GARDEN WASTE HOUSEHOLD KERBSIDE COLLECTION SCHEME

Terms and Conditions

These terms and conditions apply with respect to the service provided by the Council to the resident registered for the garden waste collection scheme.

1. Registration Process
   a. Residents who wish to receive garden waste collections must register online via the garden waste portal at www.plymouth.gov.uk/gardenwaste.
   b. The Council will not collect from any household which has not provided an online request to receive this service.
   c. Residents who are unable to access online registration can be supported by a friend, neighbour or family member who can register on their behalf. Alternatively support is available via your local library where council staff will be happy to help.
   d. Residents will be required to register annually online to receive garden waste collections
   e. Registration for 2020 collection scheme should be completed by February 28th 2020 for residents to receive their collection at the start of the garden waste collection season. Any registrations received after 28th February could take up to one month to process

2. Collections
   a. The 2020 garden waste collection season commences week beginning 6th April and ends the week beginning 26th October 2020.
   b. Garden waste will be collected once every two weeks on a specified day. We reserve the right to alter the collection day or collection season, but will provide notice to residents registered for the scheme of any changes.
   c. Collection is free of charge.
   d. Standard service operates from Monday to Thursday; this may vary when a bank holiday occurs. Collection days will be published 2 weeks prior to the garden waste season commencing and will be available on our website at https://www.plymouth.gov.uk/gardenwaste
   e. ‘Assisted Collections’ are available for residents that are physically unable to present the garden waste bags. Residents that are eligible for and in receipt of ‘Assisted’ Waste and Recycling Collections will automatically be registered. Residents currently not registered but require assisted garden waste collection please register at www.plymouth.gov.uk/binsrecyclingandwaste

3. Containers
   a) A maximum of four 90 Litre reusable bags per household will be provided free of charge.
   b) Only Plymouth City Council branded bags provided by the Council will be collected. Garden waste presented in any other container or not contained will not be collected.
   c) Containers remain the property of Plymouth City Council.
   d) Containers should be easily seen and numbered for the property (we recommend using a permanent marker to write your house number on the front of the bag)
   e) Containers must not be put out for collection before 6.30pm the previous evening and be put out ready for collection by 6am on the morning of collection
   f) Containers must be placed ready for collection at the appropriate collection point; for most properties the collection point will be the edge of the pavement (kerbside) at the front of the property. In some circumstances, for operational reasons, there may be a Council designated collection location such as a back lane or at the end of a path or alleyway.
   g) Garden waste bags must be stored safely within the boundaries of your property following collection.
h) Only green garden waste such as grass cuttings, hedge trimmings, flowers and weeds (but not controlled weeds such as Japanese knotweed and ragwort) must be put in garden waste containers.

i) Containers should not be filled with such a weight as to make the moving or emptying process hazardous to the Council’s operatives. The Council will notify residents if a bag is deemed overweight and reserves the right to suspend or cancel the service to customers whose containers are persistently overweight.

j) A bag must be able to be lifted easily to chest height by a person of average build and moderate physical capability. We recognise that personal strength varies but this general guidance exists to protect the physical health and safety of staff.

k) The containers must not contain any other material or item such as food waste, cat litter, dog fouling, animal bedding, plant pots, soil, and rubble.

6. Changes to Personal Information or Circumstances

a. Residents who move address must notify using the Council on the garden waste portal www.plymouth.gov.uk/gardenwaste using the change of circumstances tab.

b. Please notify the Council of any change to your contact details. Residents must provide a current email address if they wish to receive Plymouth City Council updates.

c. Residents who no longer wish to receive the service can notify the council of their wish to cancel by using the change of circumstances link on the garden waste portal www.plymouth.gov.uk/gardenwaste.

7. Changes to Terms and Conditions

a. The Council reserves the right to make amendments to these terms and conditions at any time.

b. Any changes to the terms and conditions will be communicated by the Council to residents.

8. Data Protection

a. The Council collects information about residents who subscribe to this service; the information collected is:

   - name
   - property address
   - email address (optional)
   - phone number (optional)

b. The Council has a duty to keep records up to date therefore the council requires residents to provide notification of any changes to their personal details.

c. When residents register to the service, the Council collects information to enable it to provide the service and to allow it to contact you in matters only relating to your garden waste collection service. Residents’ personal details will not be passed to any other organisation or third party.