

Frequently Asked Questions



Q. Can I have more than one bin?

A. Yes, you may have up to 3 brown bins at a charge of £30 per bin, please call the number below to order more.

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. What happens when my 21 collections end?

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.

Q. What happens if my bin is not collected?

A. Check to make sure the bin was due to be collected. Has a ticket been left explaining why? Is the bin contaminated? If the bin has been missed, no ticket has been left and the bin was out before 7.00am in the correct location, please contact our Customer Service Centre on 01905 722233.

For more information, help or advice on your 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 2009/10 

Key Information

Do...

- Put all Grass cuttings, leaves, hedge clippings and cut flowers into your brown bin.
- Make sure your bin is out by 7am 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 **loosely**.

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.
- To use the calendar, 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 2009/10

We collect brown bins on alternate **Mondays**

Properties on **Week 1.**

Please put out your brown bin on the following **Mondays:**

August
3, 17 and 31

September
14 and 28

October
12 and 26

November
9 and 23

December
No collection

January
No collection

February
1 and 15

March
1, 15 and 29

April
12 and 26

May
10 and 24

June
7 and 21

and fortnightly
thereafter

Properties on **Week 2.**

Please put out your brown bin on the following **Mondays:**

August
10 and 24

September
7 and 21

October
5 and 19

November
2, 16 and 30

December
No collection

January
No collection

February
8 and 22

March
8 and 22

April
5 and 19

May
3, 17 and 31

June
14 and 28

and fortnightly
thereafter

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