GREEN WASTE
COLLECTION SERVICE

TO SUBSCRIBE & PAY VISIT WYRE.GOV.UK/GREENWASTE
THE DETAILS...

Like many other local authorities across the country, the council cannot afford to provide this non statutory service without introducing a charge. From 1 May 2016 the collection of green waste incurred a charge.

More details about the scheme and how to subscribe are included in the following pages - 'Your Questions Answered’. In order for you not to miss any garden waste collections from 1 May you need to subscribe at least one month before. You can pay after this date but you may miss a collection.

KEY FACTS...

The Green Waste Subscription Service takes effect annually from 1 May.

The cost for the garden waste subscription has been frozen at £30 per year plus £25 for each additional bin ordered at the same time.

The charge of £30 per year equates to £1.36 per collection (a minimum of 22 collections per year as there are no collections before, during and after the Christmas and New Year period).

You need to register as soon as possible in order to ensure that you don’t miss any collections.
You can subscribe at any time during the year but the annual charge will remain the same. Collections will continue on a fortnightly basis and collection dates remain the same.

Only garden waste must be placed in the green bin (no food waste).

Food waste should be disposed of in your grey bin or home composted.

You can choose to opt out of the service and either compost your green waste at home or take it to one of the Household Waste Recycling Centres operated by Lancashire County Council (LCC).

A sticker will be issued for you to attach to your bin so we know who has paid the subscription.

To subscribe and pay, go to...

wyre.gov.uk/greenwaste

The opportunity to share a bin with a neighbour would halve the costs for you both!
When do the changes start?
The green waste service will be chargeable annually from 1 May.

When do I need to register by?
If you register at least one month before you will continue to have a green waste collection. You can register later but you may miss collections.

How much does it cost?
The subscription charge is £30 for the first bin per year, with additional bins at £25 payable in advance. This is a non-refundable fixed cost for the period 1 May to the 30 April. Each bin is one subscription per year.

When does the reduced fee apply?
The reduced fee of £25 will only be applied when subscribing for multiple bins at the initial subscription stage of the first bin. Any additional bins required at a later date will incur the £30 fee.

The reduced fee of £25 will only be applied for bins linked to the initial subscribing property.

Are there any concessions?
No, the charge of £30 for a single bin applies to all households regardless of personal circumstances.

Are you allowed to charge for this service? Is it not already included in my Council Tax?
Yes, the Controlled Waste Regulations 2012 allow us to make a charge. With increasing costs and a reducing central government grant to maintain our services, Wyre Council has taken the difficult decision to introduce a charge for this service.

How do I pay?
Pay online at wyre.gov.uk/greenwaste
If you are unable to register online please contact us on 01253 891000
If I’m already subscribed, do I need to sign up again?
If you’ve signed up for green waste in the past, you will need to subscribe unless you have paid using direct debit.

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.

I live in an apartment block / shared premises, what will happen?
The managing agents/landlord/management committee of the block will have to agree if the service is required and one body register and pay for the bin(s). Bulk containers will be levied a fee according to their size in agreement with officers.

Access to my property is down a narrow/private road, can I still participate?
Yes, if you are currently in receipt of the green waste service. However, we do not accept responsibility for damage to any private property. If you are not currently in receipt of the service, this would have to be assessed in advance. Please contact us for further advice.

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.

How many collections will I receive?
Collections of garden waste will remain on a fortnightly basis, with a shutdown period before, during and after Christmas and New Year. That means you will receive a minimum of 22 collections per year.

Why are green bin collections suspended over winter?
Our records show low amounts are collected at this time of year. It allows us to concentrate on collecting the extra recycling presented at this time of year.

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 green waste subscription service will run from 1 May to 30 April each year.

Will my collection day change?
There are no immediate plans to change current collection days.

Will my time of collection change?
We always ask that you put out your bins by 7.30am on collection day.
If I don’t want to sign up and pay, how can I dispose of my garden waste?
Garden waste can be taken to any of the Household Waste Recycling Centres, or you may wish to consider home composting. Please see details on the back page for LCC.

How will the waste collectors know I have subscribed to the new service?
You will receive an identification sticker for each bin when you have made your payment. This should be stuck onto your bin as indicated as confirmation of your subscription. The sticker will change each subscription year.

I have not received my bin sticker yet – what should I do?
For subscriptions paid before 1 April stickers will be issued during April. For payments made after 1 April please allow 10 working days from the date you paid for the sticker(s) and confirmation letter to arrive. If you don’t receive them please email mailroom@wyre.gov.uk.

What if I lose my sticker or place it on the wrong container or in the wrong position?
To cover the additional administration, a fee of £5.00 will be applied.

What happens if I move house?
You must leave the green 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 Wyre and the property is already subscribed you don’t need to do anything. If you want to join the service at your new address you have to pay a new subscription.

Can I get a refund if I decide to cancel my subscription?
In line with Consumer Contracts (Information, Cancellation & Additional Charges) Regulations in 2013 you have 14 days from acknowledgement of the terms and conditions to request cancellation of the service. There are no refunds or part refunds for the cancellation of the service part way through the year. If there is evidence that you are misusing the service or the bin(s), then the service may be cancelled. There will be no refund in these circumstances.

You can now pay by direct debit.
You will need your bank account number, sort code and an email address to set up to the direct debit. This will need to be done before 24 March 2019. Using the direct debit option will mean you will be automatically subscribed in subsequent years, subject to your details remaining the same.
www.wyre.gov.uk/greenwaste
If I do not currently have a green bin but want 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 contact us if you are unsure if your property is included in the scheme.

Do I get a refund if the council fails to carry out collections?
No. Missed collections are rare. 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.
In the unlikely event that we fail to collect your bin please notify us within one working day and we will then aim to return within 48 hours (weather permitting).

Do not over fill your bin - bins are getting damaged through over filling.

There is a fee for replacement bins.

What should I do with my food waste?
Food waste can be home composted or placed in your grey bin.

If I choose not to subscribe and I want my green bin removing from my property, what should I do?
Complete the online form at wyre.gov.uk/removegreenbin to request bin removal.

Will extra waste be taken with my grey bin?
No. The strict policy of no extra waste remains.

I do not use my bin during the winter months can I pay a reduced fee?
We charge for each full subscription year and cannot lower the charge to take into account the number of times an individual uses their green bin.

What can I put in my green waste bin?
We will accept the following:
- Grass cuttings
- Hedge clippings
- Tree loppings
- Twigs, bark, leaves
- Straw/hay and shavings
- Flowers and plants
- Small branches
- Rabbit bedding
**Household Waste and Community Recycling Centres:**
These sites are operated by Lancashire County Council. There are two local sites at Jameson Road, Fleetwood and Brockholes, Catterall. They accept a wide range of materials for recycling/disposal. Please check with LCC for further information about locations, opening times, access policy etc.

[link]

Don’t miss any collections!
Subscribe to the Green Waste Service by 1 April

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