

Garden Waste Service Frequently Asked Questions

Q. How can I sign up for the service?

A. You can pay online using a debit or credit card by completing the [garden waste payment form](#) or by calling the customer service line on 0116 454 1002. At the time of registration you will also be asked if you would like to register for direct debit which is an easy and convenient way to pay your annual subscription.

Q. When will my bin be delivered?

A. Your bin will be delivered within 10 working days of payment. A welcome pack with a collection calendar showing you when your bin will be emptied and what you can put in your bin will be delivered at the same time as the bin.

Q. When will the green bins be emptied?

A. The green bins will be emptied fortnightly on Mondays during March – October (inclusive).

- If your refuse is collected on a Tuesday or a Wednesday, your garden waste is collected on the 'Monday A Week' rounds.
- If your refuse is collected on a Thursday or a Friday, your garden waste is collected on the 'Monday B Week' rounds.

*Current Garden Waste Customers will receive a new calendar in the post before the service resumes in March.

Q. What will happen to the collections during bank holidays?

A. Collections will take place as normal on bank holidays.

Q. What items can I put into the green bin?

A. Garden waste items such as leaves, twigs, grass cuttings and dead flowers can be placed in the bin. All accepted items are listed on the [garden waste service page](#).

Q. Can food waste such as potato peelings go into the green bins?

A. No, the green bins are only for garden waste such as leaves, twigs, grass cuttings and dead flowers. The composting facility where the contents of the green bins will be taken can only process garden waste. All accepted items are listed on the garden waste service page. If you would like to recycle your fruit and vegetable peelings, you can purchase a reduced price home compost bin by visiting our composting page. Alternatively you can recycle your food waste by placing it in your black bin – the food waste will be extracted using the Ball Mill and sent for composting.

Q. Can I put my garden waste into bags before putting it into my green bin to keep my bin clean?

A. No, all material must be put loose into the bin. The facility the garden waste is sent to cannot process any plastic bags or compostable/biodegradable bags.

Q. I produce a lot of garden waste, can I have more than 1 green bin?

A. Yes, you can register for multiple bins. At the point of registration, you will be asked how many bins you require or you can also obtain additional bins later in the year. The subscription cost for additional bins will be £20 per bin per year, however, you will need to renew these bin(s) on the renewal date of your original subscription. Additional bins will need to be renewed at £20 per bin per year.

Q. Can I put extra garden waste at the side of the green bin if it is full?

A. No, only material contained within the bin will be taken. If you are producing a lot of garden waste you can purchase additional bin subscriptions.

Q. Will I be able to purchase the compost that is produced?

A. At this stage the compost will not be available for residents to purchase as the contents of the green bins will be taken to an on-farm composting facility where the end compost will be utilised back on the farm. The composting facility is not allowed to sell the compost it creates; it has to be used on the farm.

Q. I don't produce enough garden waste to fill a green bin, are there any other ways I can dispose of my garden waste?

A. Yes, you can take your garden waste for free to the Household Waste Recycling Centres for composting. Alternatively, we offer discounted compost bins to help turn your garden waste into rich compost at home. The Council also operates a bulky waste collection service. Please visit the waste management web pages for more information on these services.

Q. I currently receive an assisted collection for my black bin, will I receive an assisted collection for the green bin?

A. Yes. If you already receive an assisted collection, this will automatically be arranged for your green bin.

Q. When will I need to renew my subscription?

A. You will need to renew your subscription every 12 months. The date of your first collection will become your yearly renewal date and you will be notified in writing, approximately 6 weeks prior to your renewal date, of what the renewal price will be and how to pay.

Q. What happens if I move house during my subscription year?

A. If you move to another property within the Leicester City area you can take your green bin with you and continue to use the service; please notify us of your change of address so that we can provide you with your new collection details. If you are moving to a property outside of the Leicester City area you will need to inform us of when you are moving so that we can arrange to collect the bin from your property.

Q. Do I own the green wheeled bin?

A. No. You are subscribing to the service. Please see the Terms and Conditions for further information.

Q. Can I get a refund if I decide I no longer want the green bin during the year's subscription?

A. You have 14 working days after receiving your terms and conditions which are delivered with your green bin in order to cancel your subscription for a full refund. If you wish to

cancel during this time you must send your name, address and reason for cancellation either via email to gardenwaste@leicester.gov.uk or in writing to Garden Waste Team, Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ. We cannot offer any full or part refunds for cancellation after this point.

Q. Why is there a charge for this service?

A. Councils are not obliged to provide a garden waste collection service and can therefore make a charge for collections. The Council has been successful in securing some government funding which has paid for the bins, but making an annual charge will help offset the cost of the collections. Also, not everybody has a garden and so charging for garden waste collections means only those that need the service are charged for it. Over 75 councils in England now charge for garden waste collections, including Melton Borough Council, Blaby District Council and Charnwood Borough Council.

Q. What happens if my bin hasn't been emptied?

A. You can report that your bin hasn't been emptied by calling 0116 454 1002. Remember that your bin should be presented by 7am on your scheduled green bin collection day.

Q. What should I do with my garden waste between November and February when collections aren't running?

A. You can take garden waste to your local Household Waste Recycling Centre for free at any time of the year or you could book a collection of garden waste through the Bulky Waste Service (charges may apply). Alternatively you can store your garden waste in your green bin until collections resume the following year.