

Garden Collection Services Policy

27 January 2017

This policy applies to the council's garden waste collective service. This is a chargeable service for registered customers, which any household within Exeter borders can apply for. Brown wheeled bins, hired annually to customers, remain the property of the council at all times.

As the Council, we will

- Offer a chargeable garden waste collection service to all domestic properties within Exeter City Council's borders. The Council does not collect from allotments or other non-residential properties
- Accept garden waste that is presented in either a registered brown wheeled bin or special biodegradable sacks provided by the Council. The cost of hiring bins or the purchase of biodegradable sacks is payment to the Council for this collection service
- Collect from registered customers on scheduled collection days once a fortnight between the first week in February and the middle of December each year. Details of collection days are available on the Council's website
- Collect biodegradable sacks during the scheduled collection season for a period of 12 months from the date of purchase, provided a minimum of 5 sacks is purchased within any 12 month period - residents who share sacks must ensure sacks are presented at the designated collection point for the registered address
- Empty brown wheeled bins that are presented at the designated collection point for the property to which the bin is registered. This includes residents choosing to share the cost of hiring a brown wheeled bin
- Stop emptying and will collect back brown wheeled bins where customers have failed to pay the annual renewal fee when it becomes due. No special return journeys will be made to empty bins for customers making late payments - they will be required to wait until the next scheduled collection date
- Collect real Christmas trees put out by registered customers when presented with their brown wheeled bin or biodegradable sacks on their scheduled collection day at the start of the season in February
- Not collect brown wheeled bins or biodegradable sacks that have been contaminated by unacceptable items
- Not provide refunds to customers cancelling brown wheeled bin services part way through a year, or wanting to return unused biodegradable sacks
- Aim to deliver, or collect unwanted, brown wheeled bins within 10 working days from the date service requests are made
- Ensure that pre-used brown wheeled bins have been refurbished to a suitable standard before being supplied to a household
- Exchange damaged brown wheeled bins free of charge
- Remove, with prior notice, brown wheeled bins that are reported as left out on a public highway on non-collection days
- Provide an assisted garden waste collection service to households that are registered for this service. You can apply for [assisted waste collections](#) on the Council's website

As a customer you are responsible for

- Storing your garden waste on your property between garden waste collections
- Placing the correct items in your garden waste container (information is available on the [Council's website](#))
- Presenting your garden waste at the designated collection point for the registered Property
- Putting 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
- Returning your brown wheeled bin to your property by 8pm on collection days, for storage until the next collection day
- Ensuring that brown wheeled bins being returned are empty and left at the designated collection point of the registered address until the delivery crew is able to collect.
- Informing the Council if you:
 - move within Exeter and want to take your brown wheeled bin with you; or
 - you no longer require the service