

GARDEN WASTE SERVICE APPLICATION FORM

Please complete the details below & email a copy to: garden.waste@gloucester.gov.uk

NAME	
ADDRESS (for the collection service)	
POSTAL ADDRESS (if different to the above)	
TELEPHONE NUMBER	
EMAIL ADDRESS	
IF YOU ALREADY HAVE A SERVICE WITH US, PLEASE INDICATE YOUR CUSTOMER REFERENCE NUMBER (If known)	
HOW MANY BINS DO YOU NEED TO BE COLLECTED (solely in relation to this application)?	
HOW MANY BINS DO YOU NEED TO BE DELIVERED (solely in relation to this application)?	
HOUSING BENEFIT NUMBER (if entitled to a concession)	

I agree to abide by the terms & conditions of the Council's Garden Waste Service (copy enclosed). Please see overleaf for other useful information.

Printed name of applicant:

Signed by:

Dated:

IMPORTANT INFORMATION IN RELATION TO YOUR APPLICATION

Please note that this is a restricted application service that needs to be dealt with manually due to a major Cyber Incident. The Council will post further information online once the normal service has been restored.

What are the charges?

- The charge for the Service is £44 per bin (or £26 if you receive Housing Benefit or Council Tax Support).
- Please note that Council Tax discounts such as a Single Person Discount do not qualify for a reduction.

What does the Service involve?

- The Council is currently consulting on an amendment to the Garden Waste Service, which may mean the collection service subscription runs for 10 months from 1st February to 30th November, each subscription period. Historically, there is very little garden waste to collect in December and January. Therefore, to assist service delivery and contribute to carbon savings, we are considering not collecting during these months. In acknowledgement that this change to the service may happen, the Council will not be increasing the amount payable for garden waste collection, as previously advertised, but will maintain the 2021 charges.
- From the receipt of your payment, you must allow up to 14 days to start your service. This allows time for us to send your sticker(s) and bin(s).

How can I pay?

- The Council is currently dealing with a major Cyber Incident, so we are not currently able to accept payments by direct debit or cheque.
- You can pay by debit or credit card online at www.gloucester.gov.uk or by ringing 0800 953 5588.
- Please ensure you quote your invoice number when paying (this will be emailed to you on receipt of your application).
- We should be able to set up a direct debit for the following year if you contact us later in the year.

How can I return my application?

- Due to the Cyber Incident, we can currently only accept applications by email. **Please complete the details on this form and email a copy to garden.waste@gloucester.gov.uk.** Please add GW APPLICATION to the subject of your email so that we can identify it easily and deal with it promptly.
- Once we have received your application, we will email you a payment reference number, to allow you to pay online or by card.
- Once we have received your payment, we will send you your sticker and order your bin (if one requested. NB. Some are left at the property, so not needed).

If you need further information:

Email: garden.waste@gloucester.gov.uk

Look online: www.gloucester.gov.uk