

Monmouthshire County Council aims to support and build resilient and sustainable communities.

Changes in legislation have resulted in two significant changes in relation to garden waste;

- Legislation allows the Council to charge for the collection of garden waste from domestic properties.
- Recent legislation proposes significant changes in the way waste is collected in relation to segregation

Since 2013 Monmouthshire County Council have operated a Garden waste permit scheme for which residents, and community groups across the council, to access. The scheme is paid for by a one off fee for a permit.

Period of Agreement

1. This agreement continues to be in force for the full service period and if cancelled by you at any stage within this period no refund will be issued.
2. The service period runs from 1st April until 30th November in 2018, following this the service period will run from 1st March 2019 until 30th November 2019.

Charges

3. The collection service period will run operate as described in Clauses 1-2.
4. Charges are set annually and you will be notified of any price increase at least 21 days prior to payment being due.
5. Notifications will take place via email (if an address is supplied), otherwise a letter will be sent out by Royal Mail.
6. For 2018-2019 the charge is:
 - £18.00 for one bag to be collected
 - £36.00 for two bags to be collected
 - £54.00 three bags to be collected etc.
7. There is no limit to the number of permits a household may purchase and replacement permits will be issued free of charge per year.
8. A full service period charge is made irrespective of joining date.
9. Concessions are offered – details are below.

Process of Applications

10. The following information will be required to register for the service which is an online service.

- Name
- Address
- Contact Number
- Email address – please do try to provide this information so that we can reduce waste in sending out paper letters. We will only contact you directly in relation to garden waste system.
- Payment details

If you are unable to access the online service, please contact the contact centre or your local hub:

Community Hub addresses:

Abergavenny: Market Hall, Cross Street, Abergavenny, NP7 5HD
Caldicot: Woodstock Way, Caldicot, NP26 5DB
Chepstow: Manor Way, Chepstow, NP16 5HZ
Monmouth: Rolls Hall, Whitecross Street, Monmouth, NP25 3BY
Usk: 35 Maryport Street, Usk, NP15 1AE

Payment Method

11. MCC would prefer householders to pay on-line but offers other payment options as below:

- Online: <http://www.monmouthshire.gov.uk/recycling-and-waste/garden-waste>
- Over the phone: Contact Centre payment line: 01633 644705
- By card or cheque at your local [Community Hub](#)

Delivery of Bags/Licenses and Start of Service

12. After you sign up to the service, it may take up to 14 calendar days to process your application and for permits to be received and for your garden waste service to commence.

13. Your bag(s) will then be emptied on your next scheduled collection day after this 14 day period.

Concessionary Scheme

14. In order to assist individuals or groups who are providing a community benefit by maintaining public open space, high way verges, community greens etc. the Council is prepared to offer a 100% discount on the cost of a permit.

15. Places of Worship, community groups and charities may be entitled to a concession but this will be limited to 2 bags per year per organisation as part of the usual registration process, unless special circumstances apply.

16. If you wish to apply for concessionary pass for garden waste please complete the registration process as above and ensure you include sufficient detail of the area to be maintained, frequency of maintenance and any photographic evidence available.
17. If you require more than 2 bags per year per organisation, the Council's Waste Awareness Officers or Supervisors will meet the individual/group at the site to be maintained and determine the number of bags to be provided and collection location if more than the standard issue number of permits is requested.

Loss/Damage to Bags

18. The garden waste bag(s) remain the property of Monmouthshire County Council.
19. The security of the garden waste bag(s) is your responsibility.
20. You shall be responsible for maintaining the cleanliness of the garden waste bags.
21. The Council will replace up to two bags per year (due to loss or damage) free of charge.
22. The Council recognises that over time the bags may need replacement. Replacements will be dealt with on an individual basis, if you feel your bag requires replacement please collect replacements bag/bags from your nearest Community Hub.
23. The Council will ensure that only bags at the registered address will be collected.
24. If registered bags are found at alternative properties, the bags will be returned to the rightful owner unless a replacement bag(s) has already been issued.

Garden Waste - Rules

25. Only garden waste may be disposed of:
(Please note we cannot accept soil, stones, gravel, cat, dog or bird waste/litter).
 - Grass cuttings
 - Weeds
 - Leaves and bark
 - Plants and cut flowers
 - Hedge clippings and pruning's
 - Twigs and small branches (max 2" diameter)
26. All garden waste must be contained within the bags provided. Any garden waste not contained in a MCC bag will not be collected.
27. The bags will not be collected if the garden waste is placed in any other type of bag other than the Council provided bag(s).
28. If the garden waste bag(s) is contaminated with other household waste, the garden waste bag(s) will not be collected and will be tagged. You will need to remove the unacceptable material before your next scheduled collection day.

29. Please note that as a result of changes in legislation in relation to segregation you must not include food waste in with your garden waste.
30. The bags must not be overflowing – all garden waste must be inside the bag. If it is overflowing the Council reserves the right to not empty the bags.
31. The garden waste bag must not be too heavy. The operative will have to lift the bag to shoulder height. There is no set weight limit. If the operative cannot safely lift the bag the council reserves the right to not empty the bag.
32. The garden waste bag must be left at the boundary of your property, adjacent to the public highway, or at a collection point agreed by the council, by 7am on the day of collection. If you have, or would like an assisted collection for your garden waste, please contact the help desk who will be able to direct your enquiry. Please do not apply for your permit unless you have spoken to the contact centre in relation to your assisted collection.
33. If the garden waste bag(s) is not presented as prescribed in Clause 24-32 above, the collection crew will not return until the next scheduled collection day.
34. If the Council believes a free of charge permit is being used outside of the scope of this agreement an investigation will be undertaken and the concessionary pass may be revoked.

Collection Frequency

35. Missed collections must be reported to Monmouthshire County Council within 1 working day of the normal collection day.
36. Garden waste is currently collected weekly. The Council reserves the right to change collection frequencies following 12 weeks written notice.
37. The Council will make every effort to maintain collections during adverse weather conditions. However, the council reserves the right to suspend or delay collections in exceptional circumstances, and will not offer a refund in such circumstances.
38. The council reserves the right to change your collection day subject to providing you with written notification.
39. The Council commits to providing a quality service and bags will be replaced following collecting carefully and tidily at all times.
40. The service will now run seasonally between March and November for collections, however residents may still use the household waste recycling centres which will take garden waste all year round for recycling.

Moving Within Monmouthshire

41. If you move within the County you must notify the Council who will then arrange to transfer your permit to your new property. You are responsible for taking your existing bags with you, unless they are damaged and require replacement, see clause 21 above.
42. If the Council is notified of a change of address, via a new permit application from a resident, it may in its absolute discretion cancel the permit at the old property.

Moving Outside Monmouthshire

43. As a result of differing Garden Waste schemes being operated in neighbouring authorities, the Council are unable to offer a transfer if you move out of the County.
44. The permit is non-refundable once issued.

Fair Processing Notice

How we will use your information:

45. The information that you provide will be processed in accordance with the provisions of the Data Protection Act 1998 and relevant legislation. The council has a duty to protect the public funds it administers, and may use information held about you for the prevention and detection of fraud and other lawful purposes. The Council will also use the information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share this information with other bodies responsible for detecting / preventing fraud or auditing / administering public funds. We will not disclose your personal information to third parties for marketing purposes.
46. The Council may be required to pass on the information you have provided to other bodies for administrative purposes and as required by law. The information will only be used for specific purposes allowed by law. Monmouthshire County Council is a 'data controller' for the purposes of the Data Protection Act 1998.

General Data Protection Regulation (GDPR)

Data Privacy Notice

Processing of your personal data by Monmouthshire County Council (MCC) is necessary to allocate your Garden Waste collection and by completing this form you are making the request to opt-in for this service contract. Without this information, our Waste and Street Services team within MCC may not be able to fulfil your service request.

In order to fulfil this service, your details will be legitimately shared with Euclid LTD to create your permit and Clarke Printing to generate a letter to inform you of the service in a safe and secure manner. Your personal details will not be shared further, unless in relation to any other legal obligations.

Your records will be safely stored and retained in line with our retention policy, for the duration of the services received plus one year. This will not change unless we need to retain under another lawful basis. However, we will continue to hold any details you register with through My Monmouthshire to enable you to easily contact us, report incidents or apply for new

services in the future. Please see our [My Monmouthshire Privacy Policy](#) for further information on how we use your registration details and for information on how you can de-register from My Monmouthshire.

You have the right to request erasure of your details and to receive a copy of the information that you have supplied us.

Should you need to make a complaint about the way your data has been processed, please contact MCC's Data Protection Officer on: 01633 644 647 or if you are not fully satisfied you may contact the Information Commissioner's Office online at www.ico.org.uk/concerns or via their helpline: 0303 123 1113

For further details on your data privacy please contact: 01633 644 644 or email: contact@monmouthshire.gov.uk