Chargeable Garden Waste Collection Policy

From Low-rise properties

This policy applies to low-rise properties in the London Borough of Hounslow who have subscribed to the Chargeable Garden Waste Collection Service.

1. Service Provision

1.1 The garden waste collection service provides residents of the London Borough of Hounslow with a service for the collection of biodegradable garden waste.

1.1.1 This includes grass cuttings, leaves, hedge clippings, flowers and weeds, vegetarian animal bedding, twigs and small branches and fallen fruit from your garden.

1.1.2 It does not include plastic bags, soil, compost, sand, rubble, garden furniture, fencing, pet waste (cat and dog poo) or general household waste.

1.2 The service year will run from 1st April until 31st March of each year.

1.2.1 There will be no service during the Christmas/New Year period.

1.2.2 Collection will be made once a fortnight on the same day as your residual waste service.

2. Service Pricing

2.1 The collection of biodegradable garden waste is a non-statutory service, for which a local authority may make a charge to residents.

2.2 Payment is by annual subscription – payable in Feb or March for the following year. There is no discount for late payment.

2.3 Residents must register for the service on the Council website. www.hounslow.gov.uk/recycling

Alternatively you can register by phone 020 8583 5555. Payment can be by Direct Debit or by credit or debit card.

If you are in receipt of council tax benefit there is a concessionary price.

2.4 Residents must sign up before the last week of March, to ensure a collection is made from the 1st April of each collection year.

2.4.1 If residents do not sign up/ opt into the service, they will not receive a collection of garden waste.
2.4.2 Residents may still take garden waste, free of charge, to Space Waye, Reuse and Recycling Centre, North Feltham Trading Estate, Pier Road, Feltham, TW14 0TH.

2.4.3 Alternatively residents can compost their garden waste at home, using a home composter [details of WRAP scheme].

2.5 Residents may opt into the service at any time during that collection year. There is no discount if you register between April and September. If you sign up after 1st October a 40% discount applies.

2.6 The service can be cancelled at any time, No refund will be made.

2.7 Bins and bags remain the property of the council. If a subscription is discontinued the bin will be collected by the council.

3. **Size and Type of Container**

3.1 A 240 litre wheeled bin will be provided to each property that subscribes. The bin will be:

- Brown in colour
- Branded with the London Borough of Hounslow crest
- Provided with a white space on the bin (for door number)
- Printed with ‘Garden waste only’, on the front
- Printed with ‘No food waste, no household waste’ on the lid
- Meet BS EN 840 European Standards

3.1.1 Your property must be suitable to use the wheeled bin.

3.1.2 You may have more than one bin as each bin will be charged for separately.

3.1.3 You may arrange to share a bin with a neighbour however, the bin must be placed out for collection, outside of the property that has registered for the service.

3.2 If your property is not suitable for a 240 litre bin, there is an option to use 90 litre brown reusable bags.

3.2.1 Each bag will be:

- Branded with the London Borough of Hounslow crest
- Colour-coded/marked with the charging year
- Provided with a space to mark your door number
- Printed with ‘Garden waste only’, on the front
- Printed with ‘No food waste, no household waste’ on the back

3.2.2 The maximum number of sacks per household is two.

3.2.3 New colour-coded/marked bags will be issued each year.
3.3 The Council will only collect from a branded garden waste bin or colour-coded/marked bag.

3.4 A record will be held of all residents who have subscribed and only bins and bags from these properties will be emptied.

4 **Collection Position**

4.1 Wheeled bins or bags should be placed at the front edge of the property on collection day, but not on the pavement.

5 **Time of Collection**

5.1 Bins/bags should be put out by 7am on the scheduled collection day.

5.2 The Council will not return to empty bins/bags that are presented for collection after the vehicle has visited the road.

6 **No Excess Waste**

6.1 The Council will not collect extra waste placed beside the wheeled bin or bags

7. **Closed Lid**

7.1 The lid of the bin must be closed when presented for collection. A lid that is open will not be accepted for Health and Safety reasons, and the risk of garden waste falling onto the pavement during collection.

8 **Heavy Bins**

8.1 Wheeled bins that are considered (by the collectors) to be too heavy to be lifted safely by the collection vehicle will not be emptied.

9. **Contamination**

9.1 Only compostable garden waste will be collected. Bins/bags containing any other type of waste will not be collected

10. **Assisted Collections**

10.1 Residents who are unable to cope with a wheeled bin may apply for an assisted collection.

10.2 Residents granted as assisted collection will be identified on drivers’ collection schedules. Lists will be reviewed annually to ensure that people still qualify.

11. **Replacement Bins (lost or stolen)**

11.1 Missing or stolen bins/bags will be charged at full cost plus delivery.

12. **Broken or damaged bins**

12.1 Bins damaged or bins falling into the back of the vehicle during the collection process will be replaced free of charge.

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13. **Collection Crew Information**

13.1 Collection Crews will be provided with information on assisted collections.

13.2 Crews will complete daily reports on missed collections, bin not out, excess waste, heavy bin, wrong type of waste, damaged bins and bins in the back of the vehicle. These will be used by the council when responding to issues raised by residents.

13.3 Bin hangers, tags or stickers will be used by the crew to notify residents of any problems/reasons why the waste has not been collected.

14. **Reporting Problems**

14.1 Residents can report a problem with their collection by:

- web form: www.hounslow.gov.uk
- email: recycling@hounslow.gov.uk or
- phone: 020 8583 5555

A report of a missed collection will not be accepted until after 5pm on the day of collection – once drivers’ reports have been checked. This is to avoid sending vehicles back unnecessarily or taking reports when crews may still be working.

14.2 Genuine missed collections will be rectified by the end of the next working day.

14.3 Crews will not return for missed collections that are not genuine. Residents will be expected to dispose of this waste using the chargeable Bulky Waste collection service or by taking it to Space Waye, Reuse and Recycling Centre. For further details visit [www.hounslow.gov.uk/recycling](http://www.hounslow.gov.uk/recycling), or call 020 8583 5555. Alternatively it can be left to be collected on the next scheduled day – but note that no excess waste will be collected.