

Terms and Conditions for Chargeable Garden Waste Service

1.0 Responsibilities of the Council

The Council will:

- 1.1 Offer a chargeable garden waste collection service to all domestic properties within Mid Devon District Council's borders. The Council will not collect from allotments, cemeteries or other non-residential properties.
- 1.2 Accept garden waste that is presented in either a registered brown wheeled bin with a valid permit attached or special biodegradable sacks provided by the Council.
- 1.3 Collect from registered customers on scheduled collection days.
- 1.4 Empty garden waste containers that are presented at the designated collection point for the property to which the collection is registered. This includes residents choosing to share the cost of hiring a brown wheeled bin.
- 1.5 Collect garden waste from the same collection point used for the residual (black sack) waste service.
- 1.6 Cease to collect garden waste where customers have failed to pay the annual renewal fee when it becomes due. No special return journeys will be made to collect garden waste for customers making late payments - customers will be required to wait until the next scheduled collection date.
- 1.7 Collect real Christmas trees put out by registered customers when presented with their brown wheeled bin or biodegradable sacks on their scheduled collection day.
- 1.8 Not empty brown wheeled bins or collect biodegradable sacks that have been contaminated by unacceptable items (please refer to web site for details).
- 1.9 Not provide refunds to customers cancelling garden waste collection services part way through a year, or wanting to return unused biodegradable sacks.
- 1.10 Aim to deliver, or collect unwanted, brown wheeled bins within 10 working days from the date service requests are received (post service roll out).
- 1.11 Ensure that pre-used brown wheeled bins have been refurbished to a suitable standard before being supplied to a customer.
- 1.12 Exchange damaged brown wheeled bins free of charge.
- 1.13 Reserve the right to remove, without prior notice, brown wheeled bins that are reported as left out on a public highway on non-collection days. There will be a fee for re-delivery.
- 1.14 Provide an assisted garden waste collection to customers that are already registered for this service.
- 1.15 Return as soon as possible for any valid missed collections that the customer has reported within 24 hours.
- 1.16 Reserve the right to change the collection schedule for operational reasons. Customers will be given adequate advance notice of any changes.
- 1.17 Not empty containers that weigh in excess of 90Kg.
- 1.18 Collect every two weeks, except in periods of severe weather.

2.0 Responsibilities of the customer

- 2.1 Ensure that a valid permit is displayed on the garden waste collection container.
- 2.2 Store your garden waste container within the boundary of your property between garden waste collections.
- 2.3 Place the correct items in your garden waste container (please refer to web site for details).
- 2.4 Present your garden waste at the designated collection point for the registered property.
- 2.5 Put your garden waste out for collection no sooner than 6pm on the day before collection and no later than 6am on the day of collection.
- 2.6 Return your garden waste container to your property after collection for storage until the next collection day.
- 2.7 Ensure that brown wheeled bins that are no longer required by the customer after cancelling the service are empty and left at the designated collection point of the registered address for collection by the Council.
- 2.8 Inform the Council if you move within Mid Devon and want to take your garden waste container with you, or you no longer require the service.

3.0 Payment Terms

- 3.1 Customers who subscribe to the garden waste service will be charged an annual fee for each container. The cost of the service will be reviewed and set each year.
- 3.2 One month ahead of the end of your subscription period a renewal notice will be issued. Your collections will be suspended from the date of commencement of the new year of service charges if payments are not made.
- 3.3 The cost of subscription is non-refundable.
- 3.4 Customers can pay either online, over the phone, or in person at the Council Offices.
- 3.5 Customers can subscribe to an unlimited number of garden waste bins.
- 3.6 All containers remain the property of Mid Devon District Council.
- 3.7 Regular contamination of the waste container will result in the service being removed with no refund given.
- 3.8 Garden waste containers are the responsibility of the customer; the customer will be charged £25 for any container that is not returned at the end of service period.
- 3.9 Collections not made due to severe weather, or disruptions relating to issues outside the Council's control, will not be refunded.