

Gloucester City Council

Terms and Conditions 2011/2012

This agreement is made between the householder (“you”) and Gloucester City Council (“the council”), and sets out the terms and conditions under which the customer may use the Council’s Garden Waste Subscription fortnightly collection service (“the service”) for payment or concession.

The new garden waste collection scheme replaces the existing free service, is available to all residences in Gloucester City at a cost of just £36 per bin per year or £18 per bin per year for housing and council tax benefits recipients.

Use of Bin

1. The service year runs for 12 months from your service start date.
2. The garden waste bin remains the property of the council.
3. You will be responsible for the cost of replacement for any loss or damage to the bin other than that caused by the emptying process.
4. Only [agreed garden waste](#) may be disposed of, not contained in bags of any kind.
5. All garden waste must be contained within the bin(s) provided. Any garden waste not contained in a garden waste bin will not be collected. Additional garden waste bins can be supplied at additional cost.
6. Due to the mechanical methods used to empty garden waste bins, the lid must be firmly closed. The council reserves the right to suspend or cancel the service if you fail to put the garden waste bin(s) out with the lids closed.
7. The garden waste bin must be left at the boundary of your property, adjacent to the public highway, or at a collection point agreed by the council, by 7am on the day of collection only, as collection times may vary.
8. If the garden waste bin(s) is/are not presented by this time the collection crew will not return until the next scheduled collection day.
9. Garden waste will be collected fortnightly all year round with the exception of two weeks over the Christmas and New Year Period.
10. The council will make every effort to maintain collections during adverse weather conditions. However, the council reserves the right to suspend or delay collections without refund in exceptional circumstances.
11. You shall be responsible for maintaining the cleanliness of the garden waste bin(s).
12. The council will regularly check the register for Housing and Council Tax Benefits to ensure any relevant concession still applies to you.
13. Should false information be provided, the council has the right to suspend collections with immediate effect until resolved.
14. The council reserves the right to change your collection day subject to providing you with written notification.
15. The council reserves the right not to provide a service if your property is unsuitable for wheeled garden waste bin collections.

16. If the garden waste bin(s) is/are contaminated with other household waste, the garden waste bin(s) will be rejected for collection and tagged. You will need to remove the unacceptable material before your next scheduled collection day.
17. This agreement continues to be in force for the full 12 months and if cancelled by you at any stage within this period no refund will be issued. The security of the garden waste bin(s) remains your responsibility and if you move within the City it is your responsibility to move the garden waste bin to your new property and notify the council of the change of address. If you move outside of the City you must notify the council who will arrange to collect the garden waste bin(s).

Charges

1. The service runs from the 1st of the month in which you receive your first chargeable collection. For payments received after the 15th day of the month, collections will not commence until the first scheduled collection of the following month. All subsequent collections will be undertaken fortnightly in accordance with the published schedule for your area.
2. The collection service year will run for 12 months and your renewal date will be 12 months from your first scheduled collection date.
3. Charges are set annually from the 1 April each year and you will be notified of any price increase at least 14 days prior to payment being due.
4. Any outstanding charges or invoices due to the council may be collected as a debt, and will result in the service being withdrawn
5. Properties currently not in receipt of the service will be advised of delivery time period for your garden waste bin(s), once payment has been received.
6. The council will also separately post to you a sticker or stickers for you to fix on the lid of your garden waste bin(s) at all times.

Fair Processing Notice

How we will use your information:

The information that you provide will be processed in accordance with the provisions of the Data Protection Act 1998 and relevant legislation. The council has a duty to protect the public funds it administers, and may use information held about you for the prevention and detection of fraud and other lawful purposes. The Council will also use the information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share this information with other bodies responsible for detecting / preventing fraud or auditing / administering public funds. We will not disclose your personal information to third parties for marketing purposes.

The Council may be required to pass on the information you have provided to other bodies for administrative purposes and as required by law. The information will only be used for specific purposes allowed by law. Gloucester City Council is a 'data controller' for the purposes of the Data Protection Act 1998.

For further information about the waste and recycling services call 01452 396396, go to - www.gloucester.gov.uk or email heretohelp@gloucester.gov.uk