

# Changes to the brown bin service

In May 2018 we will be changing your waste and recycling services. As part of this we will be introducing a new weekly food waste collection service for all residents and a separate chargeable garden waste subscription service for residents who wish to use it.

## How will it work?

- The changes will take place in May 2018.
- During April and May we will be delivering a new brown caddy for food waste (to be kept outside) to all households excluding flats. More information on this will follow in Outlook, the Council's residents' magazine, in March.
- You can choose whether you wish to subscribe to our new separate garden waste collection service; which will be collected in your existing brown bin if you sign up.
- The garden waste subscription service will run fortnightly with the first collection for subscribers taking place on your next grey bin recycling collection day, on or after 14 May 2018.
- We will only collect garden waste in brown bins and from those households who have subscribed to the service.
- You may have additional bins and pay for a maximum of three brown bins to be collected per property.
- From 7 May onwards all food waste should be placed in the new kerbside brown food waste caddy. Please do not place food waste in your brown bin after this date.

## What will it cost?

- The standard annual charge for 2018-19 for the garden waste subscription service is £40 for one bin.
- An 'early bird' discount price of £35 is available if you sign up by 31 March 2018. This is applicable to one bin at each property only.
- All additional bins (up to a maximum of two additional) will be charged at £75 each in the first year. This includes the price of the bin, plus delivery and the standard annual service charge.

## How do I sign up?

Sign up is via our website [www.north-herts.gov.uk/gardenwaste](http://www.north-herts.gov.uk/gardenwaste)

You will require a debit or credit card and a valid email address which will be used to send confirmation of your subscription and reminders each year.

More information including Frequently Asked Questions and Terms and Conditions can be found on our website.

If you have not signed up and paid for the garden waste subscription service by Friday 5 May 2018 your brown bin will no longer be collected. However you may choose to sign up at a later date if you wish.

## What happens if I choose not to sign up?

If you decide not to sign up to the garden waste service, you do not need to contact us to tell us. The brown bin service is 'opt-in' which means you only need to contact us if you do wish to sign up.

You can compost at home, or take your garden waste to a Household Waste Recycling Centre. The details of locations and opening times can be found at [www.wasteaware.org.uk/HWRCs](http://www.wasteaware.org.uk/HWRCs) Subsidised home composters are also available through [www.getcomposting.com](http://www.getcomposting.com) or you can create a compost heap in your garden.

We will not be collecting any unwanted brown bins until September as other councils have found that residents continue to sign up within the first few months of the service starting. From September you will be able to request an unwanted bin to be collected via an online form on our website.

## Can a brown bin be shared between neighbours?

You can share a brown garden waste bin with your neighbour as an informal arrangement, but payment must be made by one householder and the bin will be assigned to one address only.

## How will the crews know who has paid for the service and who hasn't?

The crews will have technology which will tell them which address has paid for a collection. No stickers will be placed on bins. Clearly numbering your brown bin will help to ensure that the crew can easily identify your bin for collection.

## What will be accepted in the brown bin?

Garden waste including:

- ✓ Grass cuttings
- ✓ Hedge clippings
- ✓ Small tree prunings, branches, bark and twigs
- ✓ Tree branches (up to 3cm in diameter)
- ✓ Moss, weeds (excluding controlled weeds such as Japanese Knotweed)
- ✓ Flowers
- ✓ Plants with excess soil removed
- ✓ Fallen fruit
- ✓ Real Christmas trees with decorations and pot removed

**Sign up at:**  
**[www.north-herts.gov.uk/gardenwaste](http://www.north-herts.gov.uk/gardenwaste)**