

Frequently Asked Questions

Q. Can I have more than one bin?

A. Yes, you may have up to 3 brown bins.

Q. Can I have a refund if I wish to stop the collection service during the year?

A. There will be no part year refunds.

Q. How do I renew my subscription?

A. We will notify you one month prior to your 'anniversary' date, inviting you to renew the service.

Q. What happens if I move house?

A. If you move within Worcester City please notify us and we can re-allocate your bin to your new address. If you are moving out of the district call us and we will collect the bin.

Q. Will my collections be affected by bank holidays?

A. No, the service is not affected by any bank holiday.

Missed Collection of Garden Waste

What happens if my bin has not been emptied?

Check to make sure the bin was due to be emptied.
Has a red ticket been left explaining why it has been left?
Is the bin contaminated?

If your bin was out before 7.00am on the curtilage of your property and no ticket has been left please contact us.

For more information on the garden waste scheme please visit:

www.worcester.gov.uk

or call us on:

01905 722233



Worcester
CITY COUNCIL

Garden Waste Collection Service



Including collection calendar 

Key Information

Do...



- Put all grass cuttings, leaves, weeds, cut flowers, hedge clippings and tree prunings into your brown bin.
- Make sure your bin is out by 7.00am on your day of collection (see calendar).
- Leave your bin on the edge of your property for collection.

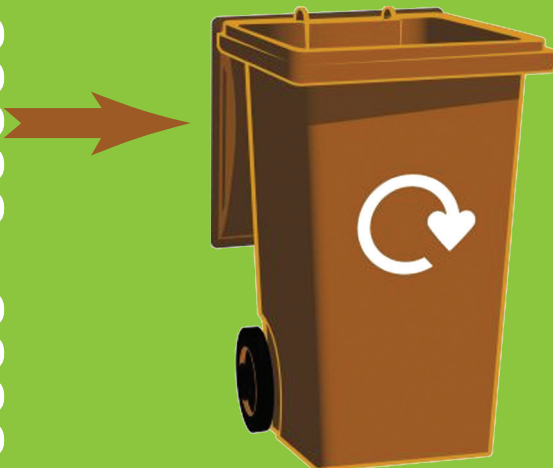
Don't...

- **Don't** put any food/kitchen waste into your bin. Any items listed in the 'no thanks' list will result in your bin not being collected.
- **Don't** leave any waste at the side of your bin as we are unable to take it.
- **Don't** bag your garden waste- put everything in **loose**.

Please remember...

- If you contaminate your bin with incorrect items we will not collect it. Remove the items ready for your next collection.
- Bank holidays will **NOT** affect your garden waste collections.
- If you miss your collection day you will have to wait until your next collection.

-  **Yes Please**
- grass cuttings
 - hedge clippings
 - leaves and twigs
 - small plants and weeds
 - cut flowers
-  **No Thanks**
- kitchen/food waste
 - plastic bags
 - large/thick branches
 - rubble/bricks/soil



Collection Calendar

Please use this calendar to remind you which week your brown bin will be emptied.

Collection Calendar 2010

 Week 1

 Week 2

February 2010	March 2010	April 2010	May 2010	June 2010
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4	1 2	1 2 3 4 5 6
8 9 10 11 12 13 14	8 9 10 11 12 13 14	5 6 7 8 9 10 11	3 4 5 6 7 8 9	7 8 9 10 11 12 13
15 16 17 18 19 20 21	15 16 17 18 19 20 21	12 13 14 15 16 17 18	10 11 12 13 14 15 16	14 15 16 17 18 19 20
22 23 24 25 26 27 28	22 23 24 25 26 27 28	19 20 21 22 23 24 25	17 18 19 20 21 22 23	21 22 23 24 25 26 27
	29 30 31	26 27 28 29 30	24 25 26 27 28 29 30	28 29 30
			31	

July 2010	August 2010	September 2010	October 2010	November 2010
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
1 2 3 4	1	1 2 3 4 5	1 2 3	1 2 3 4 5 6 7
5 6 7 8 9 10 11	2 3 4 5 6 7 8	6 7 8 9 10 11 12	4 5 6 7 8 9 10	8 9 10 11 12 13 14
12 13 14 15 16 17 18	9 10 11 12 13 14 15	13 14 15 16 17 18 19	11 12 13 14 15 16 17	15 16 17 18 19 20 21
19 20 21 22 23 24 25	16 17 18 19 20 21 22	20 21 22 23 24 25 26	18 19 20 21 22 23 24	22 23 24 25 26 27 28
26 27 28 29 30 31	23 24 25 26 27 28 29	27 28 29 30	25 26 27 28 29 30 31	29 30
	30 31			

Collection Calendar 2011

 Week 1

 Week 2

February 2011	March 2011	April 2011	May 2011	June 2011
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
1 2 3 4 5 6	1 2 3 4 5 6	1 2 3	1	1 2 3 4 5
7 8 9 10 11 12 13	7 8 9 10 11 12 13	4 5 6 7 8 9 10	2 3 4 5 6 7 8	6 7 8 9 10 11 12
14 15 16 17 18 19 20	14 15 16 17 18 19 20	11 12 13 14 15 16 17	9 10 11 12 13 14 15	13 14 15 16 17 18 19
21 22 23 24 25 26 27	21 22 23 24 25 26 27	18 19 20 21 22 23 24	16 17 18 19 20 21 22	20 21 22 23 24 25 26
28	28 29 30 31	25 26 27 28 29 30	23 24 25 26 27 28 29	27 28 29 30
			30 31	

July 2011	August 2011	September 2011	October 2011	November 2011
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
1 2 3	1 2 3 4 5 6 7	1 2 3 4	1 2	1 2 3 4 5 6
4 5 6 7 8 9 10	8 9 10 11 12 13 14	5 6 7 8 9 10 11	3 4 5 6 7 8 9	7 8 9 10 11 12 13
11 12 13 14 15 16 17	15 16 17 18 19 20 21	12 13 14 15 16 17 18	10 11 12 13 14 15 16	14 15 16 17 18 19 20
18 19 20 21 22 23 24	22 23 24 25 26 27 28	19 20 21 22 23 24 25	17 18 19 20 21 22 23	21 22 23 24 25 26 27
25 26 27 28 29 30 31	29 30 31	26 27 28 29 30	24 25 26 27 28 29 30	28 29 30
			31	

We will contact you one month prior to your 'anniversary' date, inviting you to renew the service.