

Chargeable additional garden waste collections

Terms and Conditions

Solihull provides a free garden waste service for properties that can accommodate a wheeled bin. This service is provided on a fortnightly basis from January to December, for the purpose of these terms and conditions, this is referred to as the 'Standard Waste Garden Service'.

Householders who require additional garden waste capacity can purchase up to three (3) additional 240 litre bin(s) and have the additional bin(s) emptied along with their regular garden waste collection provided under the Standard Waste Garden Service .

There is a one-off payment for the supply of the additional 240 litre bin(s). There is an annual fee for the Additional Garden Waste.

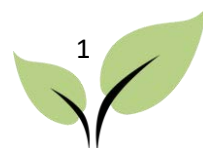
Your payment will be valid for additional collections from January to December.

Details of the fees for these services can be found at <http://www.solihull.gov.uk/extragreenwaste>

The terms and conditions applicable to the delivery of these additional services are provided in the following sections:

Additional Garden Waste

1. To participate in the Additional Garden Waste Service, you must purchase an additional garden waste bin from the council. The bin provided will be a 240 litre green wheeled bin with a brown lid.
2. We aim to deliver your new garden waste bin within 10 working days of receipt of payment. On receipt of the bin you should put your house number or house name on the bin to identify it.
3. Up to three (3) additional garden waste bins per property may be purchased.
4. The annual fee for the provision of the Additional Garden Waste Service applies to each additional bin purchased.
5. The additional bin(s) will be emptied at the same time as your standard garden waste bin and need(s) to be put out for collection in the same location. When you have paid for your Additional Garden Waste Service you will receive a coloured sticker
6. The colour of the sticker is changed annually.
7. The sticker should be placed on the lid of your additional garden waste bin. The sticker will be the visual identification of your subscription to the Additional Garden Waste Service. Additional wheeled bins presented without a sticker will not be emptied. Additional wheeled bins displaying the wrong coloured sticker will not be emptied.
8. If you already have an additional garden waste bin, your sticker will be delivered in the post to your home address – please allow up to seven (7) working days for your sticker to arrive.
9. If you are ordering a new additional garden waste bin, your sticker will be placed on your new bin when it is delivered.
10. If your sticker becomes damaged or you lose your sticker you should contact the Council immediately to arrange for a replacement, as bins without stickers will not be emptied.



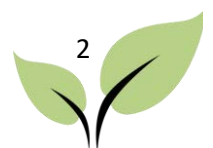
11. The Additional Garden Waste Service is only available to private householders. The service should not be used to dispose of garden waste generated by a commercial activity or by a gardening service for which a payment is made.

Collections

1. Garden waste bins must be presented at your normal agreed presentation point by 6:00am on your scheduled collection day.
2. Only garden waste contained in the bins provided will be collected – the Council will not remove any additional garden waste presented at the side/on top of the bins.
3. If the garden waste bins contain items that we cannot collect as part of the service – we will not empty the bin and will not return to empty the bin once the items have been removed.
4. If the garden waste is compacted and will not fall out of the bin – we will not return to empty it. Householders should ensure that the garden waste in their bin is loose enough to fall out of the bin when placed on the bin lift.
5. For a list of items that we can/cannot take as part of the garden waste collection service please refer to <http://www.solihull.gov.uk/recyclingcollections>
6. If a bin is deemed to be overweight – it will not be emptied – the Council we will not return to empty it – the householder will be responsible for removing some of the material from the bin and presenting it for their next scheduled collection.
7. The Council reserves the right to amend collection dates should it prove necessary due to external factors – this includes but is not limited to adverse weather conditions, industrial action, fires, breakdown of vehicles or machinery.
8. Very cold weather can cause garden waste to freeze – to assist collections please try to loosen your garden waste in the bin – the crews will try to empty frozen bins and will attempt to return on the same day if the bin remains frozen – however if they are still unable to empty the bin due to the contents being frozen the Council will not return to empty it on a different collection day.
9. In the event of adverse weather conditions the Council will make every attempt to carry out collections – however if it is not possible to carry out collections this information will be included on our website and social media feeds.

Payment for the service

1. The additional service runs from **January to December**
2. You can pay for the Additional Garden Waste Service by contacting our Connect Contact Centre on 0121 704 8000
3. Payment for the Additional Garden Waste Service can be made any time during the calendar year for that years' service, however the cost of these service may increase on an annual basis from 1 April.
4. Payment can be made up to 3 months before the new service year (i.e. payment for 2023 can be made from October 2022).
5. No discounts will be provided for purchasing multiple bins or collections



Refunds and Cancellations

1. No refund will be issued if you decide to stop using the services for any reason.
2. No refunds will be issued for missed or suspended collections
3. No deductions will be made for subscribing to the service part-way through the year

Moving House

1. If you move house part way through the collection year and have paid for the Additional Garden Waste Service you will need to take your Green bin with the brown lid with you to your new property. You should leave the green garden waste bin at your old property and there should be a green garden waste bin at your new property (this should be on the inventory for your new property).
2. You will need to contact the Council and inform us of your change of address. For us to update our records please allow up to 10 working days.
3. If you no longer require the service you can arrange to have your additional green bin collected – The Council can only collect your bin if it is empty – we will not remove bins that contain any garden waste. To arrange collection of the additional garden waste bin and to be removed from the service, please allow up to 10 working days.
4. You should notify us of any changes as soon as possible by contacting our Connect Contact Centre on 0121 704 8000 or via email at connectcc@solihull.gov.uk

Data Protection Statement

We are collecting this data for the purposes of delivering the additional garden waste service as detailed above. This information is shared with Veolia who are our contractor for the purposes of delivering the service on our behalf.

It may also be shared with other Council services and partner organisations to ensure our records are kept accurate and to help us to identify services or benefits you may be entitled to or interested in. The Council may also need to share your information for the prevention and detection of fraud and/or other crimes or as the law requires. For further information please refer to the Council's Privacy Statement on www.solihull.gov.uk or contact environmentalservices@solihull.gov.uk

Service Delivery Statement

- The Council reserves the right to make reasonable amendments to these terms and conditions. Notification of the amendments will be noted on the Council website.
- By paying for the service you accept these terms and conditions.

