Frequently Asked Questions – BROWN BIN (Garden Waste) CHARGING

Effective from 1st April 2013

We have tried to provide you with all the questions we have been asked so far by residents and more that we think residents will ask.

Why are you charging for collection?

The collection of garden waste in the brown bin is a discretionary service. Many councils already charge for garden waste collections and it ensures that only those residents that use the service pay for it. We appreciate this is a difficult time for everyone, but we think the service still offers good value for money.

Do I have to pay?

No, the service is entirely optional. If you don’t want the service then you do not need to do anything.

If you have not paid by 1st June 2013, the Council will not collect your brown bin if it is left out for collection. However, as you can join the scheme at any time, it is important that you keep your brown bin in case you change your mind. In the meantime you can also use it for storing garden equipment e.g. pots, seed trays etc, or even bags of garden waste before you take them to the tip.

What will it cost?

For you to join the scheme using your existing brown bin will cost £25 per year.

I would like to join the scheme, what do I do?

More information will be sent to you in March to tell you exactly what to do. You will find it easy to join and pay for your garden waste collections.

How will you know who has paid?

Residents that have paid for the garden waste collection will be issued with a special sticker which they will stick onto the rear of the bin. The Council will keep records of who has paid and will only be collecting bins from those homes that have paid. The
vehicles will also be fitted with equipment that will indicate to the collectors who has paid.

Once you have joined the scheme and have received your sticker please place it onto the back of your bin as shown below:

I don’t want to pay so am I allowed to keep my brown bin?

Yes, you will be able to keep your bin for your own use. If you wish to join the scheme at a later stage you will only have to pay for the collection.

I don’t want to pay so will you come and collect my brown bin?

In these early stages we would urge you to keep your brown bin in case you change your mind and wish to join at a later stage. However, if you wish to have your brown bin removed then you will be able to request this at a later stage. No brown bins will be removed until after April.

Will I notice any difference in the day or time you collect?

You may well notice a change in the time we collect, but not the day. Just ensure the bin is out ready for collection by 7.30am. Once we know how many brown bins we are collecting, we may look to alter the rounds and this could affect your collection day, but we will let you know before this happens and certainly no changes to anyone’s collection day will take place before April 2014.

What if I change my mind and I do want a garden waste collection?

You can join the scheme at any time, this is why it is important to keep hold of your brown bin.
I don’t get a garden waste collection as I am on the rural service, will I be able to have a brown bin and join the scheme?

Yes, for those properties that currently only receive a black and green lidded collection, you will be able to join the scheme and will receive a brown bin free of charge.

Am I allowed to have more than one brown bin?

Yes. As a resident you will be entitled to purchase additional bins (up to a maximum of 4). Additional bins will have to be purchased at a cost of £25 each. In addition there will be a collection charge of £10 per additional bin per year. The charge for additional bins is as follows:

<table>
<thead>
<tr>
<th>Option</th>
<th>What you will have</th>
<th>Cost of the bin</th>
<th>Cost of collection</th>
<th>Total cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>To join the scheme with just your one brown bin</td>
<td>No cost as you already have the bin</td>
<td>£25 per year</td>
<td>£25 per year</td>
</tr>
<tr>
<td>B</td>
<td>1 additional bin</td>
<td>£25</td>
<td>£10</td>
<td>£35 + cost of A = £60</td>
</tr>
<tr>
<td>C</td>
<td>2 additional bins</td>
<td>2 x £25 = £50</td>
<td>2 x £10 = £20</td>
<td>£70 + cost of A = £95</td>
</tr>
<tr>
<td>D</td>
<td>3 additional bins</td>
<td>3 x £25 = £75</td>
<td>3 x £10 = £30</td>
<td>£105 + cost of A = £130</td>
</tr>
</tbody>
</table>

If I join the scheme half way through the year, do I get a discount?

No, the collection charge of £25 is for the year regardless of when you join. If you do not already have a brown bin then you would need to buy one from us when you join the scheme.

What happens if I move house in North Kesteven, do I pay again? Does my bin go with me? Do I get a discount or money back if I leave the District?

Please take your brown bin with you to your new home in the district. However you will need to let us know that you have moved so we can make sure your new address is registered. If you are moving out of the district there is no refund for the remainder of the charged period.

My brown bin is damaged – will I be able to have a new one?

Yes, if your brown bin is damaged during the collection process then we will replace it free of charge. If you damage your bin then we may ask you to pay for a replacement.

Isn’t this new scheme going to increase fly-tipping?

We do not anticipate this and in others areas that have introduced similar schemes there has been no increase.
What do I do with my garden waste if I don’t want to pay for my brown bin?

We hope you feel that a charge of £25 per year is good value compared to the time and trouble of going to the Household Waste Recycling Centre. However, if you do not want to join the scheme you will need to make your own arrangements to dispose of garden waste by either home composting it, or by taking your garden waste to one of the Household Waste Recycling Centre’s which can be found at:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Great Northern Terrace, Lincoln</td>
<td>Great Northern Terrace, Lincoln, LN5 8LG</td>
<td>Open Monday – Sunday: 9am – 4pm</td>
</tr>
<tr>
<td>Eagle Road, Whisby, LN6 9BT</td>
<td>Eagle Road, Whisby, LN6 9BT</td>
<td>Open 3.5 days a week</td>
</tr>
<tr>
<td>Pottergate, Leadenham, LN5 0QF</td>
<td>Pottergate, Leadenham, LN5 0QF</td>
<td>Open 3 days a week</td>
</tr>
<tr>
<td>Mareham Lane, Sleaford, NG34 8ST</td>
<td>Mareham Lane, Sleaford, NG34 8ST</td>
<td>Open 4 days a week</td>
</tr>
</tbody>
</table>

I don’t want to pay for a garden waste collection; can I put my garden waste in my black bin?

We would discourage this – your black bin would soon fill up and you wouldn’t have room for your household waste. It’s also better for the environment to compost this waste.

Are there any concessions?

As the charge only covers the collection costs, there are no concessionary rates.

Can a village hall, community centre, Church or other such facility join the scheme?

Yes they can but the same charges will apply.

Can my garden waste be collected from my door?

If you are eligible for our assisted collections scheme (because you have difficulties moving the bins), you will also receive assisted collections for garden waste.
Can I share a bin with my neighbour?

A resident may choose to make a personal arrangement with a neighbour to share the cost of a bin where this best suits their individual needs.

What’s to stop other people in the neighbourhood swapping my bin with theirs?

Residents that have paid for the garden waste collection will be issued with a special sticker which they will stick onto the rear of the bin. The Council will keep records of who has paid and will only be collecting bins from those homes that have paid. The vehicles will also be fitted with equipment that will indicate to the collectors who has paid.

What we suggest is that you paint your house number or house name onto your brown wheeled bin.

What if I live in a flat and have a shared garden?

We are happy to continue providing a garden waste collection service for flats but the same charges will apply.

What if I’m renting and / or am not responsible for the garden where I live?

If you are a tenant and occupier of a property then it is your responsibility to make arrangements for the collection of your waste.

What can be placed in the garden waste bin?

You can put the following in your brown bin:

- Grass, weeds and hedge cuttings
- Leaves
- Clean straw
- Flowers and plants
- Twigs and small branches
- Real Christmas trees (cut into small lengths)

Please DON’T put these items in:

- Bags (plastic or biodegradable)
- Food waste (including fruit and vegetables)
- Ash
- Glass
- Bricks and hardcore
- Tree stumps and root balls
Will the collection frequency change, as currently it drops to four weekly during the winter?

The only months when the service will reduce to a four weekly collection will be December and January only, for the rest of the year it will be fortnightly.

Does the Council get an income from our garden waste?

No we don’t. The garden waste collected by our refuse collection vehicles is delivered to local composting facilities. Lincolnshire County Council, which is the waste disposal authority for the County, has to pay for the material to be processed at these sites.

What happens to my garden waste?

All the garden waste collected from across the district is taken to a local composting facility where it is turned into compost that is suitable for agricultural use.

What do I need to do now?

You don’t have to do anything at this present time. More information will follow in the next few weeks that will tell you how to register.