

Waveney Garden Waste Collections

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 Waveney Garden Waste (“green bin”) collection service.

Subscriptions, delivery and removal of garden waste wheeled bins

1. We will provide the garden waste collection service to you if you pay the subscription fee in advance. 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 within the collection area. You cannot transfer your subscription to another person at a different property part way through the year.
3. The subscription period runs from the first day of March to the last day of February.
4. You can subscribe for more than one green bin but you must pay the fee for each bin. We do not limit the number of extra green bins you can have.
5. Whenever you order a green bin we will charge a fee for delivery. We will deliver the bin to you within 6 working days of your order.
6. All the green bins we provide as part of this service remain our property at all times. If you stop subscribing to the scheme you may request us to remove it for you.
7. If you irreparably damage or lose a bin, you may have to pay a fee before we give you a replacement. Some damage can be repaired free of charge. Please see our website for more details.
8. The subscription fee you pay is not refundable after the statutory 14 day cooling off period.

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 avoid 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 green bin:
 - is not displaying the current year’s bin sticker
 - is not at the collection point when we arrive
 - is overflowing and the lid will not close
 - is too heavy for us or our equipment 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 green bin

Moving House

14. If you move house **please leave your bin at the property for the next resident to use.**
15. You can tell us about your change of address either through our online form my.eastsuffolk.gov.uk/MyServices or by calling customer services on 01502 562111.
16. If you move within the Waveney District you can chose to take your subscription to your new address. If there is no green bin at your new address let us know and we will deliver a bin to you free of charge.
17. We do not refund subscriptions even if you move house partway through the year.