Terms and Conditions for Green Garden Waste Bins & Compostable Sacks

1. a) Your green garden waste bin contract runs from 1 April to 31 March the following year.  
   b) Your compostable sack (garden waste) service year is one calendar year from the date of subscription.

2. Service fees are determined and implemented on the 1 April each year. The price year runs 1 April to the 31 March, inclusive.

3. All green garden waste bin contracts expire 31 March each year regardless of the month commenced.

4. Subscriptions for compostable sacks can be made at any time during the year, with costs based on the current price year.

5. The payment for both the green garden waste bins and compostable sack service will be required annually in advance.

6. The cost of the service is **non-refundable**.

7. At the end of the service year for compostable sacks, the collection service will cease, regardless of whether the resident is still in possession of unused compostable sacks.

8. All garden waste will be collected fortnightly all year round with the exception of two weeks over the Christmas period. London Borough of Havering (LBH) reserves the right to alter collections if required providing adequate notice is given to customers. Collections will be made according to your allocated day, although this may change according to Public Holidays and exceptional circumstances. The service operates from Monday to Friday.

9. A sticker to place on your garden waste bin will be sent to you. You should receive your sticker after 14 days of subscribing/renewing your garden waste bin/s. Stickers will not be issued for compostable sacks.

10. This sticker shows that you have paid for one green garden waste bin to be emptied during the period stated on the sticker i.e. 2018/19. If you have paid for more than one bin you should have receive a sticker for each bin, if this is not the case please let us know.

11. The sticker should be displayed as explained in your welcome pack; if the sticker is not visible to our collection crew on your collection day your bin will not be emptied and we will not return.

12. All garden waste must be presented at the boundary of your property by 7.00am on the day of collection. If you have not put your garden waste out by this time, the crew will not return until the next scheduled collection day.

13. Garden waste collections that are missed should be reported by 1:30pm on the next working day following your scheduled collection day. We have the right to refuse to return if reported after this period, or if the waste was not presented by 7.00am on the day of collection. Missed garden waste from Friday collections may be collected on a Saturday.
14. An assisted collection service is available for those customers who are unable to physically present their garden waste for collection at the property boundary, and have no non-disabled person living at the same address. Applications can be made in writing to Environment, Town Hall Main Road, Romford RM1 3BB or on-line: www.havering.gov.uk/assistedcollections

15. Green garden waste bin customers who move to a property outside of the Borough MUST inform the Council and present the bin for removal. All green garden waste bins remain the property of the LBH at all times. Any attempt to deliberately deprive the Council of its property will be viewed as an attempt to defraud the Council of the payments to which it is entitled.

16. Customers participating in either scheme may transfer the service to a new address as long as the new address is within LBH; The Council must be informed of the change of address either online via www.havering.gov.uk/askenvironment or in writing to Environment, Town Hall Main Road, Romford RM1 3BB.

17. Both schemes apply to domestic properties only. Commercial properties and activities are excluded from the scheme.

18. Only green garden waste bins and compostable sacks supplied by LBH will be emptied, garden waste presented in anything else will not be collected.

19. There is no limit to the number of bins that can be supplied per property. Each bin will be charged at the full rate.

20. Additional compostable sacks may be purchased in rolls of 10 for use within that service year.

21. All garden waste material must be placed loose in the bins and/or sacks. Do not use any kind of plastic bags.

22. Only garden waste may be placed in the bins and sacks. See website www.havering.gov.uk/gardenwaste for details on what materials are accepted.

23. Contaminated bins/sacks (i.e. bins or sacks containing incorrect material/s) will not be emptied. If the bin/sack is contaminated it is the responsibility of the householder to remove the item/s of contamination prior to the next collection. If the contamination continues we will remove the bin. No money will be refunded in these circumstances.

24. Bins/sacks that are overflowing or overweight will not be collected. The bin lid must be closed and the compostable sack tied closed for safety reasons.

25. Any damaged/lost/stolen bins or sacks will be the responsibility of the householder. Charges for repair/replacements of bins will be made to the householder. Replacement bins will be charged at £28.00.

26. The Council accepts no liability for bins/sacks used for any other purpose other than for the collection of garden waste. Customers use the bins at their own risk. Misused bins may be removed.

27. Compostable sacks must be stored as recommended. Please keep compostable sacks dry and out of direct sunlight, please see www.havering.gov.uk/compostablesacks for further details. The Council accepts no responsibility for damaged sacks that have been stored in a way other than that advised.

28. Once garden waste has been collected from the household it becomes the property of LBH.