

Garden waste collection service

Terms and conditions

1. Collections will not take place over the Christmas and New Year period and we reserve the right to suspend collections in the event of severe weather conditions or events beyond the Council's control.
2. The Garden Waste scheme period is for 12 months, running from April to March each year. Eastbourne Borough Council will invoice you for your renewal payment and this must be received by the renewal date; reminders will not be sent. If you have provided an email address we will send your renewal invoice via this method. If your annual renewal payment has not cleared by the renewal date your collection will cease.
3. In the event that you cancel your subscription but you decide to re-apply within 12 months a re-delivery charge of £30 will also be applied.
4. Assisted collections are not automatically available. All properties requiring assistance will need to be assessed and approved before payment is taken and collections commence. If you think you will need an assisted collection please visit <http://www.lewes-eastbourne.gov.uk/bins-waste-and-recycling/assisted-collection/> to arrange an assessment.
5. No refunds will be given for early cancellations of your annual payment.
6. Garden waste bins can only be delivered to your premises and are not available for you to collect personally. You may receive a garden waste bin that has been used previously but it will be clean and ready for use.
7. The garden waste bin remains the property of Eastbourne Borough Council. The council reserves the right to charge for lost or damaged bins. The garden waste bins are your responsibility and should be kept safely and securely on your property at a location of your choice. Garden waste bins must not be stored on the highway. The householder is responsible for the safe use of the garden waste bin and Eastbourne Borough Council will accept no liability for injury due to improper use.
8. If you move property within the Borough you can transfer your garden waste bin to your new residence, but you will need to notify Eastbourne Borough Council of any change of address, please take the garden waste bin with you when you move.
9. The garden waste bin is not transferrable to a new resident.
10. When you need your garden waste bin to be emptied, it must be placed no more than one metre from the edge of your property next to the highway or at a collection point agreed by Eastbourne Borough Council by 7am on the day of collection. The garden waste bin must

be clearly visible and unobstructed. Eastbourne Borough Council reserves the right to change the usual collection day but will notify residents in advance. To find out what day your garden waste bin is due for collection visit www.lewes-eastbourne.gov.uk/bins-waste-and-recycling.

11. Eastbourne Borough Council will only collect loose organic waste in the garden waste bins such as grass cuttings, wood chippings, hedge trimmings, small branches not exceeding 10cms (4 inches) in diameter, cut flowers, fallen leaves, plant cuttings, plant and weeds.
12. Garden waste bins containing any other material including soil / earth, kitchen waste of any sort, paper, card, shredded paper, clothing, bagged materials or any inorganic materials such as plastics will not be collected. Waste from meat eating pets such as cats or dogs will not be accepted and classed as contamination. Checks are made and repeated misuse may result in the removal of your garden waste bin with no refund.
13. All organic materials need to be in the bin with the lid closed; an overfilled bin will not be collected. Any waste left at the side of or next to the bin will not be collected. Please ensure that all waste placed in the garden waste bin is left loose and not in bags of any kind.
14. If we miss your bin on your collection day, you must contact us by close of business the following working day to arrange collection. You can do this through via our website <https://www.lewes-eastbourne.gov.uk/bins-waste-and-recycling/report-a-missed-bin-collection/>
15. Annual renewals - we will notify you no less than one calendar month before your renewal payment is due. Payment will need to be made before the 31st March each year to ensure service continuity.
16. Eastbourne Borough Council reserves the right to amend the terms and conditions of the scheme at any time without reference to householders.