

## **Your questions answered**

### **Why are you charging for these collections?**

We have a reduced budget from central government and from Lancashire County Council and can no longer subsidise the cost of collecting garden waste. The decision to charge for garden waste has not been an easy one and the Council has to reduce costs.

### **Doesn't my Council Tax already pay for garden waste collections?**

No, this is an additional service provided by the Council. It's not one of the services the Council is required to provide by law, so we are able to make a charge for it.

### **How will the waste collectors know I have subscribed to the new service?**

You will receive an identification sticker for each bin when you have made your payment. This should be stuck onto your bin as indicated as confirmation of your subscription. Collection crews will have a record of which residents have subscribed.

### **I only have a small garden. Can I share a bin with my neighbour?**

Yes you can, but one of you will have to take responsibility to register and pay for the service.

### **I will only need to put a garden bin out occasionally. Can I pay for a part year of collections?**

No. If you join part way through the year or only need a collection a few times a year the charge will still remain at £45. We do not offer reduced rates or concessions.

### **Access to my property is down a narrow/ private road, can I still participate?**

Yes, if you are currently in receipt of the garden waste service and we would ask you to present the bin where you are currently presenting it for collection.

### **Do I need to renew my subscription every year?**

Yes. You will need to renew your subscription every year.

### **Will my collection day change for any garden bins that I pay for?**

Initially your collection day will stay the same and you will be notified if there are any changes. Please present your bin for collection by 6.45am on your day of collection.

### **Can I have more than one garden bin?**

Yes! You can have as many garden bins as you like for domestic garden waste. You will be charged £30 for each additional bin subscription per year. To order more garden bins and to pay your subscription, please visit our website.

[www.rossendale.gov.uk/gardenwaste](http://www.rossendale.gov.uk/gardenwaste)

### **What happens if I move house?**

You must leave the garden bin at the property for which you have made a subscription. Do not take the bin with you. If you move to an address within Rossendale and the property is already subscribed, you don't need to do anything for that year. If you want to join the service at your new address you have to pay a new subscription.

### **Can I get a refund if I decide to cancel my subscription?**

You have the right to cancel your subscription and obtain a full refund within 14 days of the day of purchase. No refunds will be issued after 14 days.

**Do I get a refund if the Council fail to empty my garden bin?**

No. If your bin has not been emptied it may be because it contains the wrong items or is too heavy. If this is the case, a sticker will be left on your bin explaining why. All bins should be put out for collection by 6.45am on your collection day.

In the unlikely event that we fail to collect your bin please notify us within one working day and we will then aim to return within two working days (weather permitting).

We reserve the right to cancel collections due to circumstances beyond our control e.g. severe weather.

**If I have a garden waste bin at the moment but do not want to pay the subscription, what do I do with the bin?**

If you choose not to subscribe to the service, any garden bin(s) you currently have will not be emptied. Unused garden bins can be used for storage or as a water butt.

Experience from other local authorities suggests residents may wish to join the service at a later date. If you did want a garden bin service later and have no bin there may be a delivery charge.

**If I don't want to sign up and pay, how can I dispose of any garden waste?**

We encourage you to either home compost your garden waste or take it to one of our Household Waste Recycling Centres. For more information on the sites and home composting please visit: [www.rossendalebc.gov.uk/gardenwaste](http://www.rossendalebc.gov.uk/gardenwaste)

**Can I put garden waste in my green bin?**

No, where possible garden waste should not be placed in your green bin for household waste