

# Garden Waste 2015 – Introduction of the chargeable scheme

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**Key information pack**

## Key communications dates

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<b>Communications method</b>	<b>Action</b>	<b>Deadline</b>
Letter to households	Letters to be issued to households eligible for the scheme	05 – 26 September 2014
Durham County News	Include back page advert in autumn edition of Durham County News (distributed September 2014)	08 - 19 September 2014
Press releases	PR to announce introduction of changes and we will be contacting all households eligible for the scheme directly	08 September 2014
DCC website	Update Website homepage to include garden waste link and refreshed webpages launched	08 September 2014
Letter to households	Letters to be issued to households that are no longer eligible for the scheme	12 September 2014
Member briefing session	Briefing on 2015 garden waste collections	22 September 2014 1.30-3.30pm Committee Room 1A 6.30-8.30pm Committee Room 1B
Agripa panels	Advertising panels on refuse and recycling vehicles to promote garden waste scheme and signpost to website.	October 2014
Durham County News	Include article in winter edition of Durham County News (distributed November 2014)	November 2014
Press releases	PR to announce end of collections in November, thank people for recycling garden waste and remind people about arrangements for 2015 collections.	November 2014

These updates will be supported by a variety of update / promotional communications to customers, staff and members throughout the subscription period and beyond.

# Garden Waste 2015 – Introduction of the chargeable scheme – at a glance

05/09/2014 - 26/09/2014

Go live & Letters to be issued to all eligible & no longer eligible customers

17/03/2015

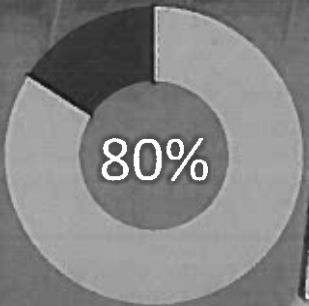
Collections to commence

10/11/2014 - 19/12/2014

Bin take backs

05/01/2015 - 13/03/2015

Bulk bin deliveries / exchanges



Of all properties in the County are eligible for Garden Waste Collections with 184,655 eligible for DCC collections

**1266** Anticipated bins collected per vehicle per day

**623** Properties will no longer be able to access the service due to not meeting the eligibility criteria












## Key project dates

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# August 14

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
July 28	29	30	31	August 1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
	 Staff briefing sessions held			 Letter printing to commence		
25	26	27	28	29	30	31
				 Customer Services training complete		
				 System go live developments complete		

# September 14

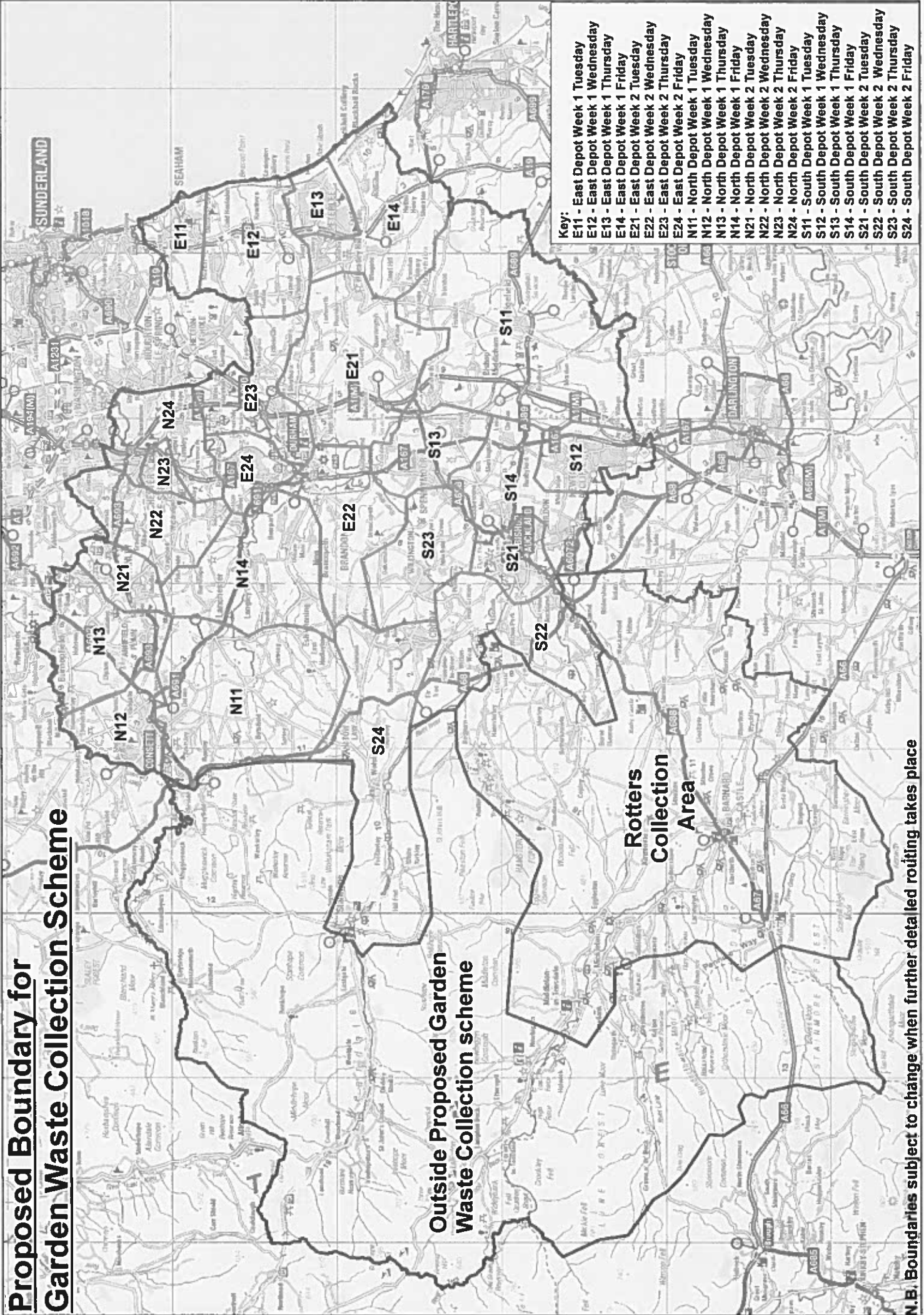
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
September 1	2	3	4	5	6	7
			 <p>Overnight update of telephone options to include Garden Waste</p>	 <p>Webpage and scheme subscription go live</p>		
				 <p>1<sup>st</sup> Batch of letters issued</p>		
8	9	10	11	12	13	14
		 <p>1<sup>st</sup> batch of letters to arrive with eligible households</p>		 <p>Letter issued to customers no longer eligible for service</p>		
				 <p>2<sup>nd</sup> Batch of letters issued</p>		
15	16	17	18	19	20	21
		 <p>2<sup>nd</sup> batch of letters to arrive with eligible households → No longer eligible households</p>				
				 <p>3<sup>rd</sup> Batch of letters issued</p>		
22	23	24	25	26	27	28
		 <p>3<sup>rd</sup> batch of letters to arrive with eligible households</p>				
				 <p>4<sup>th</sup> Batch of letters issued</p>		
29	30	October 1	2	3	4	5
		 <p>4<sup>th</sup> batch of letters to arrive with eligible households</p>				

## Scheme boundary and key information

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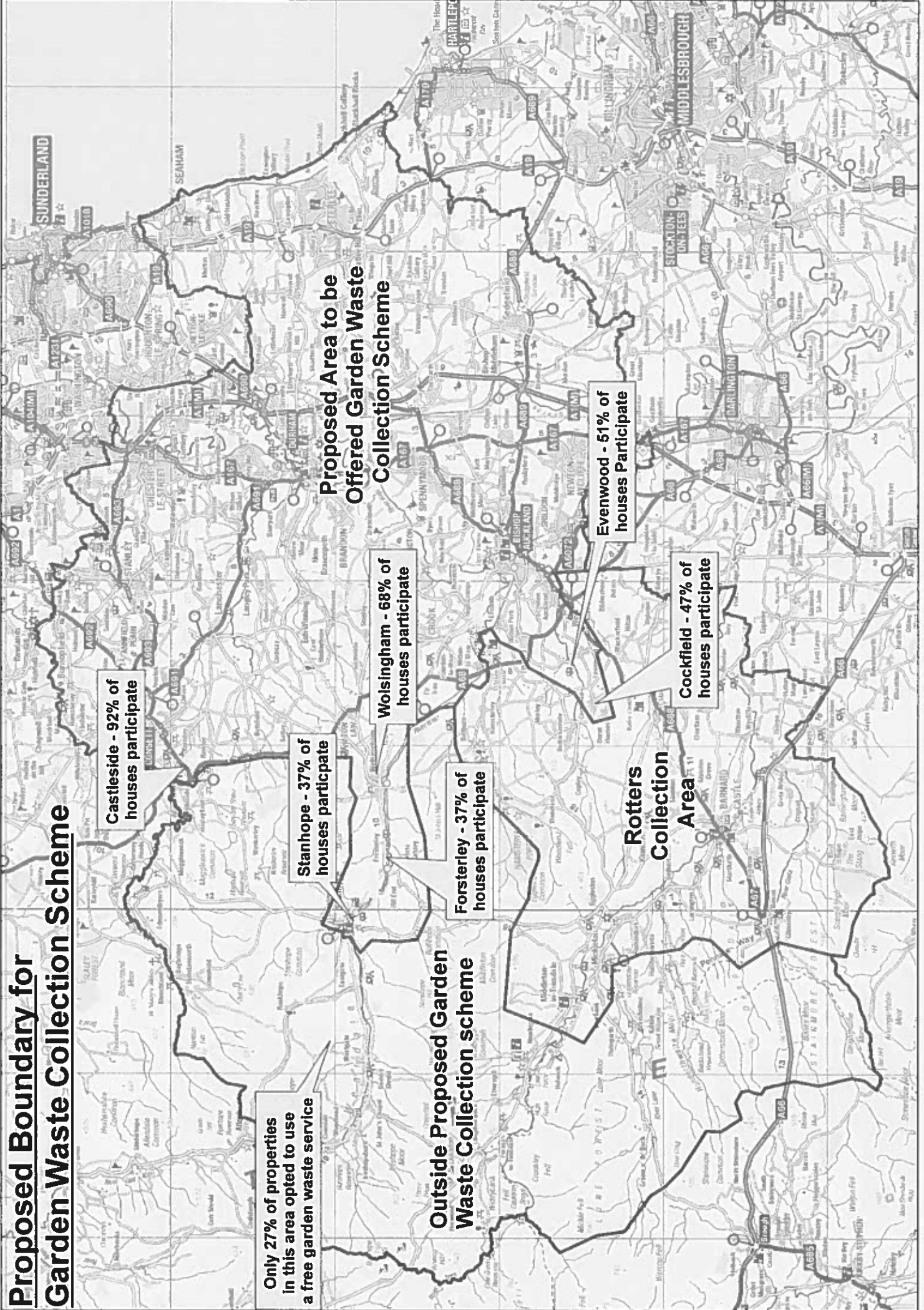
# Proposed Boundary for Garden Waste Collection Scheme



- Key:**
- E11 - East Depot Week 1 Tuesday
  - E12 - East Depot Week 1 Wednesday
  - E13 - East Depot Week 1 Thursday
  - E14 - East Depot Week 1 Friday
  - E21 - East Depot Week 2 Tuesday
  - E22 - East Depot Week 2 Wednesday
  - E23 - East Depot Week 2 Thursday
  - E24 - East Depot Week 2 Friday
  - N11 - North Depot Week 1 Tuesday
  - N12 - North Depot Week 1 Wednesday
  - N13 - North Depot Week 1 Thursday
  - N14 - North Depot Week 1 Friday
  - N21 - North Depot Week 2 Tuesday
  - N22 - North Depot Week 2 Wednesday
  - N23 - North Depot Week 2 Thursday
  - N24 - North Depot Week 2 Friday
  - S11 - South Depot Week 1 Tuesday
  - S12 - South Depot Week 1 Wednesday
  - S13 - South Depot Week 1 Thursday
  - S14 - South Depot Week 1 Friday
  - S21 - South Depot Week 2 Tuesday
  - S22 - South Depot Week 2 Wednesday
  - S23 - South Depot Week 2 Thursday
  - S24 - South Depot Week 2 Friday

N.B. Boundaries subject to change when further detailed routing takes place

# Proposed Boundary for Garden Waste Collection Scheme



Only 27% of properties in this area opted to use a free garden waste service

Castleside - 92% of houses participate

Stanhope - 37% of houses participate

Wolsingham - 68% of houses participate

Forsterley - 37% of houses participate

Evenwood - 51% of houses participate

Cockfield - 47% of houses participate

Proposed Area to be Offered Garden Waste Collection Scheme

Outside Proposed Garden Waste Collection scheme

Rotters Collection Area

Letter to be issued to all eligible  
households

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Dear Occupier,

September 2014

## **Changes to the garden waste collection service**

### **Garden waste reference number**

We are making some changes to the garden waste collection service, which is a discretionary service provided by Durham County Council. With Government spending cuts, the authority must save £224 million overall between 2011 and 2017. It is no longer possible to fund garden waste collections from current budgets and from 2015 we need to introduce a subscription fee for the service to continue.

Your property is eligible for garden waste collections. If you would like to receive a collection service in 2015 you will need to subscribe to the scheme.

**Please note, these changes only apply to garden waste collections. Your rubbish and recycling will continue to be collected as usual.**

### **Subscription fees**

#### **Option 1: Annual fee of £20**

For a fee of £20 you will receive 16 fortnightly collections between March and October 2015.

#### **Option 2: Three year fee of £50**

For a fee of £50 you will receive 16 fortnightly collections between spring and autumn each year in 2015, 2016 and 2017.

You can subscribe to the service at any time during the year but to receive all 16 collections in 2015, you must **subscribe by 1 February 2015.**

The above fees are for collections from one garden waste bin. If your property has not previously received the garden waste collection service and you do not have a garden waste bin, we will provide your first bin free of charge.

If you would like more than one garden waste bin, each additional bin will cost £20. You will also need to pay the subscription fee for the emptying of each additional bin.

By paying for garden waste collections, you agree to the terms and conditions of the service. You can find the terms and conditions at [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste) or call 03000 26 1000.

### **How to subscribe for collections**

*Please note, credit card payments are subject to a 2% administration fee.*

#### **If you already have one garden waste bin:**

- ✱ Online – go to [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste) and complete the form to subscribe for collections.
- ✱ Telephone – call 03004 562771, select the option for garden waste and enter your garden waste reference number.
- ✱ Cash – take this letter to a Post Office or PayPoint outlet and use the barcode above to pay your £20 or £50.
- ✱ Cheque – make your cheque payable to Durham County Council, write your garden waste reference number on the back of the cheque and send to Durham County Council, PO Box 253, Stanley, County Durham DH8 1GF.

#### **If you don't already have a garden waste bin or would like to receive garden waste collections from more than one bin:**

- ✱ Online – go to [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste) and complete the form to subscribe for collections.
- ✱ Telephone – call us on 03000 26 1000.

Once you subscribe we will send you a sticker for your garden waste bin, a collection calendar, and a bin if you don't already have one. We will issue stickers and calendars during February and March in time for the first collections.

*Please turn over...*

## **If you don't want to receive garden waste collections**

If you don't want to receive garden waste collections you don't need to do anything with this letter. If you would like us to remove your bin, complete the online form at [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste).

## **Further information**

If you need further information please see the frequently asked questions at [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste) or call 03000 26 1000.

Yours faithfully

**Garden waste team**



# **Important changes to garden waste collection service inside**

[www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste)



*Altogether greener*



Letter to be issued to all households  
no longer eligible

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Dear Occupier,

September 2014

## Changes to the garden waste collection service

We are making some changes to the garden waste collection service, which is a discretionary service provided by Durham County Council. With Government spending cuts, the authority must save £224 million overall between 2011 and 2017. We have carried out a review of garden waste collections as it is no longer possible to fund this service from current budgets.

From 2015 the garden waste collection service will be provided on a subscription basis to eligible households within a defined area of the county. This means that not all properties that currently receive garden waste collections will be eligible to receive the service in future.

Unfortunately, from 2015 we are no longer able to provide a garden waste collection service to your property for one of the following reasons:

- ✿ The property is not situated within the scheme collection area.
- ✿ The property is not situated on an adopted or planned adopted highway.
- ✿ The property cannot be accessed with our garden waste collection vehicle.
- ✿ The property does not have a garden.

We apologise for any inconvenience this may cause.

Please note, these changes only apply to **garden waste collections from 2015**. Your rubbish and recycling will continue to be collected as usual.

### What happens next

You will continue to receive garden waste collections in 2014.

From 2015 you can recycle your garden waste by:

- ✿ **Composting** - We are offering home compost bins at subsidised rates. Please see the reverse of this letter for details.
- ✿ **Using household waste recycling centres** - Details of your nearest centre and opening times can be found at [www.durham.gov.uk/HWRC](http://www.durham.gov.uk/HWRC).

If you would like us to remove your garden waste bin, complete the online form at [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste) or call 03000 26 1000.

If you believe your property should qualify for garden waste collections please complete the appeal form at [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste) or call 03000 26 1000.

Yours faithfully

**Garden waste team**



# Home compost bin

Available in two sizes:

**220 litre** £19.98 plus delivery

**330 litre** £22.98 plus delivery

Order online at [www.getcomposting.com](http://www.getcomposting.com)  
or call **0844 571 4444** quoting reference **DCC05L**



Prices valid until 31 March 2015.



The household  
Street name  
Town  
County Durham  
Postcode

Postage info etc

## Important changes to garden waste collection service inside



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# Draft confirmation letter and collection calendar

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Dear Householder,

February 2015

## Garden waste collection service - 2015

Garden waste reference number xxxxxxxx

Thank you for signing up to Durham County Council's garden waste collection service.

Enclosed is a bin sticker which you need to attach to your garden waste bin. Write your address on the sticker and fix it to the main body of the bin, directly under the handle as shown in the diagram overleaf.

The collection calendar below gives details of your garden waste collections for this year. You can also find your collection day by visiting [www.durham.gov.uk](http://www.durham.gov.uk) and entering your postcode into My Durham. Please note, your garden waste collection may not be on the same day as your rubbish and recycling collections.

Please put your bin out by 7am on the day of collection. If you receive assisted bin collections, our staff will move the bin for you.

Yours faithfully

Garden waste team



## Garden waste collections 2015

Your collection day is a Tuesday



March							APRIL							MAY							JUNE								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S		
1	2	3	4	5	6	7				1	2	3	4						1	2				1	2	3	4	5	6
8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13		
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20		
22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27		
29	30	31					26	27	28	29	30			24	25	26	27	28	29	30	28	29	30						
														31															
JULY							AUGUST							SEPTEMBER							OCTOBER								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S		
			1	2	3	4						1			1	2	3	4	5				1	2	3				
5	6	7	8	9	10	11	2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10		
12	13	14	15	16	17	18	9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17		
19	20	21	22	23	24	25	16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24		
26	27	28	29	30	31		23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31		
							30	31																					

✂

Attach the sticker to the body of the bin underneath the handle.



## What goes in the garden waste bin

### ✓ Yes please

Grass cuttings  
Shrubs  
Leaves  
Weeds  
Flowers and bedding plants  
Hedge clippings  
Prunings  
Small branches (no larger than 7cm in diameter)

### X No thanks

Plastic/black bags  
Plant pots/plastic trays  
Kitchen/food waste  
Soil/bricks/rubble  
Nappies  
Paper/plastic/cardboard  
Textiles  
Pet waste  
Biodegradable or compostable bags  
Children's toys  
Garden ornaments

In scheme sticker

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# Garden Waste Collection 2015



Address: .....



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Selection of communications /  
marketing information to be utilised

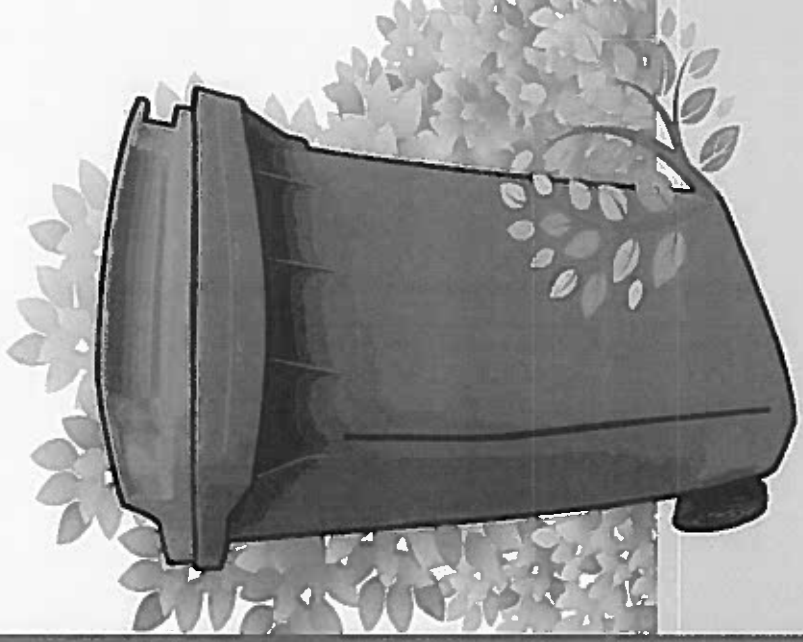
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**Sign Up Today**

# Garden waste collections

Fortnightly collections between  
spring and autumn

[www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste)



**3 YEARS  
£50**

**1 YEAR  
£20**



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**Sign Up Today**

# Garden waste collections in 2015

From **spring 2015** there is a charge for all garden waste collections.

 **Sign up for 1 year**

£20 for 16 fortnightly collections between March and October 2015.

 **Sign up for 3 years**

£50 for 16 collections per year in 2015, 2016 and 2017.

Terms and conditions apply.

To find out if your property is eligible for garden waste collections and to subscribe to the service:  
visit [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste)  
call 03000 26 1000





**Sign Up Today**

# Garden waste collections in 2015

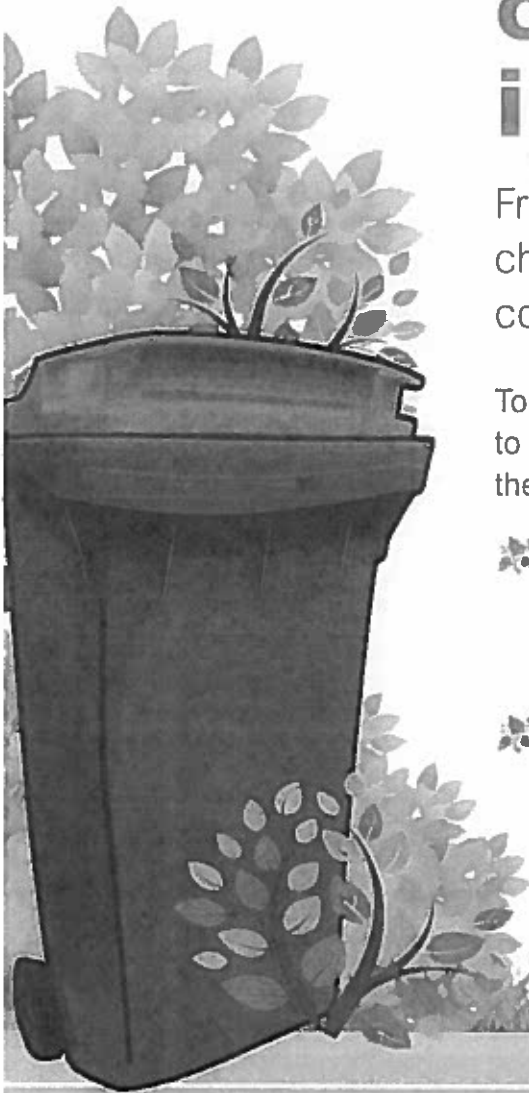
From spring 2015 there is a charge for all garden waste collections.

To receive a collection service, sign up to one of the following options and pay the subscription fee.

✿ **Sign up for 1 year**  
£20 for 16 fortnightly collections between March and October 2015.

✿ **Sign up for 3 years**  
£50 for 16 collections per year in 2015, 2016 and 2017.

Terms and conditions apply.



 **recycle**  
for County Durham

*Altogether greener*

 **Durham**  
County Council



## How it works

Once you have subscribed you will receive a sticker for your garden waste bin and collection calendar to advise you of your collection dates.

## Who can sign up

More than 190,000 properties in County Durham are eligible for garden waste collections. Even if you haven't received garden waste collections in the past your property may be eligible for collections from 2015. In the Teesdale area, garden waste is collected by Teesdale Conservation Volunteers (trading as Rotters). Please visit [www.rotters.org](http://www.rotters.org) for details of their garden waste collection service.

## How to sign up

Online: [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste)  
Call: 03000 26 1000

## When to sign up

You can sign up for collections at any point but to receive all 16 collections in 2015 you must subscribe by 1 February 2015.

## Further information

Visit [www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste)



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Please ask us if you would like this document summarised in another language or format.

[help@durham.gov.uk](mailto:help@durham.gov.uk)  
03000 26 1000

# Garden waste collections

Fortnightly collections between  
**spring** and **autumn**

[www.durham.gov.uk/gardenwaste](http://www.durham.gov.uk/gardenwaste)

**Sign Up Today**



*Altogether greener*



[www.durham.gov.uk](http://www.durham.gov.uk)

DANGER - DO NOT ENTER  
UNLESS BODY IS EMPTY &  
TRUCK ENGINE SHUT OFF

7009

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# Service Standards / Terms and Conditions

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**Garden Waste Collection Service**  
**Service Standards / Terms and Conditions**

The following areas define the expectations and limitations of the Garden Waste Collection Service in line with our refuse and recycling policy; see link:

<http://www.durham.gov.uk/Pages/Service.aspx?ServiceId=9386>

1. Service description
2. Service eligibility
3. Application process / payment
4. Refunds
5. Garden waste bins
6. Collection days
7. Presenting garden waste bins
8. Assisted collections (Help to put your bin out)
9. Appeals process
10. Missed garden waste bins
11. Moving house
12. What can be put in a garden waste bin? - Acceptable material, contamination and overweight garden waste bins
13. Your right to cancel the service
14. Statutory rights
15. Data protection statement

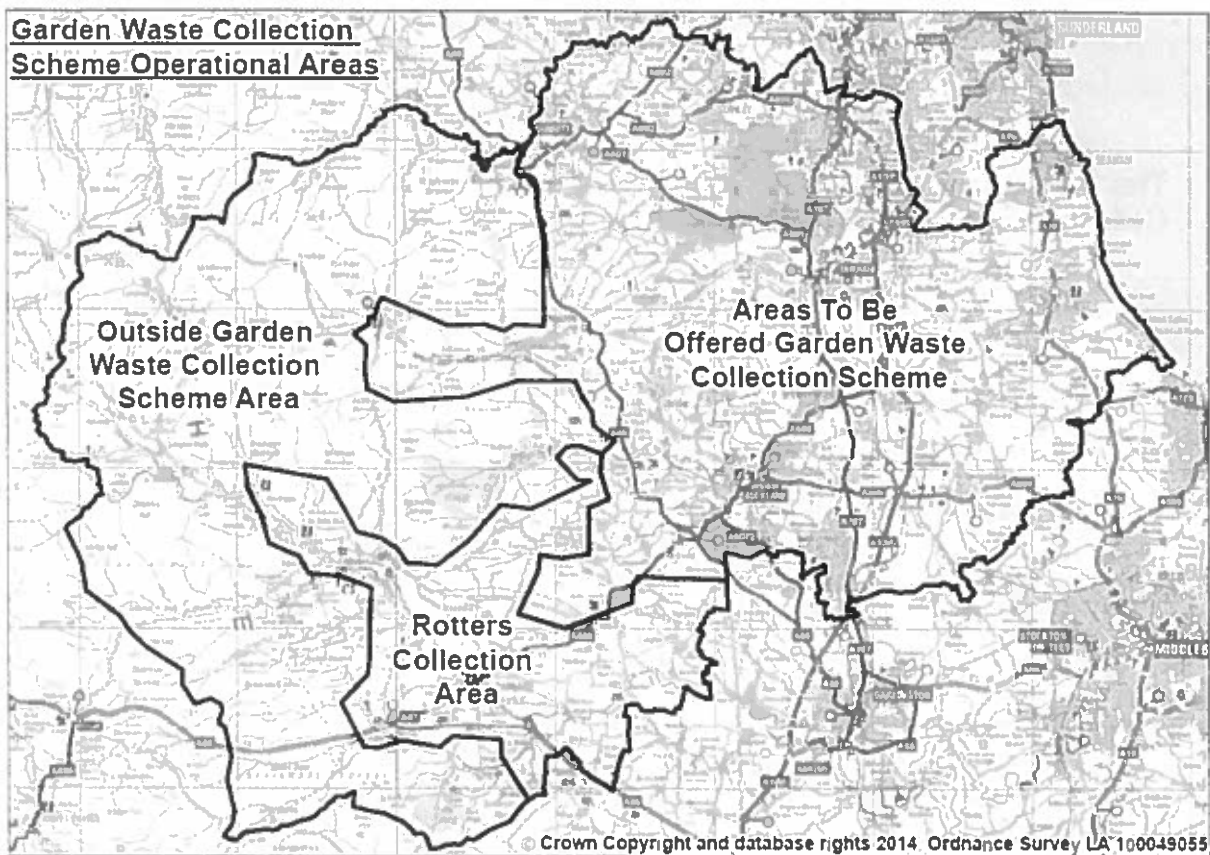
**1. Service description**

The garden waste collection service runs from spring – autumn and is chargeable. The Council will carry out a maximum of 16 garden waste collections per household during this period. A sticker and a garden waste bin will be provided, which will be emptied on a day specified by the Council once in every two weeks.

**2. Service eligibility**

Subject to the following points, the Council will offer its garden waste collection service to all households within the scheme area identified in the plan below. The service will not be offered to properties or service collection areas if it is not operationally practicable to do so within current resources.





- Each collection area/property must be easily accessible by a 26 tonne refuse collection vehicle. This includes being able to empty bins and manoeuvre the collection vehicle (turn round) easily and safely.
- The scheme is only available to those properties with gardens that lie within the identified scheme area.
- The garden waste bin must be stored within the boundaries of the property.
- Collections will only be offered to properties on either an adopted or planned adopted highway.

It should be noted that the above eligibility criteria apply to all properties including those properties that require an assisted collection.

### 3. Application process / payment

- Residents will be required to subscribe for the garden waste collection service on an annual basis. Discounts and incentives schemes may be offered to / or removed from residents at the Council's discretion and will be promoted by the Council.
- The Council reserves the right to refuse an application for the garden waste collection service based on the criteria for the scheme as described in section 2.
- The payment for the collection service will be £20 per year per bin.
- Payment can be made by various methods including over the internet, over the telephone including by automated payment telephone line, Post Office & PayPoint or by post.

- e) Residents can register throughout the year. Later registrations will receive fewer collections during the period of the service.
- f) Upon receipt of payment the Council will issue a garden waste sticker and a garden waste bin within 10 working days\* (Exemptions to this policy apply during the initial scheme rollout, during inclement weather, in cases of operational difficulty or any event of *'Force Majeure'*).
- g) The council reserves the right to vary the fee. Appropriate notice will be given prior to any alteration.
- h) All credit card payments are subject to a 2% administration fee.
- i) The Council has a duty to keep records up to date therefore we require customers to notify us of any changes to their personal details.

#### **4. Refunds**

- a) Except where cancelled in accordance with section 13, no refunds will be provided for cancellation of the service.
- b) If there is any misuse of the service or the garden waste bins for that household then the service may be cancelled by the Council; there will be no refund in these circumstances.
- c) If a collection has been missed by the Council, a repeat collection will be provided. There are no refunds of all or part fees for missed collections.

#### **5. The garden waste bins**

- a) The garden waste bin(s) is provided for use by householder(s), but remains the property of the Council. There is no limit to the number of garden waste bins that can be supplied per property.
- b) If requested, householders will be provided with additional garden waste bins at an additional cost of £20 for each bin plus the charge for the collection service per year.
- c) Where no garden waste collection service has previously been provided, householders will be issued with the first garden waste bin free of charge.
- d) Only garden waste bins supplied by the Council, will be emptied. Garden waste presented in any other container will not be collected.
- e) Requests for garden waste bins will be logged and issued by the Council within 10 working days\*.(Exemptions to this policy apply during the initial scheme rollout, during inclement weather, in cases of operational difficulty or any event of *'Force Majeure'*).
- f) The garden waste bins will be supplied clean and in a useable condition. The registered person is responsible for the general condition and cleaning of the garden waste bin whilst in their possession.
- g) There will be a charge for replacement bin(s) if it has been damaged and cannot be repaired by the Council free of charge. There will also be a charge for replacement bin(s) if either lost or stolen. A wheeled bin lost/stolen will be subject to a £20 charge, subsequent bins lost/ stolen will be replaced free of charge by the Council within a rolling calendar year of the initial replacement.

- h) The Council will accept no liability for garden waste bins used for any other purpose other than for the collection of garden waste. Misused garden waste bins may be removed.
- i) The Council reserves the right to remove all garden waste bins that are not used for the garden waste collection service or if there is evidence of misuse.
- j) On payment of the annual subscription the Council will issue each householder with a bin sticker. Stickers issued by the Council for the garden waste collection service must be placed below the bin handle and are the responsibility of the householder. Garden waste bins must be presented with the sticker facing towards road / collection route.
- k) No service will be provided for garden waste bins not displaying a garden waste sticker and / or not recorded on the Council's Bartec system (electronic information recording system) for the corresponding year.

## **6. Collection days**

- a) Garden waste will be collected once every two weeks on a specified day. The Council reserves the right to alter the collection day, but will provide notice to subscribers of any changes.
- b) The service operates from Tuesday to Friday. Subscribers will be issued with collection details prior to the service starting showing the proposed dates for collection of the garden waste bin.
- c) The council reserves the right to alter the dates of the collection season or collection days. Appropriate notice will be given prior to any alteration.

(\*Exemptions to this policy apply during the initial scheme rollout, during inclement weather, in cases of operational difficulty or any event of '*Force Majeure*').

## **7. Presenting garden waste bins**

- a) Garden waste bin(s) must be presented at the kerbside on the boundary of the property (identified by the postal address) by 7.00am on the day of collection. The garden waste bin(s) are to be placed at the same point as the residual and recycling collection service bin(s) for collection on their respective day of collection.
- b) All garden waste bins must be clearly visible from the road, without any obstructions, away from hedges and walls.
- c) After emptying, the garden waste bins will be returned to the boundary of the property. It is the resident's responsibility to ensure that the garden waste bins are brought back onto their property the same day.

## **8. Assisted collections (help to put your bin out)**

An assisted collection service is available upon request for eligible households. If you already receive assisted collections and you are eligible for the Garden Waste Collection Service, it will automatically be arranged for your garden waste bin when you subscribe.

<http://www.durham.gov.uk/Pages/Service.aspx?ServiceId=9376>



## **9. Appeals process**

- a) You have the right to appeal to the Council if your property has been excluded from the scheme but you feel that your property is eligible based on the criteria outlined in point 2 above.
- b) A review of all relevant information submitted will be undertaken by the Council but if the appeal is not upheld no further appeals may be submitted unless there has been a change in your circumstances.
- c) You can appeal by going online and completing the online form or by contacting Customer Services.

*N.B. The appeal should contain reasons why you feel your property meets the eligibility criteria set out in clause 2 together with any supporting information.*

## **10. Missed garden waste bins**

- a) Garden waste bins are to be presented for collection by 7.00am on the designated day of collection.
- b) If garden waste bins are not presented by 7.00am on the day of collection, garden waste bins cannot be reported as missed and will not be considered as a 'missed' collection. Responsibility for disposal of the waste will then become that of the householder.
- c) Garden waste bins not presented for collection at the time the bin crew arrive at the property will be recorded on the round sheet / electronic Bartec system, which will be submitted to the supervising officer and customer service team at the end of the working day.
- d) If a bin is recorded on the round sheet/Bartec system as 'not presented', responsibility for disposal will become that of the householder and the Council will not return to collect the waste.
- e) Should a missed collection be reported on the designated day of collection (subject to the record sheet/Bartec system not showing the bin as being 'not presented' for collection) where possible, the Council will return and collect the waste by the end of the next working day.
- f) Where householders do not present their garden waste bin for collection in accordance with Council requirements, the householder will have the following options:
  - take the waste to the Household Waste Recycling Centre;
  - store the waste until the next collection day;
- g) All garden waste must be presented safely and suitably in the bin provided on the next collection day.

## **11. Moving house**

- a) The scheme relates to a collection service from a particular property or household. The service is not transferable either within or outside of County Durham. The payment made is for the collection service at the property.
- b) If you move house, please leave the garden waste bin at the property.
- c) The Council has a duty to keep records up to date therefore we require customers to notify us of any changes to their personal details.

## **12. What can be put in your garden bin? - Acceptable material, contamination and overweight garden waste bins**

- a) Only loose garden waste may be placed in the garden waste bin. Garden waste includes grass cuttings, flowers, small tree branches, loose leaves, shrub and hedge trimmings, but not large branches (greater than 7cm in diameter), and no turf, earth, soil, stones, gravel etc. The garden waste must not be placed in plastic bags or any other sort of packaging, as this affects the composting process and contaminates the resultant compost.
- b) Contaminated garden waste bins (i.e. bins containing incorrect materials) will not be emptied. If the bin is contaminated it is your responsibility to remove the item(s) of contamination prior to the next collection. If the contamination continues, the Council may remove the bin without refund.
- c) Garden waste bins that are overflowing or overweight will not be emptied. A sticker will be placed on the bin by the crew to identify it as being overweight when they are either not able to move the garden waste bins, or the vehicle is not able to lift the bin to empty it. If the bin is too full or overweight, it is the householder's responsibility to remove the item(s) prior to the next collection. If the householder fails to do so we may remove the bin without refund.
- d) The bin lid must be closed when presented for collection.
- e) No side waste will be collected, i.e. no extra waste next to the bin or balanced on the lid.

## **13. Your right to cancel the service**

You have 14 working days from date of payment to cancel the service. Requests to cancel the service must be in writing to:

Durham County Council,  
Business Support Services  
Neighbourhood Services  
County Hall  
Durham  
DH1 5UQ

or by email to [help@durham.gov.uk](mailto:help@durham.gov.uk) referencing 'garden waste cancellation', the 8 digit customer reference number and the relevant contact details.

Cancellations cannot be accepted by telephone.

Your details will be retained for marketing purposes for the Council's waste related services for 1 year should you 'opt out' of the scheme.

#### **14. Statutory Rights**

These terms and conditions of the garden waste collections service do not affect your statutory rights.

#### **15. Data Protection Statement**

##### **Information we collect?**

We collect information about you when you subscribe to this service; the information collected is detailed below:

- Name
- Property address
- Email address
- Telephone number

The Council has a duty to keep records up to date therefore we require customers to notify us of any changes to their personal details.

##### **How we will use this information?**

When you subscribe to the service, we collect information about you to allow us to provide the service and to allow us to contact you in relation to the renewal of your current subscription.

In the future we may need to contact you with relevant service updates for example; mechanical failure with one vehicle. Therefore we would contact you via text message as traditional mail would not be practical.

##### **Marketing**

Your personal details will not be passed to any other organisation or third party. We may contact you regarding other waste related services or products offered by us that we feel may be of interest or to participate in customer satisfaction surveys.

If you wish to receive marketing information in relation to the Council's waste related services, you must 'opt in' upon subscription to the service. Your details will be retained for 4 years for marketing purposes. You can 'opt out' at any time should you wish to have your details removed by telephoning 03000 261000.

\*Exemptions to this policy apply during the initial scheme rollout, during inclement weather, in cases of operational difficulty or any event of '*Force Majeure*'.

For the purposes of these terms and conditions "*Force Majeure*" means an event or circumstance which is beyond the reasonable control of the Council and shall include war, civil war, armed conflict or terrorism, strikes, lockouts or other industrial actions, riot, fire, flood and earthquake.