

Working in Partnership with Rushcliffe Borough Council

Telephone: 0115 981 9911

E-mail: [customerservices@rushcliffe.gov.uk](mailto:customerservices@rushcliffe.gov.uk)

Your Ref:

Our Ref:

January 2016

Dear Resident

### **Garden Waste Collection Service**

Rushcliffe Borough Council work in partnership with Newark and Sherwood District Council to deliver a garden waste collection service and we are pleased to announce that from the 1<sup>st</sup> of April, Newark and Sherwood District Council are expanding the Garden Waste Collection Service into your area.

For £30 a year you can get:

- A brown garden waste bin
- A year round collection service. Every two weeks between March and November, and monthly between December and February
- The service runs from 1 April to 31 March.

Newark and Sherwood will carry out the collection of your garden waste, however, all enquiries about the service and payments should be directed to Rushcliffe Borough Council.

If you would like a garden bin service you can pay Rushcliffe Borough Council in the following ways:

Online - go to [www.rushcliffe.gov.uk/paygardenbin](http://www.rushcliffe.gov.uk/paygardenbin)

By phone - Call Rushcliffe customer services team on 0115 981 9911

Once your payment has been received you will be sent a welcome pack along with a sticker which needs to be placed on the brown bin that will be delivered separately in time for collections to start at the beginning of April.

Yours sincerely,



A Statham  
Director - Community  
Newark and Sherwood District Council

By agreeing to pay for the service you will be accepting the terms and conditions below.

### **Terms and Conditions of Garden Waste Service**

**Rushcliffe Borough Council will carry out the administration of the scheme, in partnership with Newark and Sherwood District Council who collect your garden waste.**

1. You have agreed to pay to have your garden waste collected from your garden waste bin. The period of collection runs each year from 1 April to 31 March. NSDC will empty garden waste bins every other week (except for the period December to February when the bins will be collected monthly).
2. If you decide to purchase the service part way through the year there are no reductions.
3. If you move out of the Newark and Sherwood collection area or stop using the service for any reason, we will not give a refund. To notify us that you no longer need your garden waste bin(s) email [customerservices@rushcliffe.gov.uk](mailto:customerservices@rushcliffe.gov.uk) or call us on 0115 981 9911
4. If we miss your bins(s), we will do our best to collect it as soon as possible. We will not give a refund for missing a bin(s) or being unable to collect a bin(s) due to any other factors (such as very bad weather).
5. Your garden waste bin(s) must only be used for compostable green garden waste from your property. For full details of what is acceptable please see our website <http://www.newark-sherwooddc.gov.uk/gardenwaste/>
6. If you move to another address in the Newark and Sherwood collection area, don't take your bin(s) with you. If you still want your garden waste collected, contact us to transfer the service to your new address. If you move within the district but into an area covered by one of our partner authorities the service is not transferable.
7. We will provide you with a paid sticker(s) which you should attach to the back of your bin(s). Collection crews will not empty any bin(s) that do not display a current sticker, unless instructed to by a supervisor. If your sticker becomes detached or lost contact call us on 0115 981 9911 or email [customerservices@rushcliffe.gov.uk](mailto:customerservices@rushcliffe.gov.uk)
8. All bin(s) remain the property of Newark and Sherwood District Council at all times.
9. If your bin becomes damaged NSDC will repair or replace it, free of charge, as soon as reasonably practical. If your bin is damaged, email [customerservices@rushcliffe.gov.uk](mailto:customerservices@rushcliffe.gov.uk) or call us on 0115 981 9911.
10. Payment is required every year in advance. You will be notified of the charge and payment date in advance.