

Monmouthshire County Council

Garden Waste Collection Service 2024

Policy and Terms and Conditions

Period of Agreement

1. The collection service period runs from 4th March 2024 to 6th December 2024.
With one additional collection between 6th – 17th January 2025.
2. This agreement continues to be in force for the full-service period and if cancelled by the customer at any stage within this period no refund will be issued.

Charges

3. Charges are set annually prior to the collection service period. No price increase will be invoked mid collection service period.
4. For 2024 the charge is:
 - £55.00 for one 240 litre wheelie bin to be emptied once per fortnight
 - £110.00 for two 240 litre wheelie bins to be emptied once per fortnight
 - £165.00 for three 240 litre wheelie bins to be emptied once per fortnight and so on...
5. There is no limit to the number of bins a household may purchase.
6. A full-service period charge is made irrespective of joining date.

Process of Applications

7. The following information will be required to register for the 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 collection service.
 - Payment details

Payment Method

8. 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 644644
- By card at your local [Community Hub](#)

Wheeled bins

9. The wheeled bins remain the property of Monmouthshire County Council at all times.

10. The wheeled bins that will be provided by Monmouthshire County Council will have a 240 litre capacity.

11. The wheeled bins must only be used for the purpose intended – the garden waste collection service.

12. The council will provide a garden waste subscription sticker to customers for each wheeled bin they have paid for. This will be posted to the customers address within 14 days of the subscription date.

13. The customer must place the stickers below the wheeled bin handlebar. The council will not collect garden waste from bins not displaying their garden waste subscription sticker.

14. The wheeled bins will be grey with a green lid and will have the Monmouthshire logo and 'Garden waste only' printed on the body in both the English and Welsh language.

15. The bin delivered to the customer may be a refurbished bin, but will be fully functioning and clean.

Service in customer's first year

16. Registration for the garden waste service will open in January each year.

17. At point of registration, the assigned collection day for their property will be provided to the customer. If self-serving, an online link will be provided. If registration takes place over the phone or face to face, the collection day will be given verbally. If the customer provides an email address, confirmation of their collection day will be also emailed through. If the customer does not provide an email address, a letter will be sent out by Royal Mail confirming their collection day.

18. After registration, it may take up to 14 calendar days for a bin to be delivered.
19. The bin will be delivered to a safe place within the property boundary within clear sight of the front door but will not block access to the property.
20. Following delivery of the bin and receiving your sticker and displaying this on your bin, the bin(s) will then be emptied on the next scheduled collection day.

Service in subsequent years

21. Registration for garden waste collection will reopen in January each year.
22. Previous customers who have already been allocated bins will not be delivered new bins in subsequent years unless they have notified the Council of loss or damage.
23. It is the customer's responsibility to ensure that the bin assigned to them remains at the registered property. The customer must not swap the bin with any other property.
24. If a customer has not re-registered by the 1st April in any subsequent year, Monmouthshire County Council reserves the right to collect and take back the bin as it remains the property of Monmouthshire County Council.

Loss/Damage to Bins

25. The security of the garden waste bin(s) is the customer's responsibility.
26. The customer shall be responsible for maintaining the cleanliness of the garden waste bin(s).
27. The Council will replace bin(s) free of charge if lost or damaged during collection.
28. In the event of loss or theft of a bin, please inform Monmouthshire County Council by emailing contact@monmouthshire.gov.uk or phone us on 01633 644644.
29. The Council recognises that over time the bins may need replacement due to fair wear and tear. Replacements will be dealt with on an individual basis, customers who feel that their bin requires replacement should contact Monmouthshire Council for the bin to be assessed and replaced or repaired.
30. The Council will not replace bins for any cosmetic reasons.
31. The Council reserves the right to invoke a charge of £23 for a replacement wheeled bin if damage or loss is found to be caused by misuse or neglect of the bin by the customer.

Garden Waste - Rules

32. 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)
33. All garden waste must be contained within the bins provided. Any garden waste not contained in a MCC bin will not be collected.
34. The bins will not be collected if the garden waste is placed in any other type of container other than the Council provided bin(s).
35. The customer must place the stickers below the wheeled bin handlebar. The council will not collect garden waste from bins not displaying their garden waste subscription sticker.
36. If the garden waste bin(s) is contaminated with any other waste, the garden waste bin(s) will not be collected and will be stickered. The unacceptable material will need to be removed before the next scheduled collection day.
37. Please note that as a result of changes in legislation in relation to segregation, food waste must not be included in with the garden waste.
38. The bins must not be overflowing – all garden waste must be inside the bin. The bin lid must be closed at point of collection. If it is overflowing the Council reserves the right to not empty the bins.
39. The garden waste bin must not be too heavy. The operative will have to wheel the bin to the collection vehicle. There is no set weight limit. If the operative cannot safely wheel the bin the council reserves the right to not empty the bin.
40. The garden waste bin must be left at the boundary of the customer's property, adjacent to the public highway, or at a collection point agreed by the council, by 7am on the day of collection.
41. If the garden waste bin(s) is not presented as prescribed in Clause 32-40 above, the collection crew will not return until the next scheduled collection day.

42. If the garden waste bin(s) are found to be in breach of any of the clauses 32-40 a sticker will be placed onto the bin informing customers of the reason the bin(s) has not been collected. The collection crew will also log any issues on an in-cab system in line with the Council's general collections policy.
43. Monmouthshire County Council reserves the right to terminate this agreement and collect the bin subject to continued breach of the rules set out in this document.

Collection Frequency

44. The garden waste bin(s) will be collected once every fortnight for the collection service period that year.
45. If a customer believes that a collection has been missed, and they have satisfied all the Rules set out in this document, they can report a missed collection to Monmouthshire County Council. Monmouthshire County Council will investigate the reason for the missed collection and if found to be at fault will return to make the collection as soon as possible.
46. 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.
47. The council reserves the right to change the garden waste collection day subject to providing customers with written notification.
48. The Council commits to providing a quality service and bins will be returned to the point from which they were collected and left in a tidy manner at all times.
49. The service will run seasonally between March and December for collections, however residents may still use the household waste recycling centres (HWRCs) which will take garden waste all year round for composting.
50. Monmouthshire will provide each of its customers with 20 collections between the 4th March 2024 to 6th December 2024 unless the bin(s) is deliberately left by the collection crews for any of the reasons outlined in clause 32-40.

Moving Within Monmouthshire

51. If a customer moves to an alternative property within the County they must notify the Council. The customer is responsible for transporting the bin to the new property.

Moving Outside Monmouthshire

52. 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.

53. The service is non-refundable in these circumstances.

Service exceptions

54. The service that Monmouthshire County Council provide is a wheeled bin service. However, in extenuating circumstances there are occasions where an alternative may be agreed. Any resident who wishes to participate in the garden waste service and cannot use a wheeled bin for the reasons limited to those set out below, can contact the council to discuss their needs with a recycling officer. The officer will make an assessment by phone or a visit to the property and will agree the best solution with the resident.

55. Exceptions may be agreed when:

- A customer cannot store a wheeled bin due to having no space between the front of the property and the public highway (terraced houses with no front gardens and flats for example). In this case the customer will be offered the equivalent capacity of the wheeled bin (three 80 litre reusable bags, fortnightly) as an alternative.
- **A customer is not physically able to manoeuvre a wheeled bin.** This may be due to their age, as the result of a physical condition (disability) or a combination of both. An assessment will be carried out by a recycling officer in consultation with that member of the public. The available options are, either to offer the equivalent capacity of the wheeled bin through the offer of supplying three 80 litre reusable bags or by an assisted collection using a wheeled bin, whichever is agreed to be more appropriate in the circumstances.

56. Any customer granted an exception will be subject to all clauses 32-40.

Fair Processing Notice

How we will use your information:

57. 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.

58. 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 registering for the service you are making the request to opt-in for this service contract. Without this information, our Recycling and Waste 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 Clarke Printing and Permiserv to generate a letter to inform you of the service and provide you with a permit sticker in a safe and secure manner. Your personal details will not be shared further, unless in relation to any other legal obligations. You need to include your lawful basis for processing see examples on corporate template on the HUB (if using consent make sure collect at first point of contact).

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