

Garden Waste Service – Frequently Asked Questions

1. How much is it to sign up to the service?

The annual charge is £40 per wheeled bin, however, if you sign up between 1st January 2021 the 1st February 2021, there is an early bird rate of £35.

2. Is this charge compulsory?

No- The service will be available to residents that register for the service. If you do not register and make the payment, your green bin will not be collected and there will be no charge to you. Therefore if you do not have a garden or don't want to pay for the collections, you do not need to do anything.

3. Will you take my green bin away if I am not paying for the service?

We can arrange to collect your bin if you decide not to sign up to have your green bin emptied, however, we would recommend that you give this a few months to decide after the subscription service is in place. If we do remove your bin and then you decide you would like to sign up for the service, there will then be a £42 charge for a new bin, plus the £40 subscription.

4. What will happen to my food waste if I do not sign up for my green bin to be collected?

You can place up to 3 food waste caddies out for collection on what would have been your garden waste collection day. The food caddies will be available for collection free of charge, on request.

5. Can I put the garden waste in my grey domestic waste bin?

No. 95% of the waste in the grey bin is taken to an energy from waste facility, they cannot accept garden waste at this plant. If your grey bin has garden waste in it, we will not empty the bin.

The crews will be monitoring bins for hidden garden waste and a thorough check will be made if evidence shows previous contamination.

6. Can I put garden waste in my blue recycling bin?

No, the recycling in the blue bin is sorted at a recycling centre, garden waste cannot be accepted at this plant, if there is garden waste in the blue bin it will not be emptied.

The collection crews will be monitoring bins for hidden garden waste and a thorough check will be made if evidence shows previous contamination.

7. Can I pay monthly or pay for a one-off collection?

The charge is fixed for one year from 1st March – 28th February, there is no pro-rata rate available.

8. Can I put additional bags at the side of the bin?

No, the charge is per bin and only bins showing the official permits will be emptied, residents can have as many bins as they require.

9. What happens if I lose my bin?

The bin will be replaced in line with the Council's Fees and Charges Schedule, and a replacement permit will be provided.

10.Can I share a bin with my neighbour(s)?

Yes. This will be a private arrangement, however, between residents. The refuse collection crews will only collect green bins displaying a valid permit from the household at which it is registered.

11.Will the garden waste collection be a done all year around?

Yes, SDC have no plans to reduce the level of service, there may be occasions due to inclement weather etc. when the collections will be suspended. Full details will be provided on the Council website if there are any interruptions to the service.

12.What if I move house?

If a resident moves within the District, their subscription will be transferred to their new address. You will need to contact SDC to arrange for a new permit to be issued. No refunds, in whole or in part, will be made if a subscribing resident moves out of the District during the year.

13.What if I wish to cancel my subscription?

There will be a cooling off period of 14 days, within this time you can cancel your subscription as long as you return your permit intact to us. After the cooling off period, no refunds will be given.

14.What if other residents use my bin?

You are responsible for keeping your bin secure, to ensure other residents cannot put items into your bin.

15.Can I continue to use sacks for my garden waste?

We would encourage subscribers to use a green bin where possible. We can provide a green bin free of charge when you sign up to the service, if you have room to store the bin.

Reusable sacks will be available to purchase where a wheeled bin is not practicable.

16.I have a smaller green bin, will it cost the same a larger green bin?

The cost is £40 per 240 litre bin, the cost is the same if you have a smaller bin, however, residents with a smaller 140-litre bin will be able to exchange it for a larger 240-litre bin, on request, at no cost of replacement when you subscribe to the service.

17.What if my permit is stolen?

The permit will have the address printed on it so it will not be able to be used at a different property. The crews will also have a full list of properties who have paid the subscription. Any lost or stolen permits will be replaced, you would need to contact us.

18.What if my bin is missed?

Bins will need to be on the boundary of the property by 6am on the scheduled collection day. If the collection is missed we will return to empty the bin in line with our current arrangements. In some cases during inclement weather, the contents of the bin freeze and it may not be possible to empty the bin. In these cases we will not return until the next scheduled collection day, however, arrangements can be made to collect additional waste on the next collection.

19.I have paid for my 3rd/4th bins to be collected, what happens to this payment?

These new charges will supersede the old service. You will be able to subscribe to have as many bins emptied as you require. Please contact us to discuss your current subscription.

20.Why are you charging for the collection of garden waste?

The collection of garden waste is a discretionary service not a statutory service – i.e. one that the Council is not obliged to provide. We had the choice to charge for the service or possibly discontinue it completely. We felt that it would be fairer for residents to have the choice to pay for a service or not, rather than not having a service at all.

We are not allowed to charge for the collection of domestic waste (i.e. grey bin) under the Environmental Protection Act 1990. There are also limits to how much the council tax can be increased and it was felt it would be fairer to charge only those residents that use the service.

21.Will this encourage more fly tipping?

We have conducted benchmarking with other councils where they charge for the collection of green waste, this has shown that there is not a significant rise in fly tipping when charges are introduced.

Any fly tipping that occurs will be dealt with as per our current arrangements.

Fly tipping is a crime, any person found guilty of fly tipping will be dealt with, in line with our current enforcement policy.

22.How can I dispose of my garden waste if I don't want to pay for the service?

The most environmentally friendly way to dispose of your garden waste is by home composting. Warwickshire County Council offer discounted home composting bins on their website. <https://www.warwickshire.gov.uk/green-waste/composting/2?documentId=632&categoryId=20032>

You can also take your garden waste to a Household Waste Recycling Centre. Please do not mix food waste mixed with garden waste when taking it to these sites. To find your local centre and opening times please visit <https://www.warwickshire.gov.uk/recyclingcentres>

23 Can I Pay by Direct debit?

No. Due to the administrative burden and the cost involved, this option is not currently available.

24. Can I subscribe to the scheme if I move into the area and how much will it cost?

You can subscribe to the service at any time throughout the year but the subscription year is fixed from 1st March – 28th February. The cost is £40 per bin per subscription year, we do not offer a pro rata rate.

24 What about recycling rates?

At present the residents of the District have achieved very good recycling rates. SDC's current recycling rate of 60% ranks the District as tenth out of around 340 local authorities. This will inevitably fall as a result of the introduction of the scheme. SDC is confident, however, that this will recover over a short period time as residents increasingly become familiar on what should go in each of the bins. At the moment up to a third of the waste currently going into residents' grey bins should be in the recyclable (blue bin). With small changes in the decisions of more residents over what goes into which bins, SDC can at least recover its current position in this league table.

If you have any further questions please contact us on streetscene@stratford-dc.gov.uk and we will reply as quickly as possible. This sheet is updated as we receive new questions.