

COLLECTION

Will my collection day change?

No, there are no plans to change current collection days. Collection days for garden waste will remain on a Monday, every fortnight.

Will my time of collection change?

Yes. It is likely that collection times will vary, therefore it is essential that the bin is presented from 6.30am.

How many collections will I receive across the year?

Collections of garden waste will remain on a fortnightly basis, with a shutdown period during the winter months. That means you will receive 20 collections a year, working out at £1.50 per collection.

Why are garden waste bin collections suspended during winter months?

Very low amounts of garden waste are generated at this time of year. By suspending collections we are able to keep the cost of the service down.

Arrangements will continue to be made to collect real Christmas trees.

What happens if I move house?

You must leave the garden waste bin at the property for which you have made a subscription. Do not take the bin with you. If you move to an address within Burnley where the property has already subscribed, you don't need to do anything. If you wish to join the service at your new address, then you will need to pay a new subscription charge.

Do I get a refund if the council fails to carry out collections?

No. Missed collections are rare. If your collection has been missed we will return to empty your bin. If your bin has not been emptied, it may be because it contains the wrong items or is too heavy for safe handling by the collection team. If this is the case, you will be notified. Should we experience severe adverse weather, we will return and empty your bin when conditions improve.

If I choose not to subscribe and I want my garden waste bin removing from my property, what should I do?

You can request the council to remove the bin at:

www.burnley.gov.uk/gardenwaste

If I don't want to sign up and pay, how can I dispose of my garden waste?

If you choose not to subscribe to the scheme your garden waste will not be collected.

Garden waste can be taken to the household waste recycling centre at Heasandford Industrial Estate, or you may wish to consider home composting.

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Visit: www.burnley.gov.uk/gardenwaste
or ring 01282 425011

HOME COMPOSTING

Lancashire County Council has teamed up with www.getcomposting.com to provide an exclusive offer of home compost bins and other great green products.

Go to the website www.getcomposting.com and enter your postcode for any offers available.

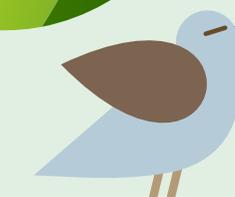
Household Waste Recycling Centres

These sites are operated by Lancashire County Council (LCC). They accept a wide range of materials for recycling/disposal including garden waste. Please check with LCC for further information about where your nearest one is, opening times, access policy etc. Go to www.lancashire.gov.uk/waste or phone 0300 123 6781.

The household waste recycling centre in Burnley is located at Balderstone Lane on Heasandford Industrial Estate.

YOUR GARDEN WASTE COLLECTION

TO ENSURE A CONTINUOUS SERVICE SIGN UP NOW



SUBSCRIBE TO THE SERVICE
£30 a year



GARDEN WASTE COLLECTION



GARDEN WASTE COLLECTION

BURNLEY COUNCIL'S GARDEN WASTE COLLECTION SCHEME

If you are already subscribed to the collection scheme (using a brown wheelie bin with a yellow sticker) then your collections will start again from 26th February/5th March after the usual winter break. Please check your collection calendar.

Your annual subscription will cover collections up until the end of April. If you want them to continue for another year, from 1st May, you need to pay your subscription for 2018/19. You can do that any time from now until 13th April to ensure an uninterrupted collection service.

If you're not currently taking advantage of the service, but you want to, you can subscribe from now - but you need to check we collect garden waste from your address by visiting www.burnley.gov.uk/mybinday

KEY FACTS

- The garden waste subscription service takes effect annually from 1st May
- The cost for the garden waste subscription is £30 per year plus £25 for each additional bin
- The charge of £30 per year equates to £1.50 per collection (20 collections a year)
- Your new sticker will be sent out straight away to ensure a continuous service until the end of April 2019 - please allow 10 days for delivery



FREQUENTLY ASKED QUESTIONS

How do I pay?

Pay online with a credit or debit card at www.burnley.gov.uk/gardenwaste or call 01282 425011.

Are you allowed to charge for this service? Is it not already included in my Council Tax?

The garden waste collection service is not a statutory service – the council is not required by law to provide it. The service was introduced in response to residents' wishes.

With increasing costs and a reducing Central Government Grant to maintain our services, Burnley Council has taken the difficult decision to introduce a charge for this service, which is allowed under the Controlled Waste Regulations 2012.

Are there any concessions?

The charge of £30 for a single bin applies to all households regardless of personal circumstances.

I only have a small garden. Can I share a bin with my neighbour?

Yes you can, but one of you will have to take responsibility and register and pay for the service.

What if I don't want to pay?

The service is entirely optional. If you do not join the scheme, the council will not collect your garden waste.

If I register for the scheme half way through the year, do I get a discount?

No, the price is £30 per bin for the year regardless of when you actually join the scheme. The garden waste subscription service will run from 1st May to 30th April each year.

Can I get a refund if I decide to cancel my subscription part way through the year?

No, the price is £30 per bin for the year regardless.

How will the waste collectors know I have subscribed to the new service?

You will receive a identification sticker for each bin when you have made your payment. This should be placed onto your bin as indicated in the confirmation pack. This confirms your subscription. Stickers will have a unique identifier for each property and will be a different colour each year. We also have an electronic record of your subscription in case your sticker gets damaged, or your bin is lost/stolen.

BINS

Can I have more than one bin?

Each property can have multiple bins. The cost for collection of additional bins will be £25. To qualify for the discount all of the bins must be ordered and paid for in a single transaction. If additional bin collections are ordered at a later time than the original transaction then these will be charged at £30.

What happens if I already have more than one garden waste bin?

If you wish to have two or more bins collected, you should advise us when you subscribe to the scheme. The cost is £30 for the first bin and £25 each for any further bins. The discount will only be applied if the additional bins are paid for in the initial transaction.

I do not currently have a garden waste bin. But I would like to subscribe to the collection service. What do I do?

Only properties with gardens on our current garden waste collection scheme are able to subscribe at the moment. Please check www.burnley.gov.uk/mybinday There will be a brown bin showing the collection day if you are on a current garden waste collection round. If you are not currently on a round you can register an interest to be added on to a garden waste collection round.

Can I still put the same things in the garden waste bin as I currently do?

Yes. We will accept:

- ✓ grass cuttings
- ✓ plants
- ✓ flowers
- ✓ prunings
- ✓ twigs
- ✓ small branches

We do not empty bins that are contaminated with non-acceptable material, for example:

- ✗ plastic bags
- ✗ soil and rubble
- ✗ logs
- ✗ food/general waste

