

Garden Waste Collection Service

Terms and Conditions

Please read the terms and conditions before you sign up for our garden waste scheme. Please keep a copy of this document for your records.

1. The garden waste service is for domestic garden waste only; no trade garden waste is accepted.
2. The council will provide the brown bin requested and empty the bin at the agreed frequency for the garden waste service.
3. The customer will pay the agreed charge for the service provided, in accordance with the following conditions. The charge covers the cost of emptying one bin. Additional charges will apply to any additional bins required at a property.
4. The brown bins remain the property of the council.
5. Only agreed waste may be disposed of through this service.
6. All waste must be contained within the bins provided. Any waste not contained in a Worcester City Council brown bin will not be collected.
7. Bins should not be filled with such a weight as to make the moving or emptying process hazardous to the council's operatives. The council reserves the right to suspend or cancel the service to customers whose bins are over weight.
8. Due to the mechanical methods used to empty bins, it is a requirement that bins are presented with the lids in the closed position. The council reserves the right to suspend or cancel the service to customers who fail to put the bins out with the lids closed.
9. The bin should be presented by 7am on the day of collection at the front edge of the property at the same collection point as the black/green bin, unless arrangements for an assisted collection have been agreed.
10. Collection crews cannot return if your bin is put out late or not presented.
11. The customer shall be responsible for maintaining the cleanliness of the bin.
12. The customer shall at all reasonable times allow the Council and any other person authorised by it to have access to the brown bin to inspect, test, adjust, repair or replace.
13. The customer is required to ensure that the brown bin is only used for the storage of garden waste materials for collection by the

Council. The Council accepts no liability for the loss of any materials which have been placed in the brown bin for disposal or otherwise.

14. The brown bin remains the responsibility of the homeowner and if they move within the city it is their responsibility to inform the Council prior to moving the brown bin to the new property. Bins are registered to the property and not to the customer: therefore the bin must not be removed from the property without prior arrangement from the Council.
15. Should collections be missed due to circumstances beyond the council's control, every effort will be made to arrange an alternative collection.
16. For any collections which have been inadvertently missed the customer should report the missed collection via the online self service system via the Worcester City Council website or telephone the Worcestershire Hub on 01905 722233
17. The Council reserves the right to increase or vary charges for the garden waste service subject to notification to the customer in the annual service letter.
18. Charges are set from the 1 April each year and customers will be notified of any price increase in the annual service letter sent in February/March prior to the increase.
19. A Renewal letter is sent to the customer approximately one month before their current year's service is due to expire (anniversary date), inviting them to renew their subscription. If full payment is not received before the anniversary date then the service will be suspended, the bin will be removed and the service will no longer be provided
20. These terms and conditions continue to be in force for the full service year and if cancelled by the customer at any stage within this period no refund will be issued and the bin will be removed
21. Garden waste collections may be suspended during periods of severe inclement weather in order to assist with the catch up arrangements for waste and recycling
22. The Council reserves the right to change the day of collection, giving reasonable notice, to suit existing rounds and current practices in order to promote an efficient service in accordance with Council priorities.
23. The council reserves the right to withdraw its service at any time. No refund will be issued and the bin will be removed
24. Any outstanding charges or invoices due to the council may be collected as a debt.