

# Frequently asked questions about the garden waste service



RYEDALE  
DISTRICT  
COUNCIL



**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 01653 600 666 to request a barcoded letter which you can use to pay by this method. Please keep your receipt as proof of purchase.

**Q. What will the cost be?**

A. For a 2021/22 licence 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 licence is valid from April to March with no collections during the winter months of December, January and February.

**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 bin?**

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

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

A. If you subscribed to the service last year, you will have been issued a plastic licence tag. This licence needs to remain firmly attached to your wheeled bin. If you are a new subscriber, a licence will be posted out to you for display on your brown bin. This will be used to confirm that the bin is registered to your address. Bins without licences will not be emptied. You will need a licence for each wheeled 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. What can I put in my brown bin?**

A. Your garden waste 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. How will the collection crew know if I have subscribed if we are keeping our current tag on our bin?**

A. Our vehicles have Incab technology which provides them with the information about what properties to collect waste from. The system is updated daily.

**Q. Why am I not receiving a new licence this year?**

A. We are committed to reducing the carbon footprint. By not issuing new licences every year, this will reduce the amount of plastic used within the garden waste service.

**Q. What if my licence is lost, stolen or damaged?**

A. Contact us as soon as possible for a replacement. Call 01653 600 666 or email [Streetscene@ryedale.gov.uk](mailto:Streetscene@ryedale.gov.uk)

**Q. Will my collection day change?**

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

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

A. To guarantee that you receive the full number of collections, we would encourage you to subscribe before 1 April 2021. 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 a 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 now charging for this service.

**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 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 bin) you will be issued with a year's supply of compostable liners instead of a licence when you subscribe. These can be put out on collection day (or collected from an agreed point, for those on assist).

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

A. Your wheeled 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 us 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 are a significant number of local authorities that already charge for garden waste, but so far 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 (tip).

**Q. What happens if the 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.

