IMPORTANT CHANGES TO YOUR GARDEN WASTE COLLECTION SERVICE

www.lancaster.gov.uk/garden-waste
In January 2017 the collection of garden waste from households in the Lancaster district became a subscription-only service.

The charge is being introduced to plug a budget black hole that will see the costs of collecting household waste rise from £2.85 million to £4.14 million over the next few years.

This is as a result of losing funding from Lancashire County Council towards the recycling service, along with ongoing reductions in funding from central government.

The service costs £37.50 per bin for a subscription until the end of March 2018.

Sign up Now!
It's easy to sign up just go online to www.lancaster.gov.uk/garden-waste and register your details. You can pay with a credit or debit card. If you are unable to register online contact Customer Services.

Once payment has been made a sticker for your bin(s) and supporting information will be sent to you to confirm you have opted-in.
Key Facts...

Subscriptions cost £37.50 for a service until the end of March 2018.

The charge is per bin. You may share with a neighbour, which would halve the costs.

Collections will continue on a fortnightly basis and your collection day will remain unchanged. (There will be no garden waste collections in December).

Only garden waste will be collected, no food waste (this should be put into the grey bin).

Subscriptions are not transferable and are per bin per property.

The charge is discretionary - if you do not want to opt-in, you can take up alternatives such as home composting (see special offer on compost bins on the back of this leaflet) or visit one of the household waste recycling centres.
What can and can’t go into the green bin...

**YES PLEASE!**
- Leaves
- Weeds
- Grass cuttings
- Garden prunings
- Twigs and small branches
- Windfall fruit
- Straw and sawdust from domestic pets
- Cut flowers

Garden waste is composted to produce a compost that is certified for use as a commercial and domestic product.

**NO THANK YOU!**
- Food waste
- Packaging of any sort
- Plastic
- Turf
- Stones and rubble
- Horse manure
- Dog and cat waste
- Soil (including from around roots)
1. When did the change happen?
The garden waste service became chargeable from January 2017.

2. When do I need to register by?
You can register at any point throughout the year.
Subscriptions last until March 2018.

3. How do I register/pay?
Register and pay online at:
www.lancaster.gov.uk/garden-waste

4. I already pay council tax why charge?
Council tax does not cover all of our costs, the additional funding provided by central government is rapidly decreasing and so to protect and maintain this service a charge has had to be introduced.

5. Can I have more than 1 bin?
Yes, you can pay for as many bins as you need. The charge of £37.50 is for each green bin.

6. Can I share a bin with my neighbour?
Yes, but one household will need to take responsibility to register and pay for the service.

7. Are there any concessions?
No.
8. Can I get a refund?
Only within 14 days of receiving your terms and conditions. Following this period no refunds will be issued.

9. I don’t want the service?
This is an opt-in service you only pay if you wish to use the service.

10. I want my green bin removed?
We will collect unwanted bins later in 2017. You may decide to opt-in to the service at a later date. If we removed the containers straight away and you changed your mind you would have to pay a delivery charge to have a bin returned. You may also find another use for the bin.

11. I currently use bio bags, can I use the scheme?
You will need to order a green wheeled bin to participate in the scheme. Bio bags will no longer be issued or collected.

12. If I register half way through the year do I get a discount?
No. There was an ‘early bird’ discount but the offer period has now passed.

13. What happens if I move house?
The subscription stays with the property. If you move to another property within the district and there is no subscription you will have to pay again.

14. Where else can I dispose of my garden waste?
The household waste recycling centres at Salt Ayre – Lancaster and Keer Bridge – Carnforth will accept garden waste. Or you could compost it at home. The council advises against burning garden waste on a domestic bonfire.
15. Will this chargeable service increase fly tipping?
We have consulted with other local authorities with similar services and they have not experienced an increase in fly tipping. Any incidents of fly tipping will be investigated and enforcement action taken.

16. I don’t have much garden waste, can I dispose of it in my grey bin?
We would advise you not to. Disposing of garden waste in your grey bin can release methane, a potent greenhouse gas when it is sent to landfill. Composting at home or using the household waste recycling centres is better for the environment.

17. Why not put up council tax?
Not everyone uses the garden waste service so residents who don’t use the service would be subsidising the residents who do use it.

18. I have a small green bin is this cheaper?
No, the cost is £37.50 per bin regardless of size.

19. Will you take extra garden waste at the side of my bin?
No, only garden waste contained in your green bin will be collected.

20. How will the collection crew know to collect my bin?
Once you have paid for the service you will receive a sticker to place on your bin. The collection crew will also have a list of subscribed properties.
COMPOST BIN SPECIAL OFFER

FROM ONLY £17.98
RRP £39.00
BUY ONE GET ONE HALF PRICE*

Order NOW online at www.getcomposting.com

Quoting reference LAN02L

*Buy one get one half price offer applies to two of the same sized Compost Converters.

Lancashire County Council

Household Waste Recycling Centres:
- Salt Ayre, Ovangle Road, Lancaster
- Keer Bridge, Scotland Road, Carnforth

Open 362 days a year
Household use only, no business waste. A wide variety of materials accepted including garden waste.