

GARDEN WASTE RENEWALS 2025/26 – FREQUENTLY ASKED QUESTIONS

What period does the subscription cover?

The subscription runs from 1 April to 31 March each year.

How much will the service cost in 2025/26?

- The full-year subscription fee for the first bin is £55.
- Subscriptions for second and subsequent bins are £30 per bin.
- New and replacement bins are £35.50 per bin
- Biodegradable sacks (for households not on wheeled bins) are £8 per roll of 20 sacks.

N.B. All prices subject to approval of Fees & Charges in February 2025.

How do I get my subscription?

You can sign up on-line on the Council's website or by phoning our Customer Services Centre.

The customer portal will go live on **27 January 2025** and from that point you can purchase a new subscription for 2025/26 or renew your existing subscription.

Can I pay by instalments?

No, payment must be made in full when you take out the subscription.

Is there a discount for pensioners or those in receipt of benefits?

Unfortunately, it is not possible to subsidise the cost of the service as the intention is for it to be self-financing. If you wish to receive the service, you will need to pay the full subscription price.

Do Churches/Charities have to pay?

Yes, churches and charities are no longer eligible to receive a free service and will have to pay the full subscription cost.

What happens if I move or stop using the service – will I get a refund?

No, the charge is not refundable, although if you move to another address within the District, the subscription can be transferred to your new address. You must ensure that you take your bin with you and let us know your new address at least two weeks in advance of the move to ensure an unbroken service.

Do I need to tell you if I don't wish to renew my subscription?

No. If you don't renew, your existing subscription will expire on 31 March 2025 and no further collections will be made.

When will I receive my subscription sticker?

This will be sent in the post and should be received within 14 days of subscribing.

If I order a new/replacement/additional bin, how long will this take to arrive?

We aim to deliver bins within 10 working days.

How can I dispose of my garden waste if I don't wish to subscribe?

The best option (environmentally) is to compost at home. To obtain discounted compost bins and find out about the benefits of home-composting and how to get started (including on-line training), visit the Love Essex home composting page (link below).

<https://www.loveessex.org/ideas/get-started-home-composting>

Material that cannot be composted would need to be taken to a Household Waste & Recycling Centre. *Please note that you will need to book an appointment.*

Will the Council provide a free bin for leaf-fall?

No, please use your garden waste bin if you have subscribed to the service. If you don't have a bin, you could compost the leaves at home or put them in sacks to make a leaf-mulch to enrich your soil. Alternatively, they can be taken to your local Household Waste & Recycling Centre.

Can I put garden waste into my grey bin?

The Environment Act 2021 makes it clear that garden waste should be collected separately and so it should all go into your garden waste bin (if you have subscribed to the service), or it can be composted at home or taken to your local Household Waste & Recycling Centre.

Can I put out extra waste alongside my green bin if it won't all fit in?

No, our collection crews will not accept any excess garden waste that is presented alongside or on top of your bin. If you occasionally have more waste than can fit inside your bin, please hold this over and place it loose inside your bin once emptied, ready for the next scheduled collection day. Alternatively, it can be taken to your local Household Waste & Recycling Centre.

Is the collection of garden waste now a statutory service and, if so, are you still permitted to charge for its collection?

Whilst the Environment Act 2021 requires local authorities to collect garden waste where requested to do so (and to collect this material separately from other waste), there continues to be provision to impose a charge for delivering this service as not all residents will require it.

Don't I pay for garden waste collections in my Council Tax?

The subscription fee means that the cost of delivering the garden waste service is funded through payments made by those who take up the service. Therefore, those who choose not to subscribe are not paying towards this service in their Council Tax. Fees are set each year at a rate to ensure that the service is funded by the subscribers.