

EASTLEIGH BOROUGH COUNCIL

GARDEN WASTE COLLECTION SERVICE POLICY

TERMS AND CONDITIONS OF SERVICE

These Terms and Conditions formalise the arrangement between Eastleigh Borough Council and the Householder in respect of the Garden Waste Collection Service. If the Council wishes to change any term or condition it may do so by giving the Householder one month's written notice.

Service

1. The standard receptacle issued to all customers is a 240 litre wheeled bin.
2. Collection is by means of a wheeled bin, the address sticker provided in the welcome pack **must** be filled in and attached to the side of the bin. Failure to attach the sticker could result in the bin not being emptied or returned to the wrong property.
3. An assisted collection service is available for those residents eligible for an assisted refuse and recycling collection.
 - Eligibility is based on genuine need and subject to there being no other abled bodied person at the property.
 - The person making the request will be required to complete an assisted collection form. This request will be logged on a confidential database, which will be provided to the crew only.
 - All requests will be agreed by a waste management officer and will be reviewed annually.
4. All garden waste must be presented at the boundary of the property or at the agreed collection point by 06.30 a.m. on the day of collection. If the garden waste is not presented by this time the crew will not be able to collect it until the next scheduled collection day.
5. If access to the container is blocked or the highway to the container is impassable, the collection crew will attempt to return at the earliest opportunity. If access is still unavailable, the crew will return on the next scheduled collection day.
6. The refuse collection vehicle requires access to within 25 metres of the container. Containers need to be presented at the point at which the property or private road abuts the nearest service road / highway.

7. The collection service will operate Monday to Friday on a fortnightly basis, in accordance with the schedule included in the information pack. Collections are likely to be one day late following Bank Holidays; please visit the Council's web site for details.
8. The collection service will operate all year round, with the exception of two weeks over the Christmas and New Year period.
9. During cold spells, garden waste may freeze and prevent us from fully emptying your container. It may not be possible to fully empty your container until the next scheduled collection day when temperatures have risen. During periods of extreme/adverse weather Eastleigh Borough Council reserves the right to suspend collections. No subscription money will be refunded. Notice of this will be posted on our website and through our Twitter feeds and Facebook page.
10. Eastleigh Borough Council reserves the right to alter collections but will notify the Householder where reasonably practicable in advance.
11. The Householder may leave the service at any point by notifying Eastleigh Borough Council on 023 8068 8440. Upon leaving the service your container(s) will be collected by the Council at a time that maximizes operational efficiency.
12. Customers moving to another property within Eastleigh Borough can take the container(s) with them. Eastleigh Borough Council requires 2 weeks' notice so the service can be transferred to the new address. No subscription money will be refunded for any gap in service.
13. Customers who are moving out of the property and do not want the service to continue must inform Eastleigh Borough Council providing 2 weeks' notice and present the containers for removal **as the service is non-refundable and non-transferrable.**
14. No refunds will be issued for Householders leaving the collection service part way through the service year.
15. Should it become necessary, Eastleigh Borough Council has the right to withdraw the service. The Council will give 4 weeks written notice should the withdrawal be permanent.
16. The collection service applies to domestic households only. Commercial properties and activities are excluded from the scheme and would need to contact the council directly.

Use of wheeled bin(s)

17. Additional containers are available on request for payment of the appropriate fee. All containers remain the property of Eastleigh Borough Council at all times and can only be used for the purposes of the Garden Waste Service. If the Council finds that the containers are being used for other purposes it may withdraw the containers from the household.
18. Eastleigh Borough Council will provide Householders with a clean, serviceable container, according to container stock levels.
19. Garden waste will only be collected in the container(s) provided by Eastleigh Borough Council on the designated day of collection at the front of the property unless on an 'Assisted Lift'.
20. Containers that are overflowing or too heavy for the crew to handle will not be collected. Operatives must be able to manoeuvre all containers safely having due regard to health and safety and vehicle capacity issues. All wheeled bins must be closed for health & safety and spillage reasons. If required, the Householder may purchase additional wheeled bins.
21. Only plant material may be placed in the containers. For example, grass cuttings, hedge trimmings, weeds, pruning's, dead plants, twigs, small branches less than 10cm in diameter provided they fit securely inside the container. Real Christmas trees can be placed alongside the wheeled bin for the 2 collections after the festive period.
22. The following items are not acceptable and must not be placed in the containers - wood products, timber, rubble, soil, plastic, kitchen waste (including vegetable peelings), or animal bedding. Further information on what materials are acceptable is provided in the information pack and/or accessible via the Council's website www.eastleigh.gov.uk
23. A contaminated container (a container with any items other than those listed in the information pack) will not be emptied. The Householder must remove the contamination and present the container at the next scheduled collection. A return visit will not be made where container(s) could not be collected due to contamination.
24. If a container is regularly contaminated, the Householder will be contacted by Eastleigh Borough Council and offered advice. If the contamination continues, Eastleigh Borough Council will remove the container and collections will cease. No subscription money will be refunded.
25. If the container becomes worn out or damaged during collection, the Council will replace it free of charge. If the bin is lost or damaged for reasons other than the above, the Householder will be responsible for the cost of a replacement. The cost of the replacement container will be determined by Eastleigh Borough Council.
26. Customers use containers at their own risk.

Charges

27. The cost of the service is non-refundable; service rates will be reviewed annually.

(Please note, this does not apply to the 'Buy it and Try it' offer at the commencement of the new scheme).

28. The 'Buy it and try it' offer is available to all households that subscribe to the service. If you have used the collection for six weeks (3 collections from the start of your subscription) and are not fully satisfied with the service we provide you can ask for your money back.

29. The payment for the service will be required annually in advance. Customers will be notified of their renewal / payment date at least 20 days prior to payment being due, along with any change to the service rate.

30. Payment can only be made by;

- Direct Debit
- Using a valid debit or credit card through our automated telephone service or via our website www.eastleigh.gov.uk/gardenwaste.

(Please note there may be a surcharge for using a credit card).

- Telephoning our Customer Service Centre on 023 8068 8440.

31. Eastleigh Borough Council reserves the right to remove containers should the householder fail to make payment for the service or if the Council withdraws the service for any reason.

32. Reduced charges are available for those in receipt of Council Tax Support and Housing Benefit.

33. Once an annual subscription has expired, the Council will recover its containers from the property. If the householder re-subscribes within a six month period, a one-off delivery fee will be charged to the subscriber to cover the cost of redelivering the containers. This fee will be reviewed annually.

Please note: details of all subscribers are held on a database to be used by the Council and its business partners for the issue of containers and collections. Any information held will be in accordance with the Data Protection Act.