

Wokingham Borough Council Garden Waste Collection Service

1 Terms and Conditions

1.1 This document outlines the terms and conditions of our fortnightly garden waste collection service.

1.2 The garden waste collection service is for domestic properties only. Commercial properties and businesses are excluded from the scheme.

1.3 Waste generated by gardeners at domestic properties is classed as 'commercial waste' and should be removed by the person undertaking the work. The council does not subsidise businesses in disposing of their waste.

2. Charges:

2.1 Our garden waste bin collection service runs for 12 months between April to March.

2.2 The annual charge for the service is payable by the 1 April.

2.3 The collection charge is payable per brown bin.

2.4 No part of the annual charge will be refunded once the service has commenced.

2.5 Residents can purchase 75 litre compostable sacks online (and collect from the Council's collection hubs) to be presented on the scheduled collection days.

3. Eligibility:

3.1 The collection service applies to domestic households only. Commercial properties and businesses are excluded from the scheme.

3.2 Properties on narrow access collection route can only use our compostable sacks to participate in our garden waste collection service. This route is where our smaller collection vehicle (7.5 tonnes) is used for the collection of general waste, recycling, and food waste.

4. Delivery of bins / sticker:

4.1 Bins provided remain the property of the council and no other bin other than those issued by the council will be emptied.

4.2 Bins are delivered pre-stickered within 15 working days from the point of receipt of payment.

4.3 Stickers can take up to 10 working days to arrive from the point of receipt of payment.

5. Contents:

5.1 The Council reserves the right to not collect the bin if the contents do not comply with those stated on the lid. A return will not be made in such instances. Refer to our section on "[what to put in brown bins and sacks](#)"

5.2 Garden waste should be placed loose in the bin(s) or sack(s), no plastic bags.

5.3 Garden waste bins are designed to be emptied safely and presented with lids closed.

5.4 Real Christmas trees can be collected as garden waste but must be cut up and fully contained within a brown bin or the Council's compostable garden waste sack.

5.5 The Council reserves the right to withdraw the service should the wrong material(s) be placed in the bin/sack.

6. Presentation of garden waste bins/sacks:

6.1 The bin will only be emptied if the current annual subscription fee has been received, and a current sticker is clearly displayed on the back of the bin when put out with the handles and sticker facing the road.

6.2 All garden waste must be presented at the boundary of the property or at the agreed collection point by 6.30am on the day of collection. If the garden waste is not presented by this time the crew will not return until the next scheduled collection day.

6.3 Garden waste sacks must be presented so they are clearly visible to the collection crew.

6.3 Collection starts one hour earlier on a bank holiday therefore bin / sacks must be presented by 5:30am on your collection day. We do not work on Christmas Day, Boxing Day, and New Year's Day.

6.4 If access to the bin is blocked or the highway to the bin is impassable, the collection crew will try twice to empty the bin again within the next 24 working hours. If there is still no access, the crew will return on the next scheduled collection day.

6.5 An assisted collection service is available for those residents eligible for an assisted refuse and recycling collection but no further than 25 meters from the public highway.

6.6 Bin(s) that are overflowing, contain incorrect material(s) or are too heavy for the crew to handle will not be collected. All bins must be closed for health/safety to reduce the occurrence of spillages. If required, you may purchase an additional wheeled bin or sacks.

6.7 Missed collection reports must be made after 4pm on the scheduled collection day, or by the end of the next working day and any genuinely missed bins will be returned to within 2 working days after the report has been made.

6.8 If the crew have reported any issues listed below, we will not return to collect the containers until the next scheduled collection:

- Containers not presented at the correct collection point.
- Overflowing bins with lids not fully closed.
- Access issues (e.g. blocked access, overhanging vegetation)
- Containers not presented at the time of collection.

- Heavy bins or sacks containing the wrong items.

6.9 The Council reserves the right to alter the collection schedule at any time.

7. Replacements / exchanges:

7.1 Residents will be required to purchase replacement bins in the event of damage, wear and tear or loss.

7.2 The Council will replace bins that have fallen into the vehicle or if there is evidence that they have been damaged by the crew on collection day.

7.3 New or purchased replacement bins will usually be delivered within 15 working days.

7.4 Old broken/damaged bins must be presented at the collection point from the time the request is raised and payment received.

7.5 Damaged bins must be empty when presented for replacement.

8. Move within the borough:

8.1 If you move to another property within our borough your contract will continue if you wish to continue with the service. You must take your bin with you and 14 days' notice is required by email to customerservice@wokingham.gov.uk so the service can be transferred to the new address.

8.2 No refunds will be issued if a resident moves out of the borough or if they stop using the service part way through the collection year.

8.2 Unwanted bins will not be collected due to the removal cost being higher than the cost of the bin itself.

9. Adverse circumstances:

9.1 During cold spells, garden waste may freeze and prevent us from fully emptying your bin. It may not be possible to fully/partially empty your bin until the next scheduled collections.

9.2 The Council reserves the right to suspend its garden waste service when circumstances go beyond its control. This includes adverse/extreme weather or a pandemic, for instance Covid19.

9.3 These decisions are taken with full consideration to safeguard our frontline staff and to ensure that other priority waste collection services (household waste and food waste) can be delivered where applicable.

9.4 No refunds of subscription charges will be refunded in such cases.

10. Variation of Terms

10.1 We reserve the right to change these terms and conditions at any time and without notification.