

Terms and Conditions of the Green Waste Subscription Service

1. Collections for the green/garden waste service are available to customers who have subscribed to the service in advance. The service is available to all residential households within the Borough of Broxbourne where it is:
 - i) practical operationally for the Council to provide the service and
 - ii) the property has adequate space to store the green wheeled bin/s within the property boundary.
2. The Green Waste Subscription period is from 1 April to 31 March each year. The collection charge per bin is reviewed annually and published on the Council's website www.broxbourne.gov.uk/greenwaste
3. Customer subscriptions are renewable annually. The new service year starts from 1 April and opens for subscription on or around 1 February. Subscriptions paid by Direct Debit renew automatically and customers will be notified of any price increases 10 working days prior to the annual payment being taken. Payment may also be made by credit or debit card by visiting the Council's website www.broxbourne.gov.uk
4. Green wheeled bins displaying a valid, current service sticker will be emptied fortnightly with the exception of the two week period over Christmas and New Year. This period will be detailed on the back of the letter sent out with the service sticker. Scheduled collection dates can be found on the Council's website www.broxbourne.gov.uk/bin-collection-date
5. The Council's collecting teams will only empty green bins, provided by the Council, which display a valid, current sticker identifying the subscription address. It is the responsibility of the customer to ensure the sticker is clearly displayed on the lid of the green bin. If stickers become detached, or lost, please contact the Council by emailing enquiry@broxbourne.gov.uk
6. Missed collections must be reported by midnight on the day following a scheduled collection. Reporting a missed bin later than this will mean it cannot be collected until the next scheduled collection date. Please report missed collections online at www.broxbourne.gov.uk/waste/report-missed-bin/1 Customers with no access to the Council's website can contact the Council's customer service team on 01992 785555 (Monday to Friday between 8:30am and 5:30pm), the same reporting timeframe will apply.



7. The green wheeled bin(s) is provided for use by customers but remains the property of the Council. New customers subscribing to the service may not receive a new green wheeled bin but will receive one which is washed and deemed fit for purpose. Green waste presented in any other container will not be collected.
8. If a customer's green wheeled bin becomes damaged the Council will repair or replace it, free of charge, as soon as is reasonably practical. However, if the green wheeled bin is damaged through neglect or misuse, the cost of repair or replacement may be charged to the customer. If a bin is damaged please report it online at www.broxbourne.gov.uk/waste/request-replacement-wheelie-bin/1
9. Green wheeled bin(s) must only be used for green waste from your property. Green waste includes:
 - grass cuttings
 - hedge trimmings
 - leaves
 - flowers
 - plants
 - branches (diameter no thicker than 2cm), twigs
 - weeds, straw and hay
10. The green wheeled bin must NOT be used for the following:
 - large branches
 - tree stumps
 - whole Christmas trees (these must be cut down)
 - Japanese Knotweed
 - turf, earth, soil, stones and gravel
 - treated or painted wood and fencing
 - food or kitchen waste including peelings
 - animal faeces and cat litter
 - textiles
 - nappies
 - plastic trays, plastic plant pots, plastic bags and wrappings
 - cardboardAny such items will be treated as contamination.
11. Contaminated green wheeled bins (bins containing incorrect materials) will not be emptied. If green wheeled bins are found to be contaminated, it is the responsibility of the customer to remove the item(s) of contamination prior to the next scheduled collection. If the contamination continues, the Council will remove the green wheeled bin(s). No partial refunds will be given

12. A green wheeled bin should not be overfilled or too heavy for the bin lift. Green waste should not be compacted and the lid of the bin should be closed. If a green wheeled bin is left by the Council's collecting team as it is deemed too heavy, it is the customer's responsibility to remove a portion of the contents before the next scheduled collection. The Council will not return to collect the green waste before the next scheduled collection date.
13. The Council will not return to collect green wheeled bins where the Council's collecting team has reported access issues; or the contents of the green wheeled bin are frozen/compacted. It is the responsibility of the customer to rectify such issues and to present the green wheeled bin on the next scheduled collection.
14. The green wheeled bin(s) must be presented at the property boundary, or designated collection point, by 6am on the day of collection. The bin lid must be completely closed and the contents as outlined in clause 9. No side/surplus waste will be taken. If a customer believes they meet the criteria for an assisted collection they must apply to the Council in advance at www.broxbourne.gov.uk/waste/apply-help-put-bin/1 to receive this service. If the customer already receives an assisted collection for waste and recycling services from the Council, the agreed designated collection point will automatically apply.
15. Customers are responsible for their green wheeled bins and for informing the Council of changes to their address by visiting www.broxbourne.gov.uk/waste/garden-green-waste-recycling. Alternatively, please contact the Council on 01992 785555 where one of the Council's customer service assistants will be able to complete the on-line form on your behalf.

The following applies if a customer moves home during the year:

 - i) If a customer moves home to a property outside of the Borough of Broxbourne, their green waste subscription for the old address will end. The green bin/s should be left at the subscription address to enable collection. No partial refunds will be given.
 - ii) If a customer moves home to a new address within the Borough of Broxbourne which is covered by the green waste service, the customer's service will transfer to the new address subject to the customer informing the Council. The Council green wheeled bin/s should be taken to the new address and new service stickers will be provided.
16. Customers can cancel their subscription to the service within 14 days of subscribing and receive a full refund providing no collection has been made from the subscription address. Requests to cancel must be in writing to the Council address as outlined in clause 19 below or emailed to enquiry@broxbourne.gov.uk



17. Once the service has commenced no refunds will be given unless there has been a complete service failure as detailed below:

- i) If the Council fails to deliver a green wheeled bin within six weeks of the date on which the customer should have received the first green waste collection
- ii) If the Council fails to replace a green wheeled bin within six weeks of the date it reported that it had damaged the green wheeled bin
- iii) If, without reasonable cause, the Council fails to rectify a report of a missed green wheeled bin on three consecutive collection dates

18. The Council is committed to keeping your personal data secure and it respects your right to privacy. The Council's privacy policy can be viewed at www.broxbourne.gov.uk/privacypolicy

Further information on green waste

Advice on what can and can't be composted is also available through the [Waste Aware website](http://www.broxbourne.gov.uk/greenwaste).

More information is available at www.broxbourne.gov.uk/greenwaste or by telephoning the Council on **01992 785555** (between 8.30am and 5.30pm).

19. This agreement is made between 'the customer' (the resident or landlord or managing agent) and Broxbourne Borough Council ('the Council') of Bishops' College, Churchgate, Cheshunt, EN8 9XQ and sets out the terms and conditions under which the customer may use the Council's fortnightly green waste collection service ('the service'). The Council may vary or change these terms and conditions at any time. Customers will be given 10 days written notice of any such changes.

