Green Waste terms and conditions

1. You have agreed to pay South Kesteven District Council to collect garden waste that has been placed in a green wheeled bin. The period of collection runs each year from 1 April to 31 March. If you decide to purchase the service part way through the year, then the cost will still be the same for the collection of one bin and for any additional bins, with payment being due again the following April.

2. If you move out of the district or stop using the service for any reason, we will not give a refund. If you wish us to remove your green bin(s) email customerservices@southkesteven.gov.uk

3. If you move to another address in South Kesteven, you can take your green bin(s) with you. However to ensure that your collections continue you must contact us to transfer the service to your new address.

4. We empty green bins every other week except between December and February where collections are made monthly or when other factors stop us, such as very bad weather. If we miss your bin(s), we will do our best to collect it as soon as possible. We will not give a refund for missing a bin(s) or being unable to collect a bin(s).

5. Your green bin(s) must be only used for garden waste from your property.

6. You will need to attach the sticker we send you to the back of your bin(s) below the main handles. We will not empty any bin(s) that does not display a sticker. Please see the illustration below.

7. If your bin becomes damaged via the collection process we will repair or replace it, free of charge, as soon as is reasonably practical. If the bin is damaged through neglect or misuse, the cost of repair or replacement will be chargeable to you. If your bin is damaged, email customerservices@southkesteven.gov.uk

8. Payment is required every year in advance. You will be notified of the charge/ payment date. If payment is not made, we will withdraw your service.

If you want to know more about the garden waste service, for example, if you are new to the area or would like to have a look at our FAQs then visit www.southkesteven.gov.uk/greenbin which will give you information about collection times and days, where to leave the bin(s) and what to put in it etc.

SOUTH KESTEVEN DISTRICT COUNCIL