

New garden waste service: Frequently asked questions

I don't have access to the internet, how can I subscribe to the service?

If you don't have access at home to any device that has the internet, you can use a computer at your local library or a self-service computer at Access Croydon, where staff are available should you need help.

If you are unable to register for the service online or visit in person, a friend, neighbour or family member can subscribe to the garden waste service on your behalf. If this is not possible, you can call our Contact Centre on 020 8726 6200 for help or advice.

If you have never been online and need help to get basic digital skills, such as setting up an email address so you can register for My Account, you can visit our Go ON Croydon Digital Zone in Access Croydon on Fridays, or visit any of the partner Go ON Croydon digital zones around the borough.

Find out more about digital zones at www.croydon.gov.uk/community/go-on-croydon/digital-zones-and-digital-champions

I don't want to set up an email account but I want to use the service, what do I do?

We understand that not everyone wants to go online and that some people can find it intimidating if they haven't used it before. You can get help to set up an email account and to register for the service in our Go ON Croydon Digital Zone. You can also get help to go online in the libraries and at Access Croydon. If you are unable to visit any of these in person, you can get support from staff over the phone who will try to assist you to complete registration online, or they will refer you on for additional help if necessary.

Is the charge for the bin or for the service?

The charge is for the annual subscription to the service. It is based on the size bin you choose to have for the service. The bin remains the property of the council. The charge is yearly, when it expires you will need to renew your subscription for the following year if you want to continue with the service. If you do not want to continue, when your subscription expires we will remove the garden waste bin.

What does the cost of the service cover?

The total cost covers:

- The delivery of the bin to your property
- The fortnightly collection of your garden waste
- Communications relating to the service
- Service administration costs

Why does collecting garden waste cost money?

Under the previous service we had to run eight garden waste collection vehicles to cover the whole borough, but not all households in Croydon were using the service. By introducing a charge for the service, only the residents that need to use the service will pay for it. It will also allow us to run fewer garden waste collection vehicles which will reduce costs, be more environmentally sustainable and continue to provide the service for the residents that want it.

How long does the service run for?

The service will run for 30 weeks between April and November. Garden waste collections will be on a fortnightly basis from Mondays to Fridays. This equates to fifteen collections per year. This year the service starts on 18 April 2016 and ends on 18 November 2016.

Why is the new service using bins?

Bins provide a more efficient, clean and safe way to collect waste than bags.

How do I subscribe to the new garden waste service?

Register for the new service online through My Account. Please read and accept the full terms and conditions before paying the annual subscription fee for the service by debit or credit card. There is a 1.65% surcharge for payments made by credit card. There is no surcharge for debit card payments.

I'm unable to pay for the service online, what do I do?

You can call the Contact Centre to make a credit or debit card payment over the telephone, or you can ask a friend, neighbour or family member to help you pay online.

I have a garden but I don't have landfill bin, can I still register for the service?

You need to have a landfill waste bin and enough space to safely store a garden waste bin at your home. You must also have enough space to present the bin at the kerbside on your collection day. If you are a resident with a shared or communal garden, please speak to your landlord or housing association about how to recycle your garden waste, or find out more about composting at home.

What do I do if I change my mind about the service?

There is a fourteen day cooling-off period to withdraw from the garden waste service from when you make your online payment. If you withdraw within this time a full refund will be issued. If you withdraw after the fourteen day period, you will not be refunded.

When do I receive the garden waste bin?

We will deliver a garden waste bin to you within 21 days of receiving your payment and processing your application. Your property will then be added to the collection schedule and collection crews will be informed to empty the garden waste bin on your scheduled day.

Please be aware that the initial delivery of the bins during the roll-out period of introducing the new service may take longer, due to the high volumes of bins that will be delivered. We therefore advise that you register and pay for the service as early as possible to ensure you receive the bin before the start date of the new service on 18 April 2016.

How do I find out my collection day?

You can view your collection day, and the weeks you should put out your garden waste bin, online in My Account from 1 April 2016. You will not be able to request a change to your collection day. Please be aware that your garden waste may not be collected on the same day as your refuse and recycling.

Do I own the garden waste bin?

No. The subscription fee you pay is for the service, the garden waste bin remains the property of the council.

Can I put out additional garden waste with my bin?

No. Any additional garden waste put next to or on top of the garden waste bin will not be collected. Please make sure that the lid of the garden waste bin is closed fully when you present it for collection.

Can I put windfall from fruit trees in the bin?

Yes, windfallen fruit does not contaminate garden waste and will be accepted in your garden waste bin. We are unable to accept any kitchen waste, such as fruit and vegetables, in your garden waste bin. Please recycle them as part of your household food waste service.

Can I line the bin to keep it clean or put bags inside it?

No. Bags or lining will contaminate your garden waste making it unfit for recycling and could also damage shredding equipment. Garden waste must be put loose directly inside the bin.

Can I put my garden waste out for collection in any other containers?

No. We will only collect garden waste in the approved wheeled bins that we have supplied for the service.

Can I share a garden waste bin with my neighbour?

Yes, you can share a bin with your neighbour. However payments cannot be split, therefore you must decide with your neighbour who will register for the service as we can only take the contact details and address for one property. You must present the bin for collection outside the address registered for the service or it will not be collected.

How do I renew my subscription for the service?

When your subscription is due to expire, we will send you a reminder through My Account and explain how to renew it. If you do not renew your subscription, your garden waste will not be collected after the expiry date and we will remove the garden waste bin.

When can I renew my subscription to the garden waste service?

You can renew your subscription to the garden waste service after 1 December each year, beginning on 1 December 2016. We will send you a reminder through My Account to explain how to renew your subscription.

What happens to my subscription service if I move house?

You are responsible for letting us know if you change address so we can amend your subscription to your new address if you move to an eligible address within Croydon. If you move outside of Croydon, or move to an address within the borough that is not eligible for the service, your subscription will need to be cancelled. Your subscription fee will not be refunded when you change your address.

Will I still receive an assisted collection?

Yes. If you currently receive an assisted collection for your landfill bin, you will also receive an assisted collection for the garden waste bin once you subscribe to the service.

How can I avoid a missed collection?

You must present your garden waste bin correctly at the edge of your property by 6am on your collection day. However, the garden waste bin may not be emptied if the contents are contaminated, overflowing, overweight or if your bin has been incorrectly presented. It may also not be emptied if it is damaged and emptying it would pose a health and safety risk. Please ensure you do not obstruct the pavement when presenting the bin for collection.

How do I report a missed garden waste collection?

You can report a missed garden waste collection through My Account. You must report it by the end of the next day.

I'm having problems making a payment online, what should I do?

If you are experiencing problems making payments through My Account, please report it using the link on the My Account page. If you have already reported the problem on My Account, you do not need to contact us again by telephone. There may be a temporary technical fault which we will fix within 24 hours.