Important change to your garden waste service in our Borough

From 5 June 2017, there will be a charge for the collection of garden waste.

www.sthelens.gov.uk/gardenwaste
What is changing and why?

The Council’s garden waste collection service provides an easy and convenient way of disposing of your garden waste. The garden waste service currently covers 68,000 households across the borough. However, due to drastic government cuts, and like many other neighbouring local authorities, the council will now make a small charge for this extra service.

From **Monday 5th June 2017**, there will be a charge of £30 per year for each green bin if you sign-up online, or £35 if you sign-up by phone with a credit/debit card.

We will continue to make collections fortnightly. The service will be suspended during December, January and February and will recommence in March 2018.

To subscribe, please visit: www.sthelens.gov.uk/gardenwaste

Don’t forget, you can use your local library to sign-up online. Alternatively, call St.Helens Council Contact Centre on: 01744 676789.

It may take a little while to process your request, so please subscribe early to ensure your garden waste collections continue over the summer.

Why are you charging for these collections?

We have a reduced budget from central government and can no longer subsidise the cost of collecting green waste - Council Tax has been increased but it doesn’t cover the scale of government cuts to our Borough. Considerable financial challenges require savings to invest in priority areas, protecting those who are vulnerable and boosting the local economy.

Doesn’t my Council Tax already pay for garden waste collections?

No, this is an additional service provided by the council. There’s no legal requirement to provide a kerbside collection for garden waste. The income from charging for garden waste collections will make the service self-financing.

How will you know if I have paid for the service?

We will have an electronic record of which residents have subscribed. You will also be sent a permit sticker through the post; this should be applied to your bin as soon as possible to ensure it gets emptied.
Can residents share a bin?
Yes, you can share your bin with a neighbour if you wish. The bin will be charged to one resident and will be collected from that property only.

Can I have more than one bin and will additional bins be charged at the same rate?
Yes. You will be charged a £30 (if paid online) or £35 subscription for each bin per year.

What happens if I sign up part way through the year? Will I still have to pay the full amount?
You can sign up to receive the service at any point during the year. The annual charge runs from 5 June 2017 until 2 June 2018. If you sign up part way through the year you will be charged full price but you will only receive the service up until 2 June 2018.

What happens if I move house?
If you move house during the period of your subscription you can transfer this subscription to your new address in St.Helens. Refunds are not available if you move out of the St.Helens area or if you no longer require the service.

Can I get a refund if I decide to cancel my subscription?
You have the right to cancel your subscription and obtain a full refund within 14 days of the day of purchase. No refunds will be issued after 14 days.

Do I get a refund if the council fail to empty my green bin?
No. Genuine missed collections are rare. Your bin may not be emptied if it contains the wrong items or it's too heavy. A non-collection card will be left explaining why. All bins must be put out for collection by 6.30am on your collection day.

We might have to cancel collections due to circumstances beyond our control e.g. severe weather.

Will my collection day change for any green bins that I pay for?
Your collection day will stay the same to begin with, and you will be notified if there are any changes in the future.

Can I put my garden waste in my brown bin?
No. Garden waste should never be placed in your brown bin. Brown bins found to contain garden waste will not be emptied.

Will Council staff sign residents up to the service door-to-door?
No. The only way to subscribe to the service is online at: www.sthelens.gov.uk/gardenwaste or by calling: 01744 676789.

Do I need to renew my subscription every year?
Yes. You will need to renew your subscription every year.

This works out at **£1.50** per collection

*If purchased online*
If I don't subscribe to the service, what do I do with my green bin?
If you choose not to subscribe to the service, any green bin(s) you currently have will not be emptied from 5 June 2017. Unused green bins can be used for storage or as a water butt. If you would like your green bin removing, this can be arranged when the service is suspended during the winter period.

What can I put in my green bin?
We accept grass cuttings, hedge clippings, twigs and small branches, weeds, plants, flowers and leaves. We can’t accept cardboard, food waste, plastic and soil.

If I don't subscribe to the service, how can I dispose of any garden waste?
We encourage you to either home compost your garden waste or take it for free to one of the three household waste recycling centres across St.Helens (Town Centre, Rainhill and Newton-le-Willows). If you have a van, permits are available online from Merseyside Waste Recycling Authority.

If my property is currently not on a garden waste collection round, can I subscribe?
Yes. You will be charged a £30 (if paid online) or £35 subscription for each bin per year.

Will you still suspend the service over the winter period?
Yes. The garden waste collection will be suspended during December, January and February.

Where should I place my permit sticker?
Please put your permit sticker on the rear of your green bin, under the handle.

If you choose not to subscribe, your garden waste will no longer be collected from 5th June 2017.

www.sthelens.gov.uk/gardenwaste