

Your Questions Answered about the Garden Waste Subscription Service

- **What is new about the garden waste collection service?**

From May 2011, we will charge to collect your garden waste.

If you wish to subscribe to the scheme you will receive a brown wheelie bin or biodegradable Eco Sacks to replace your green Hessian Sacks.

You will agree to pay a yearly subscription of £35 in advance for a brown wheelie bin.

The Biodegradable Eco Sacks are an alternative or complementary to the brown wheelie bin and available to buy from Cowley Marsh or Horspath depot.

The bins or the sacks will be collected along with your other recyclables.

We will deliver Eco Sacks, if required, for orders received during May 2011. After May 2011 orders will need to be collected from outlets. (

The new service replaces the current Green Hessian garden waste sacks . The last Green Hessian sack collection day is Friday 29 April 2011.

The new collection service starts on Tuesday 3 May 2011. You can join the scheme now ready for the launch

- **Can I put garden waste in my green refuse wheelie bin?**

No. Our recycling and waste crews will not collect your green refuse wheelie bin if you have put garden waste in it.

Garden waste that is put into the refuse wheelie bin will be sent to landfill and add to environmental problems. Organic waste sent to landfill sites produces methane, a powerful gas which is harmful to the environment.

- **What is the subscription process for the brown wheelie bin?**

- You request to join the scheme
- Agreement is sent out you
- You sign the agreement and return the document to Cowley Marsh with the annual subscription payment
- The service is free of charge for those receiving Council Tax or Housing Benefit at the time the customer joins the scheme
- The brown wheelie bin is delivered within 10 days of payment clearing to your property
- Once delivered, your property will be identified on the crews round sheet as having subscribed to the service. The crew will be authorised to empty your wheelie bin from your property only

- Your brown bin will be emptied on your normal recycling day.
 - The Council sends a new agreement to you before the existing contract expires
 - The annual subscription will need to be renewed on the anniversary of your bin being delivered to your property.
 - If the subscription lapses due to non-payment, your brown bin will not be emptied. The Council will collect your brown bin.
 - Full terms and conditions will be sent to you with the agreement
- **What is the subscription process for the Biodegradable Eco Sacks**
 - You collect the Eco Sacks in packs of 10 or 20 units
 - Payment is made at the time of collection/ordering. £25 for 10 Eco Sacks and £35 for 20 Eco Sacks
 - There are no concessions on Eco Sacks
 - The Eco Sacks must be used within one year from purchase date
 - We will deliver Eco Sacks, if required, for orders taken during May 2011 only. After May 2011 orders will need to be collected from outlets.
 - Your property will be identified on the crews round sheet, confirming the purchase of the Eco Sacks, and authorising for the crew to collect for a period of one year
 - Eco Sacks will not be collected if they are not an authorised collection on the crew's round sheet
 - Eco Sacks are non transferable between properties

- **Can I have a Brown Wheelie Bin and Biodegradable Eco Sacks supplied by the Council?**

Yes. You can have either the wheelie bin or the eco sacks or both. . You can have as many of each as you require, although you must pay for each unit.

The Council would prefer you to have a brown wheelie bin as it is easier for you and our crews to manage. It is also less hazardous for you and our crews.

- **What size is the brown wheelie bin?**

There are two sizes available:

240 litre (**recommended**) – the same size as most of our green wheelie bins that you use for putting your waste in for landfill.

Or

140 litre – Alternative for smaller properties

We will swap a bin for a different size once you have chosen your bin.

However, if you decide to swap there will be a handling and delivery charge of £35

The bin you receive may not be brand new.

- **What size are the Biodegradable Eco Sacks?**

The Biodegradable Eco Sacks are 75 litres (80cm x 60cm x 25cm) (Is this similar to the caddies or the old hessian sacks?)

- **What can I put in the brown wheelie bin/Biodegradable Eco Sack?**

You can put all garden waste in the brown wheelie bins including grass cuttings, leaves, small branches, flowers, etc.

The same materials that you placed in your Green Hessian sack can be placed in the brown wheelie bin.

All brown wheelie bin lids must be closed when they are put out for collection. Wheelie bins with open lids could damage the bin/or vehicle lifting mechanisms when the crews empty your bin.

- **How much is the brown wheelie bin?**

The brown wheelie bin subscription service costs £35 a year. The bin is delivered free

- **Are there any discounts on the Garden Waste Subscription Service?**

If you are receiving Housing or Council Tax benefit you will receive a concession on the price of the subscription

- **Are there any discounts on the purchase of the Biodegradable Eco Sacks?**

No. There are no discounts available for any residents when purchasing the Biodegradable Eco Sacks

- **How many brown wheelie bins can I subscribe for?**

You can have as many bins as you like but each bin subscription is £35 each

- **Do I own the brown wheelie bin?**

No. You are subscribing to the service.

- **Is there a refund if I no longer want the brown bin during my year's subscription ?**

No. No refunds will be given once the contract is activated

- **What happens to my subscription service if I move house?**

If you move to another property serviced by Oxford City Council's recycling and waste teams you can take your bin with you.

Please inform us of your new address so we can transfer the service. If you do not tell us the crews will not be authorised to empty the brown wheelie bin

If you move to another property NOT serviced by Oxford City Council's recycling and waste teams, please let us know and we will come and collect

the wheelie bin or you can leave it for the next occupier who will receive the service until the renewal date

- **Who is responsible for the maintenance and cleaning of the brown bin?**

The resident is responsible for cleaning and replacement in the event of damage or theft. The Council will repair/replace the bin if affected by fair wear and tear. Any replacement brown bin may not be new.

- **Will the brown wheelie bin replace the Green Hessian garden sack currently in use?**

Yes. The brown wheelie bin will replace the green Hessian garden sack.

- **I do not want another wheelie bin or have room at my property for a wheelie bin. How can I participate in the recycling of my garden waste?**

You can purchase disposable Biodegradable Eco Sacks from us to put your garden waste in.

We will collect the Eco Sacks on your normal recycling day.

The Council would prefer you to have a brown wheelie bin as it is easier for you and our crews to manage. It is also less hazardous for you and our crews.

- **How many Biodegradable Eco Sacks can I put out for collection**

You can put out as many Biodegradable Eco Sacks as you want. . Please remember the Eco Sack and its contents all go into the collection vehicle. You do not get the Eco Sack back.

- **Will you collect extra garden waste if I put it next to the bin/Eco Sack?**

No. All garden waste must be in the approved containers for collection. All brown wheelie bin lids must be closed as open lids when lifted by the vehicles machinery could damage the bin and/or the machinery

- **Will you collect garden waste in other containers that have not been supplied by the Council**

We will only collect garden waste in the approved brown wheelie bins or the Council supplied Biodegradable Eco Sacks from the authorised address.

- **When will my garden waste be collected?**

Your garden waste will be collected on the same day as your recycling is collected.

- **How should I ensure that my wheelie bin/ Biodegradable Eco Sack is collected?**

On your normal collection day for recycling leave the bin (with the lid closed) or/and Biodegradable Eco Sacks alongside your other receptacles for collection.

Definition of where residents are to place containers:

Clearly visible and accessible to our crews, being placed as close to where your property meets the publicly adopted highway/pavement as possible (or where your property meets the agreed private road).

Please ensure you do not obstruct the pavement when putting out your container

- **How do I renew my garden waste subscription?**

We will write to you in good time before your subscription ends offering you the chance to renew it for another year. If you do not want to renew the subscription, we will collect your brown wheelie bin.

- **How do I pay for the garden waste subscription service?**

You will be sent an agreement to sign. You need to send this back to the Council with your annual payment. This can be credit/debit card or cheque. You can also visit us and pay by these methods or cash

- **Can I pay by direct debit?**

No. Unfortunately you cannot pay by direct debit at the moment. We hope to offer this way of paying in the future.

- **Are the brown wheelie bins chipped?**

Yes. Our brown wheelie bins are chipped but only so we know which property they are registered to. We do not record any other data on the chip.

- **I currently receive assisted collections with my bins, will I receive an assisted collection with the brown wheelie bin/Biodegradable Eco Sack?**

Yes. If you currently receive an assisted collection you will receive one for your brown wheelie bin or Biodegradable Eco Sack.

- **I no longer receive the qualifying benefits or I have had my benefit suspended, do I still use the free wheelie bin?**

Yes. You can use your brown wheelie bin until the subscription is due for renewal. You will have to pay to renew your subscription if the situation remains the same.

- **What will happen if I put my garden waste out for collection in the old green Hessian Sack?**

On your FIRST recycling collection day after the 3 May 2011 we will empty the Green Hessian sacks and leave you a note explaining that this service has ended. We will also provide you with details of the new subscription service.

After 13 May we will not empty the sack and pass your details onto our customer liaison officers who will contact you to advise you of the garden waste subscription service.

- **Will you provide a special collection of my old Green Hessian sacks that I previously used for my garden waste?**

No. We will not provide a special collection of your old Green Hessian sacks.
Please feel free to use them for other purposes.