

If the council fails to empty the bin can I have a refund?

No, if the bin has not been emptied this may be because it contains the wrong items, was presented after 7:30am or was too heavy to be safely handled by the collection crew. In the unlikely event that the bin has been missed please notify us within one working day and where possible we will aim to return within 48 hours

I do not have a green bin but want to subscribe to the service. What do I need to do?

At the moment only households that currently receive an alternate weekly collection of grey and green bins are able to subscribe to the service. If the green bin is missing from your property and you wish to subscribe to the service please contact us to order a replacement container and make payment

What if I don't want to pay for this service?

The green waste service is optional. If you choose not to subscribe to the service the council will not collect your green waste

I do not wish to subscribe to the service, how do I dispose of my garden waste?

You may wish to consider home composting. Home composters are available to purchase via Lancashire County Council, please visit www.getcomposting.com for further details. Alternatively garden waste can be taken to the Household Waste Recycling Centre (Saltcotes Road, Lytham)

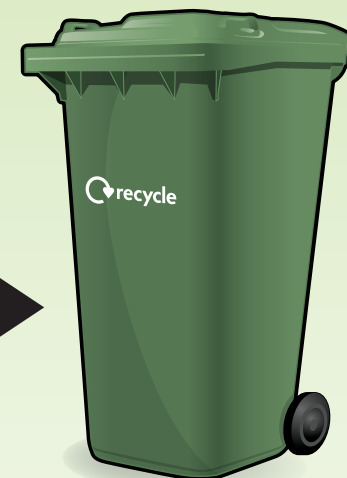
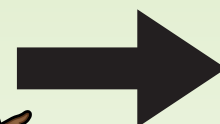
I have chosen not to subscribe and want the green bin removing from my property. What should I do?

Experience from other Councils suggests that residents may wish to subscribe to the service at a later date. If you choose to join the scheme after the bin has been removed this would incur a further charge to replace the green bin as well as the subscription cost. You may wish to consider an alternative use for the green bin

If I choose to place my green waste in the grey bin will additional bags be collected?

No. The Council operates a strict no side waste policy and the bin must be presented for collection with the lid closed. Applications for an additional grey bin will not be considered for the disposal of garden waste

What can I put in the green bin?



YES Please

- ✓ Grass cuttings, hedge trimmings and garden waste
- ✓ Leaves, flowers, plants and weeds
- ✓ Real Christmas trees (chopped up)

NO Thanks

- ✗ Plastic carrier bags
- ✗ Other plastic including plant pots and compost bags
- ✗ Liquids/oils
- ✗ Rubble or soil
- ✗ General waste including food waste

Did you know?

- Garden waste collected in the green bins is taken to a facility where it is transformed into compost
- The garden waste collected from households in Fylde is used to produce a high quality compost which is certified for use as a commercial and domestic product
- By recycling garden waste a natural resource is being diverted from landfill
- Real Christmas trees are collected at key locations and utilised as part of the sand dune restoration programme

For further information, to request this leaflet in larger font or to subscribe to the green waste service please visit www.fylde.gov.uk/greenwaste

IMPORTANT CHANGES TO YOUR GREEN WASTE COLLECTION SERVICE FROM 1 JUNE 2017



To subscribe to the collection service please visit www.fylde.gov.uk/greenwaste and follow the simple steps to pay online

 **recycle for Fylde**



www.fylde.gov.uk/greenwaste

Green Waste Collection Service

Since 2004, Fylde Council has provided a green waste collection service that has been funded through an agreement with Lancashire County Council.

Lancashire County Council has made the decision to no longer fund recycling services in district councils, Fylde Council has taken the difficult decision to introduce a charge for this service as permitted by the Controlled Waste Regulations 2012. With effect from 1 June 2017 the cost to subscribe to the green waste collection service in the first year (1 June 2017 to 31 March 2018) will be £25 per bin, emptied every fortnight.

In order to avoid any disruption to your green waste collections from 1 June 2017, you must subscribe by 12 May 2017. Subscribing after this date may result in disruption to the green bin collections.

Important information

- The green waste subscription service is effective from 1 June 2017
- In the first year the cost to subscribe to the green waste collection service is £25 per bin
- Based on 21 collections during the first year this charge equates to £1.19 per collection (no collections during Christmas and New Year)
- In order to avoid any disruption to the collection service you must subscribe by 12 May 2017
- If you choose to subscribe to the service at any other time throughout the year the charge will remain the same
- Collections will continue on a fortnightly basis
- If you choose to opt out of the service garden waste can be composted at home or taken to the Household Waste Recycling Centre (Saltcotes Road, Lytham)
- If you only produce small amounts of garden waste you may wish to consider sharing a green bin with a neighbour as this would halve the cost
- Once you have subscribed, you will receive an email containing a unique reference and link to your account for future use

Frequently asked questions

When will the service change?

The green waste subscription service will commence from 1 June 2017

When is the deadline to subscribe?

To avoid any disruption to your green waste collections you must subscribe by 12 May 2017. Registering after this date may result in missed collections

How much does the new service cost?

The cost to subscribe to the service is £25 per bin in the first year and is payable in advance

How do I pay?

To pay for the service please set up a direct debit or make payment online using a debit/credit card at www.fylde.gov.uk/greenwaste
No cash or cheque payments will be accepted

Why are you charging for this service?

Lancashire County Council has made the decision to no longer fund recycling services in district councils, Fylde Council has taken the difficult decision to introduce a charge for this service as permitted by the Controlled Waste Regulations 2012

I only have a small garden, can I share my bin with a neighbour?

Yes, but one of you must take responsibility to subscribe and pay for this service

I use a gardening company, what should I do?

As the gardening company is classified as a business they must make provision to take the garden waste away and dispose of it commercially (please remember to confirm they are registered as a waste carrier to ensure correct disposal)

Can I put food waste in the green bin?

No. We can no longer accept food waste in the green bins. Food waste should be home composted or placed in the grey bins

How often will the green bin be emptied?

Green waste collections will continue on a fortnightly basis except over the Christmas period

If I subscribe to the service half way through the year will I be eligible for discount?

No, the charge is £25 per bin in the first year, regardless of when you choose to subscribe

How much will the service cost in future?

The cost to subscribe to the service in the second year will be £30 per bin, for the period 1 April 2018 to 31 March 2019

I do not use my bin during winter, can I pay a reduced subscription fee?

The charge is for an annual subscription, we do not offer any concessions

How will the collection crew know that I have subscribed to the service?

Once you have subscribed to the service your property will be registered on software used in the collection vehicle

What happens if I move house?

Please leave your green bin at the property for which you have subscribed, you must not take the bin with you. If you move to another property within the borough where a subscription has already been made you do not need to do anything. If you want to join the service at your new address you will need to subscribe

I wish to cancel my subscription, can I have a refund?

In line with Consumer Contracts (information, cancellation & additional charges) Regulations 2013 you have 14 days from the acknowledgement of the terms and conditions to request a cancellation. We are unable to offer partial or full refunds at any other time throughout the year