Garden Waste Collection Service:
Terms & Conditions

Last Updated: 27 Feb 2019 (v9)

Please read our terms & conditions before you sign up for the garden waste collection service.

1. The subscription service will apply for 12 months from your first collection.
   Collections will be 2-weekly February – November.
   There will be no collection service in December & January.

   Please refer to the calendar for your specific garden waste collection dates. This is available via your
   MyKirklees account or via the Kirklees Council website.

2. The annual payment for the garden waste collection service will be £37.50 for your first bin which
   is payable in advance and is non-refundable.
   If you are a Kirklees Passport holder, you will qualify for a 20% discount.
   If you sign up for the garden waste collection service before 31 March 2019 there will be a discount
   and your first bin will only cost £30.

3. Bins will not be delivered until full payment is received.
4. Payments must be made by debit/credit card. We do not accept cash payment.
5. A subscription can be made online. Those that are unable to do so can ring us on Kirklees Direct
   01484 414700.
6. There are no refunds or part refunds for the cancellation of the service part way through the year.
7. Where payment is not received for the subsequent year, you will be removed from the service,
   your details deleted and the bin removed.
8. If there is evidence of misuse of the service, or the bins by the resident, the Council may cancel
   the service and remove the bin(s).
9. Collections are made according to your allocated day, although this may change due to
   exceptional circumstances.
10. The Council reserves the right to alter collections if required. During periods of severe weather
    the Council reserves the right to suspend collections. Notice of this will be posted on the website.
11. All garden waste must be contained within the bins provided by the Council. Any waste not
    contained in the bin will not be collected.
12. Garden waste bins remain the property of the Council. Residents are responsible for the cost of
    replacement resulting from loss, theft or damage (other than that caused by the emptying
    process).
13. The bins will be clean and in a useable condition when supplied, the registered person is
    responsible for the general condition and cleaning of the brown bin whilst in their possession.
14. If your bin goes missing, you can order a new one by going to
    http://www.kirklees.gov.uk/beta/your-property-bins-and-recycling.aspx. You will be charged £26
    for a replacement bin.
15. Bins should be presented on the kerbside by 7am on the day of collection unless alternative
    arrangements have been made with a member of the Council’s waste management team. Once
    emptied, the bin should be returned to the property as soon as possible.
16. When the garden waste bin is presented, the lid must be fully closed. The bin may not be collected if the lid is not fully closed.

17. Should collections be missed, every effort will be made to re-schedule the collection provided the bin was presented on time. If at the end of the next day your bin is still not collected, you can report a missed collection on the following web page: www.kirklees.gov.uk/missedbin

18. Due to operational reasons, the garden waste collection service is only available for properties with standard sized 240 litre wheeled bins. In some circumstances liner/sack properties or smaller multi-occupancy properties may be eligible for a wheeled bin garden waste collection service. A special request must be made by sending an email to recycling@kirklees.gov.uk. A suitable presentation point will need to be agreed between the Council and the citizen.

19. The assisted bin collection service will extend to the garden waste collection service for citizens who receive or require this service. Please go to http://www.kirklees.gov.uk/beta/your-property-bins-recycling/assisted-bins.aspx to find out more about assisted collections.

20. If the garden waste bin is overflowing and/or overweight and poses a health and safety risk to collection operatives, the bin will not be collected. A notice will be placed on the bin and it will be logged on the electronic database by the crew. It is your responsibility to remove items prior to the next collection. If you fail to do so, we may remove the bin.

21. Second garden waste bins can be purchased with an additional discounted subscription of £30 per year (subject to availability). At this time, the maximum number of bins per property is two.

22. Only garden waste must be placed in the bin – it must be loose and not in any sort of plastic bag (even compostable bags) as this will affect the composting process.

23. Types of waste that are allowed in the bin are as follows. These items should be loose (not bagged):

- Grass cuttings
- Tree & hedge clippings
- Weeds – excluding controlled weeds such as Giant Hogweed or Japanese Knotweed
- Plants & Flowers
- Leaves
- Twigs & bark
- Small branches (under 4 inches in diameter)

Types of waste that are not allowed in the bin are items such as:

- Soil
- Rubble, gravel, stones
- Turf
- Infectious plants (eg. Japanese knotweed)
- Plant pots (includes plastic and terracotta) or ties
- Pet bedding or pet waste (eg. from a rabbit hutch)
- General waste or food waste
- Plastic bags

You can arrange to have this material collected by the council for a fee. Order a Bulky Household Waste collection.

24. Contaminated bins (containing incorrect materials) will not be emptied – a notice will be placed on the bin and it will be logged on the electronic database by the crew. If the bin is contaminated it is your responsibility to remove the item(s) of contamination prior to the next collection. If the contamination continues, we will remove the bin without refund.
25. The name given when subscribing to the garden waste collection service will be the person who is responsible for the bin and the materials that are disposed of in the bin.

26. The garden waste collection service is transferrable between properties within Kirklees, providing you inform us of this transfer by emailing recycling@kirklees.gov.uk. You must make your own provisions to transport the bin.

27. If after payment, we deem the garden waste collection to not be operationally viable for your property, we will inform you, revoke the service and refund you the full amount.

28. It is important that you provide us with an e-mail address at subscription. This will allow us to contact you via email in advance of your subscription end date so that you may renew.

29. If you do not renew your garden waste collection service, it will automatically terminate and your bin will be removed.

30. This service is available for garden waste originating from domestic households only. Trade waste e.g. gardeners are not permitted to deposit garden waste in the brown bin.

Contact us by e-mail: recycling@kirklees.gov.uk