

Garden Waste Collection Service FAQ's

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What is the Garden Waste Collection Service?

It is an opt in, chargeable service to have garden waste (including: grass and hedge cuttings, leaves, flowers, prunings, twigs, small branches and fallen fruit) collected fortnightly from your existing 240L brown bin. Food waste will be collected separately from garden waste in a newly provided 23 litre brown caddy. This will be collected weekly for no additional charge.

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Why are you now charging for garden waste collections?

Like many Councils we have a reduced budget from central Government and need to save £4.2 million pounds annually by 2021/22. We can therefore no longer afford to subsidise the cost of collecting this additional waste. The decision to charge for garden waste collections is one of many difficult decisions the Council has faced to help reduce the costs of providing services. [\(See minutes of Cabinet meeting 16.10.17\)](#)

Unlike household waste and recycling there's no legal requirement to collect garden waste and councils can charge for collections. The income from charging for garden waste collections will make the service self-financing. Over half of all Councils in England charge for this service and have done for many years.

Not all properties in North Hertfordshire require a garden waste collection service as they do not have a garden. Introducing a charge is fair as the service will only be paid for by those households that choose to use it. This is similar to bulky waste collections where only households requesting the service have to pay.

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Is it legal to charge for the collection of garden waste?

Yes. Under the Environmental Protection Act 1990, councils can charge for the collection of garden waste. Charging for the collection of garden waste will bring NHDC in line with some of our neighbouring councils who have a charged service, such as Welwyn Hatfield, Broxbourne and Three Rivers. You can still take your garden waste to any of the County Council's household waste recycling centres at no charge.

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Can I have more than one brown bin?

Yes. You can sign up to receive a collection for up to a total of three brown bins. If you sign up and pay for an additional bin(s) to be delivered, they will be delivered prior to the 14 May.

Please note additional bins will not be emptied if placed out for collection before the new garden waste collection service commences on 14 May.

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Can I sign up part way through the year?

You can sign up at any point. There is a reduced price for sign ups from 1 November until 30 April (Half Year Collection). [\(back to top\)](#)

How much does the service cost?

The pricing structure is detailed below. Please note there are no concessions for this service.

Payment type	Sign up date	Amount you will pay per bin
Sign up with Early bird discount for one bin	Up to 31 March 2018	£35
Standard Collection Service Charge for first bin	1 April 2018 to 31 October 2018	£40
Half Year Collection Service charge for first bin	1 November 2018 - 30 April 2019	£20
Additional bin collection charge for properties which DO require an additional bin to be delivered (includes cost of additional bin, delivery and standard collection charge)	Throughout 2018-19	£75
Additional bin collection charge for properties which DO NOT require additional bins to be delivered	Throughout 2018-19	£40

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When will my garden waste be collected?

The garden waste service will run throughout the year from May to April. If you sign up to the garden waste service, your brown bin(s) will be collected on the same day as your other recycling bins. [\(back to top\)](#)

How will collection staff know if I have signed up to the new service?

Collection vehicles will have an electronic record of which addresses have signed up. Clearly numbering your bin(s) will also help to ensure that the crew can easily identify it for collection. [\(back to top\)](#)

How can I stop other people putting their waste into the garden waste bin(s) that I am paying for?

You should store your bin within your property boundary until collection day in the same way that you would with your other containers. [\(back to top\)](#)

Can I have an assisted collection for the Garden Waste Collection Service?

If you sign up to the new service and you already have an assisted collection this will continue. If you don't currently have an assisted collection and you would like one then please apply online. [\(back to top\)](#)

What do I do if I don't want a garden waste collection?

If you decide not to sign up to the garden waste service, you do not need to contact us to tell us. The brown bin service is 'opt-in' which means you only need to contact us if you do wish to sign up.

We will not be collecting any unwanted brown bins until September as other councils have found that residents continue to sign up within the first few months of the service starting. From September you will be able to request an unwanted bin to be collected via an online form on our website. [\(back to top\)](#)

How do I dispose of my garden waste if I choose not to sign up to the Garden Waste Collection Service?

Garden waste can still be taken to your local HWRCs for free if you have access to a car. This may be a suitable option if you only infrequently produce garden waste. Alternatively, you could compost your garden waste at home. Information about home composting and how to purchase a reduced price home compost bin is on the website. You could also look into a private waste collection, although remember to check that any company has a waste carriers licence. [\(back to top\)](#)

Can I put garden waste in my purple bin?

We strongly discourage residents from placing garden waste in the purple bin as there are alternative, more environmentally friendly ways to dispose of it. Residents can sign up to the garden waste collection service, compost at home, or garden waste can be taken to a local Household Waste Recycling Centre.

However, if you do not produce a large amount of garden waste and have sufficient space in your purple bin, then garden waste can be placed in there. This is providing that the bin is

not over filled and that you do not place additional side waste out next to your purple bin on your general waste collection day. Additional side waste won't be collected and neither will overfilled bins. [\(back to top\)](#)

Can I have garden waste collections if I live in a flat?

If you live in a flat but you have your own garden you can still opt into the service. If you have communal gardens you should contact your managing or housing association as they will be responsible for the removal of garden waste. [\(back to top\)](#)

Can I share a brown bin with my neighbour?

You can share a brown garden waste bin with your neighbour as an informal arrangement, but payment must be made by one householder and the bin will be assigned to one address only. [\(back to top\)](#)

What is accepted in the brown bin garden waste service?

Garden waste only including:

- ✓ Grass cuttings
- ✓ Hedge clippings
- ✓ Small tree prunings, branches, bark and twigs
- ✓ Tree branches (up to 3cm in diameter),
- ✓ Moss, weeds (excluding controlled weeds such as Japanese Knotweed)
- ✓ Flowers
- ✓ Plants with excess soil removed
- ✓ Fallen fruit
- ✓ Leaves
- ✓ Real Christmas trees without decorations and pot

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I'm having trouble with putting my address in correctly into PayPal- what can I do?

Select United Kingdom where it is displaying United States and the address fields will change to enable you to input your address in the UK format, if needed. [\(back to top\)](#)

How do I receive a refund if I have changed my mind or accidentally ordered more bins than I need?

You can email our contractor Urbaser at Northhertsenquiries@urbaser.co.uk with your name, address and your request. As per the terms and conditions any cancellations need to be within 14 days of payment. [\(back to top\)](#)

Why can't I sign up for a half year collection for May-October if you do one for November-April?

Whilst the majority of garden waste is produced during the spring and summer, for many residents the green and leafy nature of the district means this is not the case and therefore the garden waste collection being offered is an annual service.

Some residents may choose not to sign up initially and the half year sign up from November to April will allow these residents the opportunity to trial the service for the remaining part of the year.

We are only able to offer the half year service during the winter period as the amount of garden waste collected during this time does reduce and therefore additional properties can be added to the collection for minimal additional cost to the service as it does not require any additional resources such as collection vehicles or staff. [\(back to top\)](#)

What should I do if my question has not been answered?

Please check the terms and conditions document available to download from the website as this contains further information. [\(back to top\)](#)