Frequently Asked Questions

1. Can I put my garden waste into bags before I put it in my bin?
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.

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

3. My green bin has not been emptied even though I presented my bin by 7am on the day shown on my calendar, who do I tell?
Missed bins can be reported online at my.leicester.gov.uk. Our contractor Biffa will return and empty the bin later in the week as long as your green bin remains presented. We do not return to empty bins that were not presented by 7am.

4. When will I need to renew my subscription?
Your garden waste subscription will need renewing 12 months after you received your first collection. We will send you a letter approximately 4 weeks prior to your renewal date confirming what the charges will be and how to renew. If you have chosen to pay by direct debit your payment will be automatically debited on or just after your renewal date.

5. How do I arrange to pay by direct debit and pay the lower subscription charge?
Please visit leicester.gov.uk/gardenwaste. You will need your 8 digit Garden Waste account number shown on your invoice.

6. Can I take the Garden Waste Service to my new address if I move?
If you move to another property within Leicester City please take your green bin with you and continue to use the service. Please notify us of your change of address so that we can continue to empty the bin at your new property. If you are moving to a property outside of Leicester City please do not take your green bin with you - please inform us so that we can collect the bin from your old address. Please remember to inform us of any special collection arrangements at your new address.

For further information visit: leicester.gov.uk/gardenwaste
To report a missed bin visit: my.leicester.gov.uk
Using your green bin

Please use your green bin for the items shown below. Do not bag your garden waste, simply place it loose in the green bin.

Your bin will be emptied fortnightly on Mondays between March and November. Your collection dates are shown on the calendar opposite.

What can I put into my green bin?

- Yes Please
  - Leaves
  - Small twigs/branches
  - Hedge trimmings
  - Grass cuttings
  - Weeds
  - Garden and house plants
  - Flowers
  - Bark

- No Thanks
  - Food waste
  - Treated wood
  - Logs/large branches
  - Soil or turf
  - Plant pots or seed trays
  - Gravel or stones
  - Plastic bags
  - Compostable/biodegradable bags

Your 2019 Collection Calendar

Your green bin will be emptied fortnightly on Mondays.

Collection dates for 2019 are shown below:

<table>
<thead>
<tr>
<th>Month</th>
<th>Green Bin Collection Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>11, 25</td>
</tr>
<tr>
<td>April</td>
<td>8, 22</td>
</tr>
<tr>
<td>May</td>
<td>6, 20</td>
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<tr>
<td>June</td>
<td>3, 17</td>
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<td>July</td>
<td>1, 15, 29</td>
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<tr>
<td>August</td>
<td>12, 26</td>
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<tr>
<td>September</td>
<td>9, 23</td>
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<tr>
<td>October</td>
<td>7, 21</td>
</tr>
<tr>
<td>November</td>
<td>4, 18</td>
</tr>
<tr>
<td>December</td>
<td>2</td>
</tr>
</tbody>
</table>

If your bin is not emptied when you expect it to be, please report it at: my.leicester.gov.uk