

EASTLEIGH BOROUGH COUNCIL GARDEN WASTE COLLECTION SERVICE POLICY TERMS AND CONDITIONS OF SERVICE

These Terms and Conditions formalise the arrangement between Eastleigh Borough Council and the Householder in respect of the Garden Waste Collection Service. If the Council wishes to change any term or condition it may do so by giving the Householder one month's written notice.

Service

1. Residents who subscribe to the garden waste service will receive a 240 litre green wheeled bin with a brown lid.
2. Collection is by means of a wheeled bin; the address sticker attached to the front of the bin **MUST** be filled in. Failure to display a correctly completed sticker could result in the bin not being emptied or returned to the wrong property.
3. An assisted collection service is available for those residents eligible for an assisted refuse and recycling collection.
 - Eligibility is based on genuine need and subject to there being no other abled bodied person living at the property.
 - The person making the request will be required to complete an assisted collection application. This request will be logged on a confidential database, which will be provided to the crew only.
 - All requests will be agreed by a waste management officer and will be reviewed annually.
4. Householders are required to place their garden waste bin(s) where the private land ends and the public highway begins (where the boundary meets the pavement) or on the pavement ready for collection from 6.30am on the specified collection day unless on an 'Assisted Lift'. Collection crews will not enter front gardens, driveways or back gardens to collect bins, unless an assisted collection has been agreed.

If the garden waste bin is not presented by this time the crew will not be able to collect it until the next scheduled collection day.
5. If bins are not collected because of the crew's inattention, the highway is temporarily blocked or for any exceptional circumstance, a return trip will be made to empty the bin. We will attempt to return on your collection day wherever this is operationally possible. If this is not possible, providing access is available, we will return within two working days, unless there are unforeseen circumstances that prevent this.

Residents can report a non-collected bin any time up to the end of the following working day. The Customer Service Centre will inform the waste service, so that a crew can return to complete the collection. Please note, that should our crews still be out working in your area, you may be asked to wait until later in the day to submit your missed collection report. If for some reason you were away or could not report it, within the timescales outlined above please contact us so that we can investigate under our dispute process.

When bins are not collected due to the resident not making them available at the specified collection time and day, they will be recorded as not out by our crews.

6. Following the collection of the garden waste bin(s), residents are required to return them from the pavement to their property as soon as possible or by the end of the scheduled collection day on the day of the collection to ensure the highway is not obstructed.

7. If the property is in a private lane/road, driveway or track, the collection point will, wherever possible, be where the edge of the private lane or road meets the public highway. The council's large refuse collection vehicles and collection staff should not be accessing private property and un-adopted roads, as we cannot be held responsible for damage and resultant wear and tear of the private roads. As a general rule, private drives and un-adopted roads are not designed or engineered to accommodate household collection vehicles and are not maintained by the Council. Unless agreed with the waste and recycling service with a signed disclaimer, all collections will be made from adopted highways.

8. The collection service will operate Monday to Friday on a fortnightly basis, in accordance with the schedule included in the information pack. Collections are likely to be one day late following Bank Holidays; please visit the Council's website for details.

9. The collection service will operate all year round, with the exception of two weeks over the Christmas/New Year period.

10. Please note special arrangements will be employed during periods of adverse weather, Bank Holidays or circumstances beyond the control of the Council. Information on these changes will be advertised on our website, through Your Weekly Borough News email service and through our Twitter and Facebook page. During cold spells, garden waste may freeze and prevent us from fully emptying your container. It may not be possible to fully empty your container until the next scheduled collection day when temperatures have risen. During periods of extreme/adverse weather Eastleigh Borough Council reserves the right to suspend collections. No subscription money will be refunded. Notice of this will be posted on our website and through our X (formally Twitter) feeds and Facebook page.

11. Eastleigh Borough Council reserves the right to change collections points if they are unsafe or impact the efficiency of collections but will notify the Householder where reasonably practicable in advance.

12. The subscription period will end on 31st March and need to be renewed from 1st April each year regardless of when the service was joined. The later you sign up to the service, the fewer collections you will receive.

13. The garden waste subscription is purchased for the property address and not the householder. Customers moving to another property within the Eastleigh Borough will need to purchase a new subscription for the new address should they require one. No subscription money will be refunded for any gap in service. If leaving the service, the householder should cancel any associated direct debits. There are no refunds if you move

out of the borough. There are no refunds or payment transfers if you move within the borough. If you move home, please leave the garden waste bin at the original property.

14. The Householder may leave the service at any point by notifying Eastleigh Borough Council on 023 8068 8440. No subscription money will be refunded for Householders leaving the collection service part way through the service year.

15. Should it become necessary; Eastleigh Borough Council has the right to withdraw the service. The Council will give 4 weeks written notice should the withdrawal be permanent.

16. The collection service applies to domestic households only. Commercial properties and activities are excluded from the scheme and would need to contact the council directly.

Use of wheeled bin(s)

17. Additional containers are available on request for payment of the appropriate fee. All containers remain the property of Eastleigh Borough Council at all times and can only be used for the purposes of the Garden Waste Service. If the Council finds that the containers are being used for other purposes it may withdraw the containers from the household.

18. Eastleigh Borough Council will provide Householders with a clean, serviceable container, according to container stock levels.

19. Only bins provided by the Council and manufactured in accordance with British Standard EN840 will be emptied by the Council's collection teams. Bins that do not accord with this criteria will not be emptied

20. Bins must not be overflowing or too heavy for the collection crew to manoeuvre safely . Overflowing or heavy bins will not be collected as operatives must be able to manoeuvre all containers safely having due regard to health and safety and vehicle capacity issues. All wheeled bins must be presented with the lids closed for health & safety and spillage reasons. If required, the Householder may purchase additional wheeled bins.

21. Only plant material may be placed in the containers. For example, grass cuttings, hedge trimmings, weeds, pruning's, dead plants, twigs, small branches less than 10cm in diameter provided they fit securely inside the container. Real Christmas trees will be collected as long as they are placed alongside the wheeled bin for the 2 collections after the festive period and will be collected provided they are cut into 2ft pieces

22. The following items are not acceptable and must not be placed in the containers - wood products, timber, rubble, soil, plastic, kitchen waste (including vegetable peelings), or animal bedding. Further information on what materials are acceptable is accessible via the Council's website [Eastleigh Recycling Collection | Eastleigh Borough Council](#)

23. A contaminated container (a container with any items other than those listed as acceptable) will not be emptied. In the event that the householders do not comply with the policy, the following process will apply;

- The bin will not be emptied, an advice note will be left by the collection crew giving the reason;
- Residents will be required to removed the offending material and then wait for the next scheduled collection
- Residents may choose to dispose of the waste at a Household Waste Recycling Centre
- Residents can request the council to return to empty the bin, provided the resident agrees to cover the cost of doing so, with payment required in advance, or arrange a licensed waste carrier to collect and dispose of the waste

24. If a container is regularly contaminated, the Householder will be contacted by Eastleigh Borough Council and offered advice. If the contamination continues, Eastleigh Borough Council will remove the container and collections will cease. No subscription money will be refunded.

25. If the container becomes worn out or damaged during collection, the Council will replace it free of charge. If the bin is lost or damaged for reasons other than the above, the Householder will be responsible for the cost of a replacement. The cost of the replacement container will be determined by Eastleigh Borough Council.

26. Customers use containers at their own risk.

Charges

27. The cost of the service is non-refundable; service rates will be reviewed annually under the Fees and Charges report.

28. The payment for the service will be required annually in advance. Customers will be notified of their renewal / payment date at least 20 days prior to payment being due, along with any change to the service rate.

29. Payment can only be made by; Direct Debit, using a valid debit or credit card through our automated telephone service or via our website [Garden Waste Collection | Eastleigh Borough Council](#) or by telephoning our Customer Service Centre on 023 8068 8440.

30. Eastleigh Borough Council reserves the right to remove containers should the householder fail to make payment for the service on time or if the Council withdraws the service for any reason. Eastleigh Borough Council do not accept responsibility for any delays in redelivering a garden waste bin following removal for failure to renew an annual subscription on time.

31. Concessions will be available for residents in receipt of Council Tax Support and Housing Benefit for garden waste collections. To confirm eligibility for the reduced rate we will check other council databases. If eligibility cannot be established we may request further information from you such as a benefit reference number.

32. If you do not renew your subscription by 1st April, your garden waste bin will be scheduled for removal. If you do not renew and do not present your bin for removal when requested, you will be invoiced for £30.00 to cover the cost of each bin. Garden waste bins

are the property of Eastleigh Borough Council. You can view further details in our Terms and Conditions online at www.eastleigh.gov.uk/gardenwaste

33. The terms and conditions of the Garden Waste Collection Service do not affect your statutory rights.

Please note: details of all subscribers are held on a database to be used by the Council and its business partners for the issue of containers and collections. Any information held will be in accordance with the Data Protection Act

Contacts

Household Waste and Recycling Centres (HWRCs) (Hampshire County Council-run)

Eastleigh – Stoney Croft Rise, Chandlers Ford, Eastleigh, SO53 3YU

Fair Oak – Knowle Lane, SO50 7DZ

Hedge End – Shamblehurst Lane, SO30 2AD

Netley – Grange Road, SO31 5FF

Eastleigh Borough Council, Eastleigh House, Upper Market Street, SO50 9YN

Telephone: 023 8068 8000

Email: customerservicecentre@eastleigh.gov.uk