

KEY FACTS-

NOTE- this will be issued to residents

From November 2016 residents will be able to opt-in to an annual subscription charge for the collection of Green Garden Waste. The existing service will end in December 2016 (householders should check their collection calendar for details of the last collection date) and the new subscription service will begin with the first scheduled collection taking place week commencing Monday 16 January 2017 .

A subscription until 31 March 2018 to the garden waste collection service is £37.50. As a one off, residents who sign up before 31 March 2017 will benefit from a discounted rate of £30 for up to 15 months.

From 01 April 2018 subscriptions will be for a 12 month period eg up to 31 March 2019.

Key Facts and proposals

1	The Controlled Waste Regulations 2012 allows the council to make a charge for the collection of garden waste. The council is bringing this charge in because the government has reduced the amount of money it provides to us to run many of our services. If we continued to provide the service without charge we would have to make savings elsewhere, which would impact a far greater number of people.
2	The first subscription (£30 if paid for before 31 March 2017 and £37.50 from 1 April) covers the period beginning 16 January 2017 to 31 March 2018. This first year's subscription is for up to a 15 month period. Future annual subscriptions will be for 12 months (April – March). A subscription is required for each bin at a property and there are no concessions. You can sign up for your subscription by credit or debit card at www.lancaster.gov.uk/gardenwaste . Please contact us if you do not have access to a computer.
3	If you decide to opt in between 01 April 2017 and 31 March 2018 you will not be eligible for the discount and will therefore be subject to the annual charge of £37.50 per bin.
4	For those who take full advantage of the discount, the collection charge equates to £1.04 per bin with a maximum of 29 collections, compared to £1.70 per collection, per bin, for those subscribing from 01 April 2017 who would receive a maximum of 22 collections. We reserve the right to reduce/withdraw collections for events out of our control, such as severe weather conditions.
5	Green garden collections will be suspended throughout December and resume mid-January as very little garden waste is disposed of in this period.
6	Properties registered by <i>01 January 2017</i> will not miss a collection

7	You can subscribe from 01 November 2016 and opt-in at any time during the year, but may miss collections if you decide not to opt in by 01 January 2017. The annual charge of £37.50 (£30 in discounted period) will remain the same.
8	Collections will remain fortnightly and will continue to be shown on the collection calendar.
9	Only green garden waste will be collected, no food waste (this should be put into the grey bin).
10	Sharing a bin with a neighbour is an option for those who have small gardens but one person must take responsibility for the bin, including the subscription.
11	So we know who has opted-in we will issue a sticker to put on the bin. The sticker will be replaced following renewal of the annual subscription. Collection crews will also have a list of those properties that have subscribed.
12	Subscriptions are not transferable and are per bin per property. The green bin must be left at the property for which the subscription has been made. If a resident moves to a different address within Lancaster and the property is already subscribed they don't need to do anything. If they want to join the service at the new address they have to pay a new subscription.
12	Other than compliance with the Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013 where consumer have 14 days from acknowledgement of the Terms and Conditions to request cancellation of the service, there are no refunds or part refunds for the cancellation of the service part way through the year. Neither are there refunds for any collections that may have been missed.
13	For properties that have subscribed. Missed collections should be reported to Customer Services at least 24 hours after the collection should have taken place. If it is our fault we will return to empty the bin within 3 working days. If it is as a result of the occupant not presenting the bin by 7am on the collection day, to the correct collection point or it is contaminated, or too heavy, then we will not return. We will not collect any bin that is not subscribed to the service.
14	The current terms and conditions will remain in place the service will continue to be a kerbside collection and bins need to be left out for collection by 7am on the correct collection day. If you do not leave your bin out for collection on time, you will have to wait until your next scheduled collection day.
15	This is an opt-in scheme – you do not have to take part or pay the subscription if you do not wish the city council to collect your garden waste
16	Alternative options to dispose of your green waste include home composting or taking it yourself to the Household Waste Recycling Centres at Salt Ayre or Keer Bridge.
17	The subscription is for the collection of your green garden waste, not provision of a bin. If you decide not to opt in then unwanted green gardens bins will be removed from a property approximately six months after the service has begun. This is because residents may wish to join at a later date. If you do not have a green bin, or it is lost or stolen, then our standard policy applies in relation to providing you with a new one.

18	Residents can have subscriptions for as many green bins as is required at a property, however, there is no discount for multiple subscriptions. A delivery charge will be levied if additional bins are ordered. If bins are lost or stolen a delivery charge will be levied for a replacement.
----	---