

# Garden Waste Collection Service Terms and Conditions

Last updated November 2022

1. For an annual subscription fee, the Council agrees to undertake the collection of garden waste from the supplied 240L brown wheeled bin/s from the address specified on your application.
2. There are no restrictions on the number of subscriptions held at any one address.
3. Payment will be taken in advance of the year's subscription. Prices are subject to a yearly increase, and you will receive a renewal invoice approximately one month before the expiry date.
4. We aim for the majority of garden waste to be collected via a dedicated collection vehicle, and taken to be turned into compost, although we cannot guarantee this. For example, if your property is serviced via a smaller collection vehicle, your garden waste may be collected at the same time as your refuse (general rubbish) and taken to the Energy from Waste Facility instead.
5. All bins supplied with this service will remain the property of the Council.
6. Collections will be made fortnightly as per your specified garden waste collection week and day, except for two weeks over the Christmas and New Year period. Collections following a bank holiday will usually be a day later than normal for the rest of the week. Please refer to the collection schedule, which can be downloaded from our websites [www.babergh.gov.uk/waste-services](http://www.babergh.gov.uk/waste-services) or [www.midsuffolk.gov.uk/waste-services](http://www.midsuffolk.gov.uk/waste-services).
7. Although every effort will be made for collections to take place on the scheduled day, **we cannot guarantee this**, due to factors out of our control. Examples include, roadworks, vehicle breakdowns, crew sickness, severe weather, high seasonal demand or parked cars preventing safe access. To check for delays, please visit [www.babergh.gov.uk/waste-services](http://www.babergh.gov.uk/waste-services) or [www.midsuffolk.gov.uk/waste-services](http://www.midsuffolk.gov.uk/waste-services). Alternatively, phone 0300 1234 000 (option 4). If the service is delayed, please continue to leave your bin out at its normal collection point.
8. We reserve the right to change your collection week and day at any time, changes will be notified to you in writing.
9. So we can empty your bin, please make sure that:
  - The bin is put out and accessible by **6.30am** on your collection day.
  - The bin is clearly visible at the edge of your property, at the point nearest to the public highway (unless we have agreed otherwise).
  - The bin lid is firmly closed.
  - The bin is not too heavy, so it can be easily moved.
  - Items are not lodged or stuck in the bin - contents must be able to fall out when the bin is lifted upside down.
  - Your bin is labelled with your property number or name, to make identification easier.
10. Bins will only be emptied if they contain accepted items – please refer to the information on what can and can't go into the garden waste (brown) bin. If a bin contains unacceptable items, it will **not** be emptied.
11. Our collection teams record when bins are not out and when they contain unacceptable items. We are unable to return for bins not presented for collection at the correct time or contain items they shouldn't.
12. Missed collections must be reported to us within 2 working days of it being missed. To report a missed collection, please visit [www.babergh.gov.uk/waste-services](http://www.babergh.gov.uk/waste-services) or [www.midsuffolk.gov.uk/waste-services](http://www.midsuffolk.gov.uk/waste-services). Alternatively, phone 0300 1234 000 (option 4). Following a report of a missed collection, we aim to make a return within 5 working days. Please continue to leave your bin out at its normal collection point.
13. Please take the bin back inside your property's boundary by 7.00pm on your collection day (unless the collection has been delayed or we have specified otherwise).
14. Only accepted garden waste contained within the issued bin will be taken. For example, we will not take any additional waste left beside the bin. An exception is made for real Christmas trees (with all decorations removed) that are under 7ft tall and have a trunk less than 7cm, which may be left beside the bin during the month of January only.
15. If you move within the Babergh or Mid Suffolk district, you must notify us of your new address so that future collections can be arranged. Please take your garden waste bin with you.
16. If you move out of the Babergh and Mid Suffolk district, you must notify us so we can cancel your subscription. Please leave your garden waste bin at the address, so we can retrieve it.
17. If you decide you no longer wish to subscribe to the service, you must notify us so we can retrieve the bin.
18. **No refunds will be given for cancelled subscriptions.**



**Waste Services - Babergh and Mid Suffolk District Councils**

Address: Creting Road West, Stowmarket, Suffolk, IP14 5AT

Email: [recycling@baberghmidsuffolk.gov.uk](mailto:recycling@baberghmidsuffolk.gov.uk)

Phone: 0300 1234 000 (option 4)

Web: [www.babergh.gov.uk/waste-services](http://www.babergh.gov.uk/waste-services) and [www.midsuffolk.gov.uk/waste-services](http://www.midsuffolk.gov.uk/waste-services)

# What can and can't go into the garden waste (brown) bin?

## Only put these items in your garden waste bin:

- ✓ Dead plants
- ✓ Flowers
- ✓ Grass cuttings
- ✓ Hedge trimmings
- ✓ Leaves
- ✓ Shrubs
- ✓ Small branches and twigs no thicker than 7cm
- ✓ Tree prunings
- ✓ Weeds (apart from noxious ones)
- ✓ Windfall fruit (small quantities only)

If an item is not listed above, please keep it out of the garden waste bin.

## Items that should never go in your garden waste bin include:

- ✗ Animal waste
- ✗ Ash
- ✗ Bags and sacks, including those labelled as compostable
- ✗ Branches and twigs thicker than 7cm
- ✗ Clothes and textiles
- ✗ Compostable packaging
- ✗ Flowerpots and trays
- ✗ Food
- ✗ Hardcore and rubble
- ✗ Kitchen peelings and waste
- ✗ Meat, poultry and fish
- ✗ Nappies
- ✗ Noxious weeds (for example, Japanese knotweed, ragwort, spear thistle, creeping thistle, giant hogweed, curled dock, broad leaved dock and horsetail)
- ✗ Paper, card and shredded paper
- ✗ Pet bedding
- ✗ Plastics of any kind
- ✗ Soil
- ✗ Stones and gravel
- ✗ Tea bags and coffee grounds
- ✗ Turf
- ✗ Wood and timber

If a bin contains unacceptable items, it will **not** be emptied.



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