

# Terms and Conditions of the Green Waste Subscription Service



1 Collections for the garden waste service are available to customers who have subscribed to the service. The service is available to all properties where it is:

i) practical operationally for the Council to provide the service and

ii) the property has adequate space to store the green wheeled bin(s) within the property boundary.

2 The subscription period is from 1 April to 31 March each year. The collection charge per bin is reviewed annually and published on the Council's website [www.hertsmere.gov.uk/GardenWaste](http://www.hertsmere.gov.uk/GardenWaste) You will also be notified in a subscription reminder email.

3 Customer subscriptions are renewable annually. The new service year starts from 1 April and opens for subscription in January. Payment can be made by credit or debit card by visiting the Council's website [www.hertsmere.gov.uk/GardenWaste](http://www.hertsmere.gov.uk/GardenWaste) or calling 020 8207 7454

4 Green wheeled bins displaying a valid, current service sticker will be emptied fortnightly with the exception of one collection over the Christmas and New Year period. This will be detailed in a reminder on the annual bin hanger in December. Scheduled collection dates can be found on the Council's website [www.hertsmere.gov.uk/BinCollections](http://www.hertsmere.gov.uk/BinCollections)

5 The collection crew will only empty green bins provided by the Council, which display a valid, current sticker identifying the subscription address. It is the responsibility of the customer to ensure the sticker is clearly displayed on the back of the green bin underneath the handles. If stickers become detached or lost please email [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk) or call 020 8207 7454.

6 Missed collections must be reported within 48 hours of the scheduled collection otherwise the bin(s) will not be emptied until the next scheduled collection date. Please report missed collections online at [www.hertsmere.gov.uk/MissedBins](http://www.hertsmere.gov.uk/MissedBins) or call customer services on 020 8207 7454.

**7** The green wheeled bin(s) is provided for use by customers but remains the property of the Council. New customers subscribing to the service may not receive a new green wheeled bin but will receive one which is deemed fit for purpose. Green waste presented in any other container will not be collected.

**8** If a customer's green wheeled bin is damaged in the back of one of the Council's vehicles we will repair or replace it, free of charge, as soon as is reasonably practical. However, if a green wheeled bin is damaged through neglect or misuse, or lost or stolen, the cost of repair or replacement will be charged to the customer.

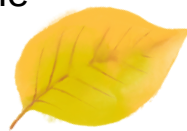
**9** Contaminated green wheeled bins (bins containing incorrect materials) will not be emptied. If green wheeled bins are found to be contaminated, a card will be left on the bin and it is the responsibility of the customer to remove the item(s) before the next scheduled collection. No partial refunds will be given.

**10** Green wheeled bin(s) must only be used for garden waste from your property. This includes:

- grass and hedge cuttings
- small tree prunings, twigs and bark
- tree branches (up to 6 inches in diameter)
- moss and weeds (excluding controlled weeds such as Japanese Knotweed)
- flowers
- fallen fruit
- leaves
- real Christmas trees (cut up)
- food waste is also acceptable until a separate food waste collection is introduced. This includes meat, fish, fruit and veg, leftovers, plus bones and shells.

**11** The green wheeled bin must not be used for the following and the bins will not be emptied if it is found to contain these items:

- paper (including paper towels, tissues, cotton wool, make-up pads and wet wipes)
- cardboard
- brown paper/envelopes
- treated wood e.g. baskets, fence panels, furniture
- soil/turf
- dog poo or cat litter
- plastic packaging
- any packaging that says it is compostable



**12** A green wheeled bin should not be overfilled or too heavy for the bin lift. Green waste should not be compacted in the bin and the lid of the bin should be closed. If a green wheeled bin is left by the Council's collecting team as it is deemed too heavy or its contents are frozen, it is the customer's responsibility to remove a portion of the contents before the next scheduled collection. The Council will not return to collect the green waste before the next scheduled collection date.

**13** The green wheeled bin(s) must be presented at the property boundary or designated collection point by 6am on the day of collection with the sticker on the back of the bin below the handles facing toward the road. The bin lid must be completely closed and the contents as outlined in clause 10. No side/excess waste will be taken. If a customer already receives an assisted collection for waste and recycling services from the Council, the agreed designated collection point will automatically apply.

**14** Customers can cancel within 14 days of subscribing and receive a full refund providing no collection has been made. Requests to cancel must be in writing to Customer Services, Hertsmere Borough Council, Civic Office, Elstree Way, Borehamwood, WD6 1WA or emailed to [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk)

**15** If a customer moves home no refund is available. The service will continue at the old address with the new owners having the option upon renewal to decide if they wish to carry on with the service. If a customer moves home within Hertsmere and wishes to continue using the garden waste service a new subscription will need to be purchased.

**16** Once the service has commenced no refunds will be considered unless there has been a complete service failure as detailed below:

- i) If the Council fails to deliver a green bin within 15 working days of purchase
- ii) If, without reasonable explanation, the Council fails to investigate a report of a missed green bin on three consecutive collection dates.



**17** The Council is committed to keeping your personal data secure and it respects your right to privacy. The privacy policy can be found at [www.hertsmere.gov.uk/PrivacyNotice](http://www.hertsmere.gov.uk/PrivacyNotice)



**18** This agreement is made between ‘the customer’ (the resident or landlord or managing agent) and Hertsmere Borough Council (‘the Council’) and sets out the terms and conditions under which the customer may use the Council’s fortnightly garden waste collection service (‘the service’). The Council may vary or change these terms and conditions at any time. Customers will be given 10 days written notice of any such changes.



## Home Composting

Composting at home is a great and easy way to dispose of some of your food and garden waste to create your own rich and crumbly compost.

Find out how to build your own compost bin or heap and what to put in it at [www.hertfordshire.gov.uk/composting](http://www.hertfordshire.gov.uk/composting)

If you don’t fancy building your own then you can buy a bin to help you with the process. Check out [www.getcomposting.com](http://www.getcomposting.com) for offers on compost bins.



For more information about the Garden Waste Subscription Service:

Website: [www.hertsmere.gov.uk/GardenWaste](http://www.hertsmere.gov.uk/GardenWaste)

Email: [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk)

Phone: 020 8207 7454