

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 Scheme.

1. We will provide fortnightly garden waste collections at your nominated property within the collection area if you pay the annual fee in advance. The annual fee is set by us each year and details of the current fee and other charges are published at www.eastsuffolk.gov.uk/yourcouncil/financial-information/fees-and-charges/
2. You cannot transfer your membership to another person at a different property during the year.
3. The Annual Fee is for one bin for one calendar year, and is not refundable in any circumstances once the statutory 14 day cooling off period has expired.
4. If you join the scheme for the first time, or if previous membership has lapsed, your membership of the scheme will run for 12 months starting from the end of the statutory cooling off period, which is 14 days from when you placed your order.
5. If you renew your membership at least 14 days before it expires, your garden waste collections will continue automatically for a further twelve months.
6. If your membership of the scheme lapses, collections will cease and you will have to re-join the scheme, and there may be a delay before collections start again.
7. Before your subscription is due to expire, we will send you a renewal invitation, either to the email address you provided when you joined or by writing to you at the collection address.
8. If we have to deliver a new garden waste bin to you we will charge a fee for delivery. We will deliver the bin to you within 10 working days of your order.
9. All the garden waste bins we provide as part of this service remain our property at all times. If your membership of the scheme lapses we reserve the right to require you to present the bin for removal by our contractors.
10. 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 details.
11. 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. Our failure to make a collection in severe weather conditions will not entitle you to a refund.
12. 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.
13. 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.
14. We will **NOT** collect your garden waste if your green bin:
 - is not displaying the current year’s bin sticker (if one has been supplied)
 - 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
15. 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

16. If you move house **please leave your bin at the property.**
17. 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.
18. If you move within the Waveney District you can chose to take your subscription with you 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.