

# Garden waste recycling service - Terms and Conditions

## Overview of the service

1. This is a fortnightly, chargeable service for subscribers only. You can pay by:
  - a. Direct Debit Mandate
  - b. Credit/debit card
2. Collections are available to households (including communal collections at flats), schools, places of worship and charities. They are not available to businesses.
3. Garden waste collections take place fortnightly on your normal collection day. Visit [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk) (click Where I Live) for details of your collection day, or the garden waste collection calendar that we deliver to all houses in March of each year.

## Garden waste bins

4. Collections are made using the following containers:
  - a. Our standard container is a 240-litre brown wheelie bin.
  - b. For historic reasons, a small number of subscribers use a smaller, 140-litre brown wheeled bin. But, for reasons of streamlining the service, these are not available for new subscriptions.
  - c. Communal collections at flats may be made using a larger, 660-litre brown four-wheeled bin.
5. You must use only bins provided by the Council, and paid for by annual subscription (see below).

## Subscription term

6. Your subscription covers twelve months' fortnightly collections following joining or renewing the service, except for Christmas Week and New Year's Week.
7. We will confirm the annual Christmas/New Year service suspension each year on our website [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk) (click Where I Live), and on the Christmas/New Year collection labels that we provide in November/December each year to notify residents of arrangements during those two weeks.

## Subscription prices and joining the service

8. Our subscription prices are updated annually every 1 April and are valid for the period 1 April to the following 31 March inclusive:
  - a. For new and renewed subscriptions we will apply the price pertaining on the date you join or renew the service.
  - b. The price of our standard 240-litre wheeled bin is published on our website [www.epsom-ewell.gov.uk/gardenwaste](http://www.epsom-ewell.gov.uk/gardenwaste).
  - c. The price of the historic, smaller, 140-litre bin is provided to those subscribers at time of renewal.
  - d. The price of the larger, 660-litre bins for communal collections at flats is available on request from our Contact Centre [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk) / 01372 732000.
9. You can join the service:
  - a. By Direct Debit: visit [www.epsom-ewell.gov.uk/gardenwaste](http://www.epsom-ewell.gov.uk/gardenwaste)
  - b. By credit/debit card: visit [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk) (click Pay For It)
10. We will apply, as a one-off payment, the subscription price pertaining to the date you join or renew the service.
11. There is no limit to the number of bins to which you may subscribe. For example, the price of subscribing to two 240-litre brown wheelie bins will simply be twice the price of subscribing to one bin.

## Renewing or cancelling your annual subscription

12. At the end of your twelve-month subscription period, you may renew for a further twelve months:
  - a. If you pay by Direct Debit Mandate, you do not need to do anything. We will notify you that we are taking a further, one-off annual subscription payment, and your subscription will renew automatically.
  - b. If you pay by any other payment method, we will contact you to ask if and how you wish to pay for a further twelve months' subscription.
13. If you pay by Direct Debit mandate and wish to cancel your subscription at the end of the year, you must also notify your bank to cancel your Direct Debit Mandate.
14. You may cancel your subscription at any time, but the service is non-refundable.
15. If you cancel, fail to renew, or otherwise fail to pay for your subscription we will remove your bin(s).

## Moving house within the Borough

16. If you move house within the Borough:
  - a. Please notify us and we will transfer your subscription to the new property.
  - b. Please take your existing garden waste bin to your new property
17. If you move house outside of the Borough, please notify us and present the bin for removal.

## What can/can't go in your bin

18. You can recycle the following in your garden waste bin:
  - a. Grass cuttings
  - b. Small twigs and branches
  - c. Leaves or fallen fruit
  - d. Prunings and clippings
  - e. Flowers, plants and weeds
  - f. Straw and hay (provided they are not contaminated with animal waste)
  - g. Shredded paper (provided it is placed in the bin loose, NOT IN PLASTIC BAGS)
19. You cannot put the following items in your garden waste bin:
  - a. Branches thicker than your wrist (approximately three inches or 7.5 centimetres)
  - b. Plant pots, trays, bags or plastics of any kind
  - c. Spoil, stones or ashes
  - d. Kitchen waste. Due to the risk of cross-contamination, the law requires kitchen waste to be disposed of separately, even if you originally grew it in your own garden. See [www.epsom-ewell.gov.uk/foodwaste](http://www.epsom-ewell.gov.uk/foodwaste) for details of how to recycle food waste

## Collections

20. Bins must be presented for collection at the property curtilage, or other point specified by the Council, by 6.30am on the day of collection.
21. We recommend that you label your bin(s) with your property number or name, or paint them on to the lid of your bin(s).
22. We will not collect bins that contain waste other than that specified in point 17 ('You can recycle ...'), above. If that occurs, you must remove the non-acceptable material and re-present your bin for collection on your next scheduled collection day. We will not accept side waste in such circumstances.
23. Garden waste must be loose and contained within your bin. Do not put plastic sacks or bags in your bins: they cannot be composted and may cause the whole recycling load to be rejected.
24. We cannot collect bins that are overflowing and dangerous to put on our bin-lifts. The bin-lid must be closed. We will not collect side waste unless specifically advised e.g. after we have notified you of a service interruption.

25. We cannot collect bins that are very heavy (typically this would be caused by earthballs, turf, heavily-compacted waste or very wet grass). For safety reasons, the bin-lifts on our collection vehicles cut off automatically if presented with very heavy bins. If that occurs:
  - a. We will add a notice to the bin explaining why it has not been collected.
  - b. You must remove the material that is causing this issue and re-present your bin for collection on your next scheduled collection day.
  - c. We will not accept side waste in such circumstances.
26. Please do not compact materials into the bin, as they may not tip out during the automated emptying process. If that occurs, you must remove the material that is causing this issue and re-present your bin for collection on your next scheduled collection day. We will not accept side waste in such circumstances.

### **If your bin is missed**

27. If we miss your bin(s) on collection day, please let us know within two working days using:
  - a. Web: [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk) (click Report It)
  - b. Email: [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)
  - c. Phone: 01372 732000
28. Except in exceptional circumstances (see item 31, below), we will return to empty missed bin(s) within two working days following your report of the missed collection(s). Please leave your bin(s) out at the curtilage of your property in order to allow us to do so.

### **Lost or damaged bins**

29. If your bin(s) is(are) lost or damaged please report this to us and we will provide a replacement(s) within five working days of the report:
  - a. Web: [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk) (click Apply For It)
  - b. Email: [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)
  - c. Phone: 01372 732000

Please note we will not refund the cost of any address labels/sticker, nor provide new ones.

### **Exceptional circumstances**

30. We reserve the right to refuse a service to any property for any reasonable reason.
31. If we are unable to provide the service due to unforeseen circumstances, such as staffing or vehicle issues, or adverse weather, we will notify you on our website [www.epsom-ewell.gov.uk/residents/recycling-and-waste/waste-collections-today](http://www.epsom-ewell.gov.uk/residents/recycling-and-waste/waste-collections-today). We will also publicise any such event through the Council's social media channels (Facebook, Twitter):
  - a. We will notify you via updates to our webpages and social media as to whether we are able to return to empty your bin(s) before your next scheduled fortnightly collection day.
  - b. If we are unable to return before your next scheduled collection day, we will then collect any excess garden waste that you have accumulated in the meantime, up to the capacity of your bin(s), if bagged and left next to your bin(s). Please do not use bags that are larger than your garden waste bin. Bags are to be provided by the subscriber and it must be noted, bags will not be returned.
  - c. Because we will collect excess waste on your next scheduled collection day, we will not provide a refund of service or extension of subscription term in respect of the original missed collection.
  - d. If, due to unforeseen circumstances, we are unable to return on our next scheduled collection day, any refund or subscription extension requests will be considered on merit.

**END.**