

1. Lewes District Council ("the Council") Garden Waste Scheme is a subscription based collection service for the removal and disposal of domestic garden waste. The subscription and collection period is for 12 months for example, running from April to March each year with collections being made once a fortnight.
2. The Council will only collect loose organic waste in these bins such as grass cuttings, wood chippings, hedge trimmings, small branches not exceeding 10cm (4 inches) in diameter, cut flowers, fallen leaves, plant cuttings, plants and weeds.

Applicant's obligations

3. Application for the collection of garden waste must be made through the Council's Customer Service Team or online services.
4. If you move property you may be able to transfer your bin to your new residence, if it is still within our district, and not on a narrow access collection round. You will need to notify the Council of any change of address, please take the garden bin with you when you move.
5. The garden waste subscription is not transferrable to a new resident.

Equipment

6. The garden waste bin remains the property of the Council and reserves the right to charge for lost or damaged bins. The bin is 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 bin and the Council will accept no liability for injury due to improper use. You may receive a garden waste bin that has been used previously but it will be clean and ready for use.

Payment

7. The service currently costs £70 for the first bin and £35 for each additional bin. You can have a maximum of 6 garden waste bins at each property. Payment can be made by debit or credit card online or over the phone.
8. Additional bins not ordered at the same time as your first bin will still be charged at the full rate of £35 per bin. You will receive less than 12 months service for these additional bins as the service runs until 31st March each year.
9. The Council will invoice you for your renewal payment and this must be received by the renewal date; reminders will not be sent out. If you have provided an email address we may send your renewal invoice via this method. Postal reminders may only be sent out if we emailed your invoice. If your annual payment has not been received and cleared by the renewal date, your service will end.
10. Direct Debit Renewals - your renewal payment will continue to be taken, usually the 1st of the month. You must notify us if you cancel your direct debit. If you fail to make the renewal payment (see condition 9) your collection will cease and the bin will be removed. We require a minimum of 10 days to amend or cancel a Direct Debit. Please read the direct debit guarantee.

Termination

11. In the event that you cancel your subscription early or your service has lapsed but you decide to re-apply within 12 months, a re-delivery charge of £30 may be applied.
12. If you cancel the service within 12 weeks of signing up there will be a £10 administration fee.
13. No refunds will be given for early cancellations of your annual payment.

Further Information

14. 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 the Council by 6am on the day of collection. The garden waste bin must be clearly visible and unobstructed and not up any steps. The 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 our website www.lewes-eastbourne.gov.uk, where you can download a copy of your collection calendar.
15. 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.
16. 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.
17. 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.
18. If we miss your bin on your collection day, you must contact us by close of business the following working day so if the Council is at fault we can arrange collection within 2 working days of the bin being missed. You can do this via our website <https://www.lewes-eastbourne.gov.uk/bins-waste-and-recycling/report-a-missed-bin-collection/>.
19. 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.
20. The Council reserves the right to amend the terms and conditions of the scheme at any time without reference to householders.