

Garden Waste Terms and Conditions 2023-2024 – Sack Collections Only

The Service

1. The garden waste green sack collection service (the Service) is a subscription service for the collection of household garden waste from residential properties only. You are only able to subscribe to this Service if approved by the Council.
2. The subscription period for the Service is for 12 months and the 2023/24 subscription year is from 28 August 2023 to 25 August 2024 (the Subscription Period).
3. The Service operates for 50 weeks of the year and the Council will make all reasonable efforts to make collections fortnightly on the same day as your recycling collection subject to service limitations and exceptions (see Exclusions and Limitations below).
4. There is a two-week period over the Christmas and New Year period where your garden waste will not be collected. Confirmation of collection days and dates over the Christmas and New Year period will be communicated via the Council's website at: www.westberks.gov.uk/collectionupdates and other appropriate communications channels such as e-newsletters and social media accounts.
5. The Council reserves the right to vary collection times, days or periods, or to suspend the Service in exceptional circumstances including adverse weather or unforeseen circumstances (see Exclusions and Limitations below). In such circumstances the Council will make all reasonable attempts to provide notification online via the Council's website at: www.westberks.gov.uk/collectionupdates and other appropriate communications channels such as e-newsletters and social media accounts.
6. On receipt of payment for the Subscription Period, the Council will send you one (1) roll of green sacks (containing approximately 70 sacks) usually within 14 days of payment. Your green sacks can be used for your garden waste service on your next scheduled recycling day from the 28 August 2023.
7. Your garden waste should be placed in the green sacks supplied by the Council and not any other container, bin, bags or sacks. A maximum of fifteen (15) green sacks can be put out in each fortnightly collection. Your green sacks must be put out ready for collection by **6am** on your specified collection day. Please put your green sacks out with care ensuring that they are visible to collection crews and easily accessible but being careful not to create a hazard.
8. Your green sacks should only contain permitted garden waste (see below for Exclusions and Limitations) and all garden waste should be contained easily within the green sacks, not overfilled and tied securely. Additional garden waste not contained in securely tied, Council provided green sacks will not be collected.
9. If you have already subscribed to the Service and receive an assisted collection this will continue unless you inform us that the assisted collection service is no longer required.
10. The green sacks remain the property of the Council at all times.

Application and Payment

1. Payment for the service is made in advance and the charge in full is payable regardless of when you apply and pay for the service; no part payments are accepted. If you already have a Direct Debit for the service, then it will automatically be renewed for the next subscription period (please see Renewing Your Subscription below).
2. To ensure that your subscription is processed for the start of the 2023/2024 Subscription Period (from 28 August 2023) you should subscribe by 6 August 2023.

3. Payment may be made via telephone by Direct Debit or credit/debit card. Payment by Direct Debit enables you to set up payment once and obtain the benefit of automatic renewal for the next subscription year allowing for a seamless uninterrupted service.
4. You can subscribe at any time during the 2023/2024 subscription year up to 30 June 2024, however there are no part payments and charges remain fixed. Applications made after the 30 June 2024 for the 2023/2024 subscription year will not be accepted. Applications for the following subscription year will open in July 2024.
5. You can subscribe for up to a maximum of five (5) rolls of green sacks per household in total per subscription year. Accordingly, if you use the first roll of green sacks provided with your initial subscription it is possible to make 4 more orders for a roll of green sacks. Please note though that green sacks provided in one subscription period cannot be used in a subsequent subscription period and green sacks cannot be returned for a refund or transferred to another person or household. The subscription charge for the Service is payable per roll of green sacks as set out in the table of charges below.
6. We do not offer concessions.
7. The Service charges will be reviewed annually and are subject to change.
8. Full payment must be received before your service will commence. Where payments are made by Direct Debit, full payment for the initial subscription will be considered received when we receive your Direct Debit mandate (provided that it is fully and correctly completed); we assume payment will be made by your bank on the instruction date.
9. The subscription charges for the 2023/2024 period are:

Subscription type	Subscription charge (per roll of sacks)
Service charge for 1 st roll of green sacks	£58
Service charge for 2 nd – 5 th rolls of green sacks	£44

Renewing Your Subscription

1. Direct Debit subscriptions: we will notify you in advance of the new subscription year of the subscription amount to be collected (which will be one fixed subscription charge for the forthcoming subscription period) including any variations in charges and the date on which payment will be collected (the Payment Date). If you wish to renew your existing Service you do not need to take any action and renewal will be automatic. If you decide to make any changes to your Service (e.g. increase or decrease the number of rolls of green sacks) you will be able to do so prior to renewal. **If you decide not to renew your subscription(s) please instruct your bank to cancel the Direct Debit prior to the Payment Date and inform us that you no longer wish to receive the Service.**
2. Non-Direct Debit subscriptions: we will send you an annual reminder (generally by email) that the subscription is due for renewal. Confirmation of the renewal of your subscription and payment is your responsibility. Failure to pay for your subscription prior to the start of the Subscription Period will mean that your Service will cease at the end of the current subscription period and will only resume when a fresh application is made and payment is received.

Cancelling or Changing Your Subscription

1. You have the right to cancel your subscription within 21 days of initial subscription without giving any reason. The right to cancel expires 21 days after you subscribe. If you cancel within

21 days of subscription we will make a full refund to your account where payment has been received by us. If you completed a Direct Debit mandate and wish to cancel your subscription within the 21 days please also inform your bank that you wish to cancel the Direct Debit instruction. For more details about how to cancel your subscription please go to: www.westberks.gov.uk/cancelgardenwaste.

2. Where the initial subscription is by way of Direct Debit, the 21-day cancellation period applies from the initial subscription date only as renewal of the service is automatic (unless cancelled prior to the renewal date) and the Service and contract terms are continuous from the initial subscription date.
3. No refund will be given if you decide to stop using the Service in whole or in part for any reason outside of the 21-day cancellation period or outside the terms of the Direct Debit guarantee.
4. If you cancel your subscription your green sacks will not be collected.
5. If you move house within the West Berkshire area the Service can usually be transferred to your new property. It is your responsibility to request that the service is transferred. You will need to inform us of your moving date and change of address at: www.westberks.gov.uk/article/37091/Tell-Us-You-ve-Changed-Your-Name-or-Address.
6. If you do transfer your service to a new address within West Berkshire you will need to take your green sacks with you to your new address.
7. If you move out of the West Berkshire area during the subscription period you cannot transfer your subscription and **we will not provide a refund for the unused green sacks**. You do not need to return your unused green sacks to us but please note that you cannot transfer your subscription to someone else.

Problem Resolution and Contacting Us

1. If it has been more than 14 days since your payment for the service and you have not received your roll(s) of green sacks please contact us via email: gardenwaste@westberks.gov.uk or telephone on 01635 519080 with details of your application and payment in order that we can resolve the issue.
2. If you discover that your green sacks containing garden waste have not been collected by the end of your scheduled collection day, please contact Customer Services via email: customerservices@westberks.gov.uk or telephone 01635 519080 to report the missed collection of your sacks(s). Our policy on reporting missed collections can be found at: www.westberks.gov.uk/missedbin. If our records indicate that there was no reason why your green sacks should not have been collected, the collection crew will aim to return to collect them within 2 working days of this being reported.
3. If you wish to make a complaint; information about our complaints process can be found at: info.westberks.gov.uk/complaints.

Exclusions and Limitations

1. We will only collect garden waste (of a type specified by us) wholly contained within the green sacks supplied by West Berkshire Council. For a list of the garden waste that may be put into your green sacks please visit: www.westberks.gov.uk/gardenwaste. Examples of items we will collect are as follows: grass cuttings, small twigs and branches, hedge trimmings and leaves, plants and weeds, cut flowers and fallen fruit. Food waste should not be put in your green sacks, you must only use the separate containers provided for presenting your food waste.
2. We reserve the right to refuse to collect green sacks that contain the wrong materials such as those listed at: www.westberks.gov.uk/gardenwaste or green sacks that are overfilled such that the collection crew cannot safely handle them. In order for the collection service to resume you

will need to remove the excessive and/or wrong materials from the green sacks before the next scheduled collection date.

3. If collections are missed due to any unforeseen circumstance or adverse weather or other circumstances beyond our reasonable control, attempts will be made to return to collect the green sacks where practicable. In the event of sustained adverse weather such as severe snow, storms or a circumstance (unforeseen or not) of such severity that certain core waste collection services may be affected (including but not limited to an epidemic, pandemic or major incident), the garden waste collection service may be suspended in order to redirect resources to assist in the completion of more critical/urgent frontline waste services. There will be no refund for such exceptional suspensions of service. Service updates can be found at: www.westberks.gov.uk/collectionupdates.

Data Protection

1. We will collect personal information for the purpose of processing your application, providing the Service and where applicable for collecting payments. Your property details will be added to a database used by our waste contractor and relevant Council's officers in order to provide the Service to those residents who are subscribed to the Service. This information will be held in a secure manner. We will not use your information for any other purpose without your permission and we will not hold the information for longer than we need to.
2. We will treat any personal information by which you can be identified (e.g. name, address, email) in accordance with the Data Protection Act 2018. You can view the Council's privacy notice online at: www.westberks.gov.uk/pngardenwaste.

General

1. This Agreement is between you and the Council. If you choose to share green sacks with neighbours you are still responsible for compliance with these terms and conditions as the party to the Agreement. We will only distribute green sacks and collect garden waste from the address of the subscriber.
2. You cannot transfer the subscription to another person(s).
3. These terms and conditions do not affect your statutory rights.
4. We may vary these terms and conditions at renewal including the subscription charge. If you do not wish to accept the changes you have the right not to renew and to cancel any automatic renewal of your subscription. If you cancel any Direct Debit you will need to inform your bank and notify us that you no longer wish to receive the Service.
5. In these terms "us", "we" and "the Council" means West Berkshire District Council and "you" and "your" refers to the subscriber.