

Bristol City Council Garden Waste Terms and Conditions

Bristol Waste Company (BWC) provide the Green Waste Collection Service on behalf of Bristol City Council (BCC).

1. Service description

The garden waste collection service is a chargeable, fortnightly service. A garden waste bin will be provided for each subscription. The collection schedule will be determined by BWC. The service will be suspended for approximately a four-week period over Christmas and New Year. The dates for the suspension will be published by our service provider in the month leading up to Christmas.

2. The Service

Each collection area/property must be easily accessible by a refuse collection vehicle. This includes being able to empty bins and manoeuvre the collection vehicle safely.

The garden waste bin must be stored within the boundaries of the property between collection days.

3. Application and payment

a) The garden waste service is a chargeable service with a one-off fee for delivery of the garden waste bin. Residents will be required to subscribe for the garden waste collection service on an annual basis. We charge £21 for a 240-litre bin and £50 annual service charge. You get a £3 discount off the annual service charge for paying by Direct Debit.

b) BCC reserves the right to refuse an application for the garden waste collection service based on the criteria for the scheme as described in section 2.

c) A discounted rate of £10 for the 240-litre bin, and £24 annual service is available if you get income support, pension credits, housing or council tax benefits, or Universal Credit. Proof of these benefits will be requested prior to your service commencing. If you are unable to provide evidence of eligibility on request the service maybe cancelled and bin removed.

d) Payment can be made by visiting our website www.bristol.gov.uk/gardenwastebin, or by telephone, 0117 922 2100.

e) Following payment, BCC will instruct BWC to issue a garden waste bin.

f) BCC reserves the right to vary the fee. Appropriate notice will be given prior to any alteration.

g) We require customers to notify us of any changes to their personal details by email waste.services@bristol.gov.uk or by telephone 0117 922 2100.

4. Cancel Service and Refunds

a) No refunds will be provided for cancellation of the service within the subscription period, to cancel the service, email: waste.services@bristol.gov.uk or by telephone 0117 922 2100.

b) If there is any misuse of the service or the garden waste bins, BCC retains the right to cancel the service; there will be no refund in these circumstances.

c) If a collection has been missed, there are no refunds of all or part fees for missed collections.

5. Garden Waste Bins

a) The garden waste bin remains the property of BCC. There is no limit to the number of garden waste bins that can be supplied per property. You are responsible for the bin's security and repairs. We only collect from Bristol City Council bins and may not if they are damaged.

b) Only garden waste containers supplied by BWC or BCC, will be emptied. Garden waste presented in any other container will not be collected.

c) Requests for garden waste bins will be logged and delivered within 15 working days.

d) The garden waste bins will be supplied in a serviceable condition. The householder is responsible for the general condition and cleaning of the garden waste bin.

e) Lost or stolen garden waste bins will be replaced at a cost of £28 for delivery, or the discounted rate of £21 if you get income support, pension credits, housing or council tax benefits, or Universal Credit. To order a replacement bin call 0117 922 2100.

f) BCC reserves the right to remove all garden waste bins that are not used for the garden waste collection service or if there is evidence of misuse.

g) If the garden waste bin is compacted too densely it is unable to be emptied by the bin crew. The householder will then be required to loosen it enough that it can be emptied on the next scheduled collection day.

h) On cancellation of the service you will need to leave the empty wheelie bin at the front of the property on the kerbside boundary for collection by Bristol Waste Company.

6. Collection days

a) Garden waste will be collected once every two weeks on a specified day. BCC reserves the right to alter the collection day.

b) Subscribers can check their collection dates on the Collection Day Finder, follow the link:
www.bristol.gov.uk/CollectionDayFinder

7. Where to present Garden waste bins for collection

a) Garden waste bin(s) must be put out at the kerbside on the boundary of the property by 6.00am on the day of collection.

b) All garden waste bins must be clearly visible from the road, without any obstructions, away from hedges and walls and presented handles facing the kerb.

c) After emptying, the garden waste bins will be returned to the boundary of the property. It is the resident's responsibility to ensure that the garden waste bins are brought back onto their property the same day.

d) If you receive an Assisted Collection for waste services, you need to specify this in the application form. If you wish to set up an Assisted Collection for Garden Waste and all other waste collections services please call 0117 922 2100.

8. Missed Garden waste bins

a) If garden waste bins are not put out by 6.00am on the day of collection, garden waste bins cannot be reported as missed and will not be considered as a 'missed' collection.

b) Should a missed collection be reported on the designated day of collection where possible, BWC will return and collect the green waste within 2 working days.

9. Change of address

a) If you move within Bristol, please notify us of your new address and take your bin with you. You can do this by email: waste.services@bristol.gov.uk.

B) If you move outside of Bristol, please leave your bin at your registered property and notify us by email: waste.services@bristol.gov.uk.

10. What can be put in your garden waste bin? - Acceptable material, contamination and overweight garden waste bins

a) Only loose garden waste may be placed in the garden waste bin. Garden waste includes grass cuttings, flowers, small tree branches, loose leaves, shrub and hedge trimmings, but not large branches (greater than 5cm in diameter), and no stones, gravel, soil/mud etc. The garden waste must not be placed in plastic bags or any other sort of packaging, as this affects the composting process and contaminates the resultant compost.

b) Contaminated garden waste bins i.e. bins containing incorrect materials will not be emptied. It is your responsibility to remove the item(s) of contamination before the next collection. If the contamination continues, BWC may remove the bin without refund.

c) Garden waste bins that are overflowing or overweight will not be emptied. If the bin is too full or overweight, it is the householder's responsibility to remove the item(s) prior to the next collection. If the householder fails to do so we may remove the bin without refund.

d) The bin lid must be closed when put out for collection.

e) No excess waste by the side of or on top of the bin will be collected

11. Your right to cancel the service

a) You have 29 working days from date of payment to cancel the service if you have not already received a collection.

b) After this period no refunds will be provided for cancellation of the service within the subscription period, to cancel the service, email: waste.services@bristol.gov.uk or by telephone 0117 922 2100.

12. Statutory Rights

These terms and conditions of the garden waste collections service do not affect your statutory rights.

13. Data Protection Statement

How we use your information

BCC collects the following information about you when you subscribe to this service: Name; Property Address; Email Address; Telephone Number and Bank Account details for payment.

We collect information about you to allow us to provide the service and to allow us to contact you in relation to the renewal of your current subscription.

Who we share your information with

With the exception of your postal address which may be shared with a BWC to schedule your collections, your personal details will not be passed on to any other organisation or third party.

For further details about how we protect your personal data and your rights please visit

<http://www.bristol.gov.uk/privacy>

14. Events Outside the Bristol City Council's Control

Collections may be affected by events outside of BCC or BWC's reasonable control, including without limitation strikes or other industrial action, riot, terrorist attack, war, fire, explosion, storm, flood, earthquake, subsidence, epidemic, extreme weather or other natural disaster, power failure, internet Service provider failure, technological failure, breakdown in machinery or collection vehicles.

Should this happen, the service will resume as soon as possible.

15. MRCs and Businesses

We do not provide the Garden Waste Service for properties that have a Mini-Recycling Centre nor for businesses. Any garden waste from properties with an MRC can be disposed of at the HWRC, any from businesses needs to be arranged with their waste contractor.