

# Fenland Garden Waste Service

The service is a subscription-based, two-weekly service collecting organic garden waste only. Collections only take place from brown bins presented on the advertised collection day as outlined and defined by these terms and conditions of use.

## Terms & Conditions

The brown wheeled bin remains the property of Fenland District Council. It could be reclaimed if you no longer pay for the garden waste collection service.

Not all properties are suitable for this service. This may be due to access restrictions for our collection vehicles or lack of space to either store the bin or place it out for collection.

You are responsible for the security of the wheeled bin. We will charge to replace lost, stolen or damaged bins.

If the refuse crew are responsible for damaging a bin or if it falls into the rear of the refuse vehicle, we will repair or replace it free of charge.

We will not empty the bin if it is moved to another property, however, subscriptions can be transferred to new properties within Fenland if customers move home.

[www.fenland.gov.uk/changesubscription](http://www.fenland.gov.uk/changesubscription)



Subscribe online at  
[www.fenland.gov.uk/gardenwaste](http://www.fenland.gov.uk/gardenwaste)



We will not provide refunds if customers move out of Fenland or when subscriptions are cancelled.

Operational issues or poor weather could cause the service to be cancelled without return or refund. Details will be posted on the Council's website.

### **Please use your brown bins for the following Garden Waste:**

- Weeds
- Hedge trimmings
- Small twigs and branches less than 2.5cm (1") diameter
- Grass cuttings
- Flowers, plants, fruit and vegetable waste
- Leaves

### **Important:**

- Any bin containing plastics, textiles, soil, general waste or rubble will not be emptied
- Any bins which are considered by the collection team to be too heavy for safe handling will also not be emptied.

### **Please note:**

The information provided in 'Garden Waste Service FAQs' forms part of the terms and conditions for the garden waste collection service.

**Subscribe online at  
[www.fenland.gov.uk/gardenwaste](http://www.fenland.gov.uk/gardenwaste)**

# Frequently Asked Questions



## Fenland Garden Waste Frequently Asked Questions

The following information also forms part of the terms and conditions for the garden waste collection service.

**Q.** What can I put into my brown bin?

**A.** If you subscribe to the service, the following garden waste can go in the brown bin:

Yes please ✓

- Weeds
- Hedge trimmings
- Small twigs and branches (less than 2.5cm (1") in diameter)
- Grass cuttings
- Flowers, plants, fruit and vegetable waste
- Leaves

No thank you ✗

- Plastic bags or bin bags
- Cardboard and paper
- Flower pots and trays
- Soil
- Stones or rubble
- Branches or logs (larger than 2.5cm (1") in diameter)
- Any other household rubbish
- Textiles

### Remember

- Garden waste must be put into the bin loose - do not use bags.
- On collection day you will need to place the bin out for collection before 7am. Please make sure the handle faces the road and the subscription sticker is clearly visible.
- Your garden waste collection day may differ from your normal recycling and waste collection days. Please check at [www.fenland.gov.uk/bins](http://www.fenland.gov.uk/bins)
- Brown bins containing plastics, textiles, soil, general waste or rubble will not be emptied.
- All garden waste must be in the bin and the lid closed. Do not leave any waste outside your bin - it will not be collected, with the exception of real Christmas trees in season.
- The wheeled bin remains the property of Fenland District Council. If you have not paid for the garden waste collection service, we reserve the right to collect the bin.



## Top Tip

Garden waste left inside the bins can begin to break down, compacting and becoming very heavy if more is put on top. If this is a problem, you could try to delay filling the bin until a few days before your collection date. Try layering garden waste such as grass and leaves with dry twigs and small branches to help keep the waste fairly loose.

**Q.** How often will my brown bin be emptied?

**A.** Your garden waste will be collected once every two weeks throughout the year. Changes to collection days will occur as a result of bank holidays and Christmas.

**Q.** Can I have more than one brown bin?

**A.** Yes, you can have as many bins as you like. However, please be aware that you will need to pay an annual subscription for each bin to be collected and a delivery charge as set out in fee and charges if you need another bin.

**Q.** What should I do if my garden waste collection is missed?

**A.** If your collection is missed, we will arrange to return to collect your brown bin the following working day wherever possible. To report the missed collection go to [www.fenland.gov.uk/missedbin](http://www.fenland.gov.uk/missedbin)

Our collection crews record which bins are collected. We will not be able to return if we have a record that the bin was collected, contained incorrect materials or was not out ready for collection by 7am on the appropriate day.

**Q.** How will your collection crews know I have paid for a collection each year?

**A.** When we receive your payment we will send you a unique addressed sticker to put on the rear of your brown bin. A new sticker will be issued each year upon payment of the subscription. If you subscribe to more than one bin, you will receive a sticker for each bin.

**Q.** How quickly after I pay can I expect the service to start?

**A.** Once payment has been received the council aims to deliver a letter of confirmation and subscription sticker to the relevant property within 10 working days. All subscriptions purchased in advance will be posted in bulk during February and early March each year.



**Q.** I don't currently have a bin. Can I still sign up for the service?

**A.** Yes, you can sign up and pay for the service at any time. Once you have paid for the service, the council will arrange for the delivery of a brown bin. The usual Council delivery charge for a bin will apply to new bins. A small number of customers will be offered the service using paper sacks rather than bins. This will be in defined locations where refuse vehicles cannot gain access.

**Q.** Can I share a brown bin with a neighbour?

**A.** Yes, we have no issue with customers sharing brown bins. If you have a small garden, this is a good solution. One household will need to be responsible for the subscription and the bin. The bin will only be collected from this property and the Council will communicate with this customer only. The agreement to share the bin is between the customers only.

**Q.** What can I do with my excess garden waste or if I don't join the scheme?

**A.** We can only collect garden waste contained within the brown bin.

- Home composting is the most environmentally friendly way of dealing with garden waste. To purchase a subsidised compost bin, visit [www.getcomposting.com](http://www.getcomposting.com) or call 0800 316 4454.
- Cambridgeshire County Council Household Recycling Centres in Wisbech, Whittlesey and March take household garden waste materials. See their website for details and opening times, [www.cambridgeshire.gov.uk/recycling\\_centres](http://www.cambridgeshire.gov.uk/recycling_centres)

**Q.** What if I decide not to use the service for a period? Will I get a refund?

**A.** No, we are unable to refund any payments for this service.

**Q.** Will the Council replace lost or stolen brown bins?

**A.** No, you are responsible for the security of your bin. We will not empty the bin if it is moved to another property.

**Q.** What happens if my brown bin is damaged?

**A.** If our collection crew record that they have been responsible for damaging your bin or it falls into the rear of the vehicle, we will repair it or replace it free of charge; otherwise the usual delivery charge will apply.



**Q.** Can I buy my own brown bin instead of the Fenland District Council ones?

**A.** No, we will not service brown bins that do not meet our specification (including make, model and logos), so cannot offer the service using other bins.

**Q.** Are all properties suitable for this service?

**A.** We will do our best to help customers access the service. However, some properties may not be suitable for this service due to lack of space to store the bin, or to put it out for collection. We reserve the right to decide whether or not we can provide the garden waste collection service via the brown bin.

**Q.** Why does the Council charge for garden waste bin collections?

**A.** The Council has no statutory duty to collect garden waste, but can make a reasonable charge where the service is offered. Some customers in Fenland do not have gardens and many householders compost at home. Therefore with the pressure on funding and services, the decision was made that those customers who use the service should fund the service.

**Q.** Can I pay by instalments?

**A.** Due to very low demand, there is no longer an instalment option for the garden waste subscription but the reduced price direct debit is available from December each year.

**Q.** Can I put food waste in the brown bin?

**A.** Legislation sets out that only garden waste can be charged for. That means we can no longer ask customers to put their food waste in their brown bin.

**Q.** Will I still pay the full subscription if I sign up part way through the year?

**A.** Yes, you can sign up to receive the service at any point during the year. The annual subscription runs from 1 April until 31 March each year. If you sign up part way through the year you will be charged for the full year. The subscription will need renewing before the next April for the service to continue.



**Q.** Where can I buy a home composter?

**A.** We offer cost-price compost bins and food waste digesters. This is a good alternative to paying for a collection or taking garden waste to a household recycling centre. You will also create great compost to use at home. These are available at [www.getcomposting.com](http://www.getcomposting.com) or by phoning 0800 316 4454.

**Q.** If I want to cancel my direct debit?

**A.** You will need to inform us in writing and contact your bank to cancel your direct debit.



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