





# Garden Waste Service

## Terms and conditions



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- 1 The scheme year runs for 12 months from your service start date.
  - 2 The scheme operates in all wards across the borough; Reigate & Banstead Borough Council reserves the right to refuse the service due to operational issues.
  - 3 Collections are made according to your allocated day, although this may change due to Public Holidays and exceptional circumstances. Collections are fortnightly all year round with the exception of two weeks over the Christmas period. A copy of the calendar is available on our website [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk) and typing your postcode into the 'Where I live' tool.
  - 4 Reigate & Banstead Borough Council reserves the right to alter collections if required. During periods of severe weather Reigate & Banstead Borough Council reserves the right to suspend collections. Notice of this will be posted on the website.
  - 5 All garden waste is to be put out at the boundary of your property or in the communal bin area/ collection point clearly visible from the road by 6am on the day of collection. If it is not present by this time the crew will not return until the next scheduled collection day.
  - 6 The sticker provided is to be stuck to the rear of the bin below the handle. Failure to attach the sticker could result in the bin not being collected from or returned to the correct property.
  - 7 An assisted collection service is available for those residents eligible for an assisted refuse collection. Your bin is still to be placed so that it is clearly visible to the collection crew.
  - 8 If access to the container is blocked or the highway to the container is impassable the collection crew will try to empty the bin again within **two working days**. If there is still no access to the bin, the crew will return on the next scheduled collection day.
  - 9 If your collection is missed you must contact us within **two working days** of the scheduled collection, for the miss to be remedied. If the crew has not reported a problem with the collection, ie blocked access, bin not found, excess or unacceptable waste, we will attempt to return within two working days of notification of the miss. If we are unable to return to a missed collection we may supply additional Council blue sacks for presentation next to your garden waste bin on your next scheduled collection day.
  - 10 Customers who move out of a property must inform Reigate & Banstead Borough Council. If you are moving out of the borough you must present the bin for removal. If you are moving within the borough, contact the Council by phoning 01737 276000 to rejoin at your new address. **You must take your brown bin with you so the remainder of the old membership can be transferred to your new address.**
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## Use of bin

- 11 The scheme applies to domestic only. Commercial properties and activities are excluded.
- 12 You may leave the service at any time by notifying Reigate & Banstead Borough Council on **01737 276000** or email [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk) who will collect your bin/bins. There are no refunds if leaving part way through the year.
- 13 Only garden waste presented in the Reigate & Banstead Borough Council supplied brown bin will be emptied on the scheduled day of collection (including Council blue sacks). Garden waste presented in any other receptacle, including black or clear sacks, or boxes, will not be collected. If required, further bins can be purchased.
- 14 All garden waste material is to be placed loose in the container. No plastic bags of any kind are to be placed in the container.
- 15 Only plant material is to be placed in the container (e.g. grass cuttings, hedge trimmings, weeds, prunings, dead plants, twigs and small branches (less than 10cm in diameter). The following items are NOT acceptable and are not to be placed in the garden waste bin: rubble, soil, plastic, kitchen waste (eg teabags, fruit and vegetable peelings, etc.) or animal bedding. See sticker provided or our website [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk) for details on what materials are accepted in the bin.
- 16 Bins containing unacceptable material will not be emptied. If the bin contains unacceptable items it is the responsibility of the householder to remove the item/s prior to the next collection. If a bin continues to contain unacceptable material the householder will be contacted by Reigate & Banstead Borough Council and offered advice. If this unacceptable material continues to be placed in the bin, we will remove the bin and collections will cease. No money will be refunded.
- 17 There is a limit of 10 bins per property. All bins are to be charged at the current service rate.
- 18 All containers remain the property of Reigate & Banstead Borough Council at all times.
- 19 Bins that are overflowing will not be emptied. The bin lid must be closed for safety reasons.
- 20 Heavy bins may not be collected as this may cause damage to the bins during collection and pose a health and safety risk.
- 21 All bins are supplied to the householder for the purpose of collecting garden waste only. Reigate & Banstead Borough Council accepts no liability for bins used for any other purpose than for which they were intended.
- 22 Customers use the bins at their own risk.
- 23 Garden waste collected from the household becomes the property of Reigate & Banstead Borough Council.

## Charges

- 24 The payment for the collection service is required annually in advance.
- 25 Service rates are reviewed annually.
- 26 The cost of the service is non-refundable.
- 27 Your renewal date will be 12 months from your service start date.
- 28 In accordance with the direct debit rules, you will be notified of the next payment at least 20 days prior to the payment being taken. This notification includes the amount due. **If you have changed your bank account, check with the bank that they transferred your direct debit or, on renewal, your membership will automatically cease.**