



# **Borough Council of Kings Lynn & West Norfolk**

## **Garden Waste Collection Service Terms and Conditions**

This agreement is made between the householder ("you/your") and the Borough Council of Kings Lynn & West Norfolk ("BCKLWN/us/we") and sets out the terms and conditions of the BCKLWN Garden Waste Collection Service ("service").

1. Garden Waste Collection is an annual subscription service, due for payment in advance of the subscription period and runs for 12 months from your service start date or renewal date. A refund will be given if the service is cancelled within 14 days of payment. No refunds will be given for cancellations part way through the subscription year.
2. When you sign up to the service it may take up to 10 working days to process your application. Your bin will be emptied on the first scheduled collection day after the bin has been delivered to your property. Your collection calendar can be viewed at <https://www.west-norfolk.gov.uk/yourbins>. A printed version can be requested by email to [trade.waste@west-norfolk.gov.uk](mailto:trade.waste@west-norfolk.gov.uk) or by telephone to Serco, 0330 109 9220.
3. Service rates will be reviewed annually. An invoice will be sent to you before your renewal date to request payment. If payment is not received on time then the service will cease and the bin may be removed without prior notice. We reserve the right to charge a redelivery fee if a request is received to reinstate service following removal of a bin for non-payment. The brown garden waste bins remain the property of BCKLWN.
4. Only bins issued by BCKLWN will be emptied and are included in this agreement.
5. The garden waste service only operates in the boundary of BCKLWN. If you move within the borough it is your responsibility to move the garden waste bin to your new property and notify us of your change of address.
6. To cancel the service for your property please request this online at <https://www.west-norfolk.gov.uk/yourbins> or by telephone to BCKLWN, 01553 616200. Following cancellation the garden bin will be removed from your property. No refund or part refund will be given.
7. Garden Waste will be collected once each fortnight on your allocated schedule. The collection calendar for your property can viewed at <https://www.west-norfolk.gov.uk/yourbins>. A printed version can be requested by email to [trade.waste@west-norfolk.gov.uk](mailto:trade.waste@west-norfolk.gov.uk) or by telephone to

Serco, 0330 109 9220.. There may be changes to normal collection days because of Bank Holidays. Your brown bin should be presented for collection at your property boundary or the agreed collection point between **7.00pm** on the evening before your collection is due and **7.00am** on the day of your collection. If the bin is not presented when the crew arrive they will not return until your next collection is due. The bin should be placed where we can see and access it.

8. If your collection is missed, with the exception of reasons referred to in points 7, 9 and 12, please report it to us before 6pm on the next working day after your collection was due; we will not be able to return to empty your bin until your next scheduled date if reported any later. Please report online at <https://www.west-norfolk.gov.uk/yourbins> or by telephone to Serco, 0330 109 9220.
9. During a cold spell, garden waste may freeze and prevent us from fully emptying your bin. It may not be possible to fully empty your bin until your next scheduled collection day when temperatures have risen.
10. If you receive an assisted collection service for your green and black bin please notify us at [trade.waste@west-norfolk.gov.uk](mailto:trade.waste@west-norfolk.gov.uk) or by telephone to Serco, 0330 109 9220 and we will apply this service to your brown bin collections.
11. All garden waste must be placed loose in the bin and should not be compacted in any way. No packaging of any kind may be put in the bin. Garden waste does not include soil, turf, stones, flower pots, seed trays, pet bedding, tree trunks, kitchen waste or domestic waste.
12. Only garden waste contained within the bin, with the lid closed, will be collected. Items such as those listed in section 11 will be treated as contamination and therefore the bins will not be emptied until the contamination is removed. Your brown bin will not be emptied if it is overweight or overfilled. It is your responsibility to sort the contents and weight of the waste.
13. The brown bin supplied will be delivered in a clean and useable condition. BCKLWN reserves the right to supply bins which have been previously used. You are responsible for maintaining the cleanliness of the bin.
14. Any bins that become faulty through fair wear and tear will be repaired or replaced free of charge.
15. Neighbours may share the service, but the bin must be registered at one property for collections and responsibility for payment.
16. In the event of exceptional circumstances e.g. extreme weather, we reserve the right to vary the service without notice. Prior notification of a change to your collection day will be provided where possible.

In order to provide services to you we record, process and safeguard your details in accordance with the Data Protection Act 2018. Our Privacy Policy can be viewed online [https://www.west-norfolk.gov.uk/info/20147/privacy\\_notice](https://www.west-norfolk.gov.uk/info/20147/privacy_notice).