

Your New Garden Waste Fortnightly Recycling Service



**Sign Up
Now!**

**From 4th June 2018 there
will be a charge for the
collection of garden waste**

It is easy to subscribe:

1. Go to www.torrige.gov.uk/gardenwaste and follow the instructions online
2. Sign up over the telephone using a debit/credit card by calling 01237 428700 – select option 3



For existing customers who have subscribed there will be no change to collection days, please present your wheelie bin as normal.

What is Changing and Why?

From June 2018 Torridge District Council are offering a new **opt in service** for residents who would like their garden waste collected from home. There will be a charge for this service.

Until now we have provided a free garden collection service (this was limited to only 60% of Torridge households) but due to the scale of cuts from central government over recent years we have taken the difficult decision to introduce a charge for this service.

The collection of garden waste is not a service that Councils have to provide by law, which means we are allowed to charge those who subscribe. The majority of local authorities already do so.

We have tried to keep our charge as low as possible. We believe the **annual fee of £35** provides excellent value for those who choose to subscribe. The service is available to 100% of Torridge households.

What can I recycle in my Green Wheelie Bin?

Yes Please



✓ Grass Clippings



✓ Hedge Clippings



✓ Pruning & Twigs



✓ Leaves



✓ Small Branches



✓ Windfall Fruit



✓ Dead Houseplants



✓ Flowers & Weeds



✓ Shrub Cuttings

No Thanks



X Plastic Bags



X Pet Waste



X Soil, Turf or Rubble



X Metal, Glass, Paper, Plastic, Cardboard



X Food Waste & Peelings



X Timber



X Flower Pots

Food Waste

Households will no longer be able to put food waste in to their green wheelie bins (whether they have paid for the service or not). Instead from 4th June all your food waste will need to go in to the new kerbside caddy (which will be delivered to each household prior to the changes to your services). Your caddy should be placed outside with the rest of your recycling ready for collection every week.

Your Questions Answered

[Doesn't my Council Tax already pay for garden waste collections?](#)

No, this is an additional service provided by the Council. There's no legal requirement to provide a kerbside collection for garden waste. The income from charging for garden waste collections will make the service self-financing.

[Will this new charge discourage people from recycling?](#)

We hope that residents will understand the financial pressure we face and the reasons for introducing this new scheme. It's hoped that the new subscription service, the free of charge household waste recycling centres (site locations can be found at <https://new.devon.gov.uk/wasteandrecycling/centre/>) and home composting will provide sufficient alternatives for those who wish to recycle.

[If I join, can I place additional garden waste alongside my bin for collection?](#)

No. We will only collect garden waste contained within the green bin.

[Can I have more than 1 green bin?](#)

You can have as many green bins as you like for domestic garden waste. You will be charged a £35 subscription per bin/per year.

[Can I put my garden waste in my black bags?](#)

No. Garden waste should never be placed in your black bags. Black bags found to contain garden waste will not be collected.

[Do I get a refund if the Council fail to empty my green bin?](#)

No. Genuine missed collections are rare. Your bin may not be emptied if it contains the wrong items or it's too heavy. A non-collection card will be left explaining why. All bins must be put out for collection by 7:00am on your collection day. We might have to cancel collections due to circumstances beyond our control e.g. severe weather.

[Can residents share a bin?](#)

Yes, you can share your bin with a neighbour if you wish. The bin will be charged to one resident and will be collected from that property only.

[How will you know if I have subscribed to the new service?](#)

We will have an electronic record of which residents have subscribed. You will also be sent a permit sticker through the post; this should be applied to your bin as soon as possible to ensure it gets emptied.

It may take a little while to process your request (up to 10 working days), so please subscribe early to ensure your garden waste collections continue over the summer.

[Where should I place my subscription sticker?](#)

Attach the sticker under the handles at the back of the bin, full details on correct placement will be included on the back of the sticker. The collection crews will not collect any garden waste bins that don't display a sticker.

[What happens if I sign up part way through the year? Will I still have to pay the full amount?](#)

You can sign up to receive the service at any point during the year. The annual charge runs from 4th June 2018 until 31st May 2019. If you sign up part way through the year you will be charged full price but you will only receive the service up until 31st May 2019.

[I will only need to put a green bin out occasionally. Can I pay for a part year of collections?](#)

No. If you join part through the year or only need a collection a few times a year the charge will still remain at £35. We offer no reduced rates.

[Can I get a refund if I decide to cancel my subscription?](#)

The garden waste subscription service is non-refundable.

[If my property is currently not on a garden waste collection round, can I subscribe?](#)

Yes. You will be charged a £35 subscription for each bin per year.

Will Council staff sign residents up to the service door-to-door?

No. The only way to subscribe to the service is online at Torridge.gov.uk/gardenwaste or by calling 01237 428700

Will the Council suspend the service over the winter months?

The service will be available every fortnight throughout the year **except** between 16th December 2018 and 12th January 2019. This works out at around £1.46 per collection.

Are there any concessions?

No. The charge of £35 per year applies to all households regardless of personal circumstances. Because the scheme is a self-funding service and given the current financial constraints the Council is unable to provide concessions. Assisted collections can be arranged by calling 01237 428700.

What happens if I move house?

If you move house during the period of your subscription you **TAKE YOUR BIN WITH YOU** if moving to a property in the Torridge area. Refunds are not available if you move out of the Torridge district or if you no longer require the service. To transfer subscription you must inform Torridge District Council of your new address and you will be allocated a new sticker.

Do I renew my subscription every year?

Yes. You will need to renew your payment every year. Further information will be made available at a later date.

If I don't want to sign up and pay, how can I dispose of any garden waste?

We encourage you to either home compost your garden waste or take it for free to one of the DCC household waste recycling centres in Torridge.



Home Compost Bins are available from all main Torridge offices at a very reasonable cost of £13.50 each (including VAT)

You can request a Compost Bin by completing the online application – www.torridge.gov.uk/Home-composting

Alternatively you can pay by cheque or card at Riverbank House, Bideford or Bridge Buildings, Bideford. Please note that cash payments are no longer possible at TDC offices.

Garden waste will be collected as normal up until 2nd June 2018

The new chargeable service starts on 4th June 2018

Residents can subscribe to the new service from 1st April 2018

**For full terms and conditions please visit the website:
www.torridge.gov.uk/gardenwaste**

Please note: If you choose not to subscribe, your garden waste will no longer be collected from 4th June 2018.

