with your order. The crews have been advised not to guess at the address of a property if it is not clear to them. If your property is difficult to find or to access, the crews may have to check the address before delivering. If that has happened they should be back within a few days to deliver.

If you are not sure whether you opted in before 26 August, or it's been a few days since the deliveries in your street and you still haven't received your bin, you should call Customer Services.

The lid does not fit on my new green bin, is it broken?

You may find that the lid of your freshly delivered green bin does not seem to fit properly. Some warping can occur because of the way the bins have been stacked for transportation. It is normal and we know from experience that the warping does rectify itself within about a month.

We recommend you just place a heavy item on your bin lid for a few days to encourage it to go back to the correct shape.

There is no need to contact us about this unless your bin has other physical signs of damage.

When will they remove my brown bin?

In the next few weeks, we will place a hanger sign on all grey bins. This will tell you when we intend to remove unwanted brown bins. It will also tell you when to leave out your brown bin if you want it emptied one last time before repurposing it.

The removals will occur on the normal garden waste collection days, as the removal crews will need the bins to be empty when they are removed.

Will my brown bin be removed even if it has old garden waste in it?

Yes. The brown bin removals will occur on the normal garden waste collection days, as the removal crews will need the bins to be empty when they are removed.

Can I keep my brown for my own use? Do I have to pay?

Yes, you may keep and repurpose your old brown bin at no extra charge. We will empty it once more to remove garden waste if you have already part filled it. After that it will not be emptied again.

How do I pay next year for the green bin?

Details of how to renew a subscription will be sent to each subscriber about a month before the renewal is due.

If I don't have a sticker on my bin, how will the bin men know to empty my bin?

The refuse crews will not need to check a sticker on the side of the bin in future. The refuse collection crews will rely on technology that can read the built-in identity tag in the bin to tell them that you have a current subscription to the garden waste scheme.

The ID tag is linked to your address and the system the crews will use, will check our subscription data base each time they go to empty a bin. The bin will only be emptied, if there is a valid subscription at the address.