

Frequently Asked Questions **Regarding the Garden Waste Service**

For what period will I receive a service if I sign up now?

If you sign up now you will receive a fortnightly collection service until 31/01/2021. You would then receive a renewal notice covering you for the period (season) 01/02/2021 – 31/01/2022. There is a 2 week period over Christmas where the service is suspended.

If I sign up part-way through a season, will I pay a reduced charge?

No, the normal annual charge is payable whenever you sign up.

If I've ordered a bin, how long will it take to arrive?

Your bin will be delivered within 10 working days from the date you sign up.

When will I get my sticker(s) to put on the bin?

Your sticker will be sent to you within 5 days of your sign-up.

What if my bin hasn't arrived within 10 working days?

Please email your details to heretohelp@gloucester.gov.uk

If my bin is damaged what should I do?

Please email heretohelp@gloucester.gov.uk to order a replacement. please include your name, address (including postcode) and contact details.

How do I arrange to pay by direct debit?

Please ring (01452) 396396 (option 3) and the team will be able to set this up with you over the phone.

Can I pay by instalments?

No, the charge is payable by a single payment.

If I fail to pay on time what will happen?

We will assume you do not want the service so it will be cancelled. If you want the service again in the future it will be necessary to sign up online.

I already have a service but want an extra bin(s)

If you want a further bin(s) please sign up for another service online at www.gloucester.gov.uk.

What do I do if my bin hasn't been collected?

Please report this to heretohelp@gloucester.gov.uk after 4pm of the date of the missed collection and within 2 working days (please report before 4pm on the 2nd working day).

Is the online sign-up process the only one available?

Yes. If you are unable to sign up yourself, please ask a relative or friend to assist you.

If I cancel the service part-way through a season will I get a refund?

No refunds are payable in this situation in accordance with the terms & conditions.

If I move within Gloucester City, what should I do?

Please take your bin and sticker to your new address and also email us with details at garden.waste@gloucester.gov.uk.