

Chargeable Garden Waste Policy

Provision of Garden Waste Collection

- Our aim is to make the garden waste collection service available to as many households as is practicable, provided we are able to operate an efficient collection route and that it is operationally feasible to provide the service.
- This is not a statutory service; there is an annual charge for providing this service.
- The charge does not include the cost of composting the material collected.
- The service will operate every two weeks throughout the year, and the collection dates will be advertised on our website.

Paying for the service

- The annual charge covers a full 12 month period.
- Householders who are eligible to participate in the service will be notified annually of the registration period for the service.
- You may register and pay for the service on behalf of someone else, e.g. a relative.
- We may be able to accept householders who wish to join the service outwith the registration period, subject to operational viability, but we will not be able to offer a reduced charge for the remaining period.
- The charge will apply per bin – you may sign up more than one bin. We will only empty bins which carry the relevant sticker to show that they have been registered.
- The chargeable service may be transferred to a new property subject to the new property being eligible to receive the service. It will be the responsibility of the customer to provide a minimum of six weeks notice of the change; the customer will be responsible for transferring the bin to the new collection, however the customer does not need to re-register to use the service or pay again for the remainder of that year's payment period.
- If your new property does not receive the service (or is outwith the Council boundary) please leave it at the current address so that the new residents can use it for the remaining period.
- If you wish to share a bin with a neighbour, or neighbours, only one person should sign up to the scheme and make payment, and ensure that the bin is properly presented on the correct days.
- There is no discount for the smaller size bin.
- Residents that qualify under the Council Tax Reduction scheme (previously Council Tax benefit) will be exempt from paying for the service but still need to register with the service.
- http://www.edinburgh.gov.uk/info/20127/benefits_and_grants/43/claim_a_council_tax_reduction

Use of the service

- It is important that your brown bin is only used to collect the correct materials as outlined below. All materials must be loose, and not in a bag. **We do not accept any kind of bag or liner in the brown bin.**
- Bins which contain other materials will **not** be collected and we will not issue refunds for these collections
- You must present your bin by 6AM on the day of collection and remove it as soon as possible after collection.
- The bin must be presented at the kerbside outwith your property (except where an assisted collection has been arranged) with the lid fully closed, and in line with our normal policy on the Presentation of Waste.
- Our normal Assisted Collection Policy will apply to this service.
- All bins must display the garden waste collection scheme sticker for the appropriate year.

Collection of garden waste

- Collections will take place from 6 AM on the collection day.

Failed collections

- Collection crews will record instances where bins are not presented or where the contents are contaminated with other types of waste or are too heavy to lift. Those bins will not be uplifted, and no refund will be issued.
- You should remove any contaminants or reduce the weight of the bin, and present the bin again by 6 AM on the next collection date.
- We regret that we are not able to collect garden waste when the contents are frozen due to weather conditions. We will collect on the next scheduled collection; we will not issue a refund in these circumstances.
- Where we are not able to collect your bin due to circumstances outwith our control (such as roadworks or no access) crews will record this and we will seek to return as soon as possible. We will not issue a refund.
- Where we are not able to collect your bin due to circumstances within our control (such as vehicle failure) crews will record this and we will return to collect it within two working days.
- Where we fail to collect your bin as a result of our error, we will return to collect it within two working days of being notified. (Please refer to the operational days for the service).

Materials accepted in brown bins

- You **can** put these in your brown bin:
- Flowers, plants and weeds
- Grass cuttings and leaves

- Hedge clippings, twigs and small branches
- Christmas trees (all decorations must be removed; Christmas trees may also be presented beside the bin in January only; (please cut trees in half)

- You **can't** put these in your brown bin:
 - Food
 - Animal waste and bedding
 - Plant pots
 - Soil and turf
 - ANY TYPE OF BAG (including bags labelled compostable, degradable or biodegradable)