

# Frequently asked questions about charges for garden waste collections

## Q. How do I subscribe to the garden waste collection service?

**A.** It's quick and easy - go online ([www.ryedale.gov.uk](http://www.ryedale.gov.uk)), or call the 24 hour Freephone on **0800 035 1566**. If you would like to pay by paypoint or at the Post Office please call 0165 600 666 to request a barcoded letter which you can use to pay by this method.

## Q. What will the cost be?

**A.** For a 2020/21 subscription the charge will be **£38**. The cost is set for the year so it makes sense to join early and benefit from the maximum number of collections you can receive. The subscription is valid from April 2020 to March 2021 with no collections during the winter months of Dec, Jan & Feb.

## Q. Are there any exemptions or concessions?

**A.** There are no exemptions or concessions, regardless of those in receipt of benefits or for senior citizens.

## Q. Can I have more than one brown bin?

**A.** Yes, you can subscribe to more than one brown bin. However, you will need to buy a separate subscription card for each brown bin, and let us know if you require any additional brown bins.

## Q. How will the collection crew know to empty my brown bin?

**A.** Once your payment has been received you will receive a plastic subscription card (this will be a tag about the size of a credit card) through the post which will need to be affixed to your wheeled brown bin using the cable tie provided. This will be used to confirm that the brown bin is registered to your address. Brown bins without subscription cards will not be emptied. You will need a subscription card for each wheeled brown bin you present for

emptying. **Please ensure that your brown bin is presented the night before to ensure collection. Vehicles are unable to return back to an address.**

## Q. Will my collection day change?

**A.** Some collection days may change. You will be notified in advance.

## Q. How long will it take to get my subscription card?

**A.** You will receive your subscription card within 14 days of making your payment.

## Q. Why doesn't my new subscription card have an expiry date on?

**A.** The Council is currently reviewing the garden waste service and the use of plastics. The service will still remain an annual subscription service.

## Q. What if my subscription card is lost, stolen or damaged?

**A.** Contact the Council as soon as possible for a replacement.

## Q. Can I join the scheme midway through the year?

**A.** To guarantee your garden waste collections you must subscribe by 31 May 2020. Collections cannot be guaranteed for subscriptions received after this time. Unfortunately the charge is a fixed annual cost and reductions cannot be made for fewer collections.

## Q. Why are charges not included in Council Tax?

**A.** Collecting garden waste is not a service that local authorities are under a duty to provide. As with other discretionary services provided by the Council, a separate charge is made if residents choose to opt in.



**Q. Do other local authorities charge for garden waste collections?**

**A.** Yes, over recent years an increasing number of Councils have introduced a fee, with all of the district councils within North Yorkshire County Council now charging for this service.

**Q. What can I put in my brown bin?**

**A. Your garden waste brown bin is for the following:**

Grass cuttings, windfalls, flowers and plants, hedge clippings, leaves and bark, weeds, turf, hay, straw, small branches and prunings. Please remove as much soil as possible from your garden waste

**Q. What happens if I move house?**

**A.** Please contact Customer Services on 01653 600 666 for advice

**Q. I share my brown bin with my neighbour, can we share the service charge?**

**A.** Yes, though full payment is still required and the brown bin will need to be registered and collected at one address.

**Q. What do I do if I use compostable bags instead of a brown bin?**

**A.** If you are registered as being eligible for an assisted collection (or if your property is not suitable to accommodate a wheeled brown bin) you will be issued with a year's supply of compostable liners instead of a subscription card when you subscribe. These can be put out on collection day (or collected from an agreed point, for those with assisted collections).

**Q. What will happen to my brown bin if I choose not to subscribe to the scheme?**

**A.** Your wheeled brown bin remains the property of Ryedale District Council. If you are not going to subscribe it is recommended that you retain your brown bin in case you change your mind in the future. However, if you would like your

brown bin removing please contact the Council and arrange for its collection. Garden waste must not be put in your bin for general (non-recyclable) waste.

**Q. Will there be an increase in fly-tipping due to charging for this service?**

**A.** There is no evidence of increased incidences of fly-tipped material as a result.

**Q. What are my other options if I don't want to subscribe?**

**A.** Low cost compost bins can be purchased online at [www.letstalklessrubbish.com](http://www.letstalklessrubbish.com) or phone **0844 571 4444**. If you already compost at home, but still generate more garden waste than you can manage, material can be taken to your local Household Waste Recycling Centre (skip site) <https://www.northyorks.gov.uk/find-your-local-household-waste-recycling-centre>.

**Q. What happens if the brown bin is at a village hall, place of religious worship or other charity?**

**A.** The service will be chargeable for all these types of organisations, as with domestic properties.

