

# Your Garden Waste Collection Service - Frequently Asked Questions

From 30 March 2020 anyone living in Inverclyde who wishes to recycle their garden waste in a council brown bin, must now buy a permit. Inverclyde Council's annual charge for collecting garden waste from the kerbside in 2020 is £30.00 per bin.

## Frequently Asked Questions

### How will the new garden waste service work?

The new service is really easy to use! If you would like to use the council's garden waste collection service you need to:

- Apply and pay for a permit online at [www.inverclyde.gov.uk](http://www.inverclyde.gov.uk)
- You will need one permit for each brown bin you use.
- Once your permit arrives in the post, please stick it carefully to the back of your brown bin.
- Then simply use your brown bin to recycle all your green garden waste.
- Your permit lasts for all the brown collections in the garden waste collection season, so you will need to reapply each year for a new permit, when you are ready to do so.

### How much does a permit cost?

One annual permit costs £30.00. You need one permit per brown bin.

### When can I apply for my brown bin permit?

We would encourage you to apply as early as possible each year so you do not miss out on the first collection.

You can apply at any point in the year, but the cost will remain £30.00 per permit, despite how many months of collection are left that year.

### How many permits and brown bins can I have?

You can have as many brown bins as you need, but you must apply for and pay £30.00 to receive a permit for each brown bin you use.

### How often will my brown bin be emptied?

You will continue to receive a fortnightly seasonal garden waste collection, as advertised. Please note collections terminate in November and recommence in March.

### I do not want participate in the new garden waste collection service. What happens next?

We would encourage everyone to continue using the garden waste collection service, wherever possible. If you do not want to continue using this service, then you do not need to apply for a permit.

If you have an existing brown bin and would like to recycle your garden waste yourself, you can continue to use your brown bin to store your garden waste then bring it along to one of our recycling centres at Pottery Street, Greenock or Kirn Drive, Gourock.

### What happens to my brown bin if I decide not to participate in the garden waste collection service?

Your brown bin has been allocated to your address and remains the property of Inverclyde Council therefore should not be removed.

### Is there any other way to apply and pay for the permit, other than online?

We recommend you apply and pay online at [www.inverclyde.gov.uk](http://www.inverclyde.gov.uk)

Should you have difficulty accessing the internet, or require assistance, please call the Garden Waste Helpline on 01475 714555.

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## Who can participate in this service?

Many households in Inverclyde already have access to brown bins and a garden waste collection service. These households will continue to have the right to access this new service.

However, for a variety of reasons, some households are not eligible for garden waste collections.

To check the waste and recycling collections available to your household, please visit the My Inverclyde page of our website [www.inverclyde.gov.uk/myinverclyde](http://www.inverclyde.gov.uk/myinverclyde) or call 01475 714555.

New build households can be added to the brown bin collection service - If you think you are not currently receiving a garden waste collection and would like to receive a brown bin, please call 01475 714555.

## How do I apply and pay for a permit?

You can apply and pay for your permit online at [www.inverclyde.gov.uk](http://www.inverclyde.gov.uk) using a debit or credit card. The annual charge per household for the collection of garden waste is £30.00 per bin. Should you have difficulty accessing the internet, or require assistance, please call the Garden Waste Helpline on 01475 714555. Permits are issued to the property and are not transferable.

## How will my collection crew know I have paid for garden waste to be collected?

Once payment has been received, your permit will be posted out and should be attached to the back of your brown bin below the handles. Each permit will detail the property address for which the permit was purchased. Collection crews will only empty garden waste from brown bins which display a valid garden waste permit.

## Are there any concessions or discounts?

No discounts or concessions are available for the garden waste permit. The £30.00 charge will apply regardless of when the permit is purchased.

## I paid for my permit online and have not received it

Once your payment has been processed, it can take up to 10 working days to print the personalised permit for your bin and post it to your home.

If it has been more than 14 days since you ordered your permit and you received the email confirmation but you have still not received the permit through the post, please telephone 01475 714555 to request a replacement permit.

## What happens if I have paid for a permit and my brown bin collection is missed?

Events such as severe weather, access difficulties, breakdowns or other conditions beyond the council's control may result in service disruption or missed collections. In such cases, please present your bin on the kerbside by 7am every day to allow collection at the earliest opportunity. If your bin is not collected within 5 days, please return the bin to the regular storage area and re-present on the next scheduled collection day for uplift, conditions permitting.

## Can I buy a permit at any point throughout the year?

Yes, permits can be purchased between January and November however, permits are only valid for the season in which they are purchased.

## Can I cancel a permit?

Permits can be cancelled within 14 days of purchase to receive a full refund, thereafter no refunds or part refunds will be given.

To exercise the right to cancel within the 14 day period, you must inform the Council of your decision to cancel the contract by using the online cancellation process before the cancellation period has expired.

If a permit has been issued before the cancellation notice request is received by the council, you will be liable for any reasonable costs incurred in returning the permit to the council. In this instance, a

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refund will be issued upon receipt of the intact and unused permit.

## Can I share a brown bin collection service with my neighbour?

If you want to share a brown bin with your neighbour(s), then you will require a garden waste permit. To share a brown bin, you would only be required to purchase one garden waste permit per bin, however you will have to come to a private agreement with your neighbour(s) regarding who will apply and make payment for the service. The address of the payee will be printed on the garden waste permit which will be attached to the brown bin.

## The council supplies me with garden waste sacks; do I still have to pay for a permit?

Yes, you will be required to purchase a permit and we will uplift 3 bags of garden waste every fortnight.

## Where do I put my permit if I use council supplied garden waste sacks?

Please stick your garden waste permit to one of your static 'tuff' bins and continue to present your garden waste sacks on the kerbside for collection.

## What will happen to bins that contain garden waste presented without a permit?

We will only empty brown bins which display a garden waste permit.

## How will I stop residents who have not paid for the service placing garden waste in my bin?

You are responsible for the waste and recycling that is contained within your bins and you will be required to make arrangements to remove any contamination identified. Please store your bin securely between collections.

## What happens if I present my brown bin containing the wrong material?

The council reserves the right not to empty bins that are suspected of containing incorrect materials; of excessive weight; in a dangerous condition; or which may be detrimental to the health and safety of staff. It shall be solely for the council to determine if any bin meets any of the above criteria.

Where recycling bins are contaminated, the council will attach a sticker to the bin which will identify that the bin has not been collected due to contamination. You are responsible for the waste and recycling that is contained within your bins and if required, you will need to make arrangements to remove any contamination identified. If all contamination is removed, the bin will be emptied on the next scheduled collection day.

On occasion bins may be overly heavy, contents tightly lodged or frozen meaning the lifting mechanism of our refuse collection vehicles cannot empty the bin. Should this be the case, you must ensure that the waste is freed or dislodged before re-presenting the bin on the next scheduled collection day.

## What can I recycle in my brown bin?

You can recycle garden waste such as grass cuttings, weeds, shrub cuttings, hedge trimmings, flowers, plants, leaves and twigs. Please note the lid on your brown bin should be closed.

## Can I put garden waste in my black bin?

We would urge residents to purchase a garden waste permit as putting garden waste in your brown bin allows this material to be recycled which is the most environmentally friendly solution and is far less costly to process than black bin waste which would go to landfill.

You may put garden waste in your black which will be collected as normal every two weeks. Please note that if you fill your black bin with garden waste we will not uplift any excess waste which is not contained in your black bin.

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## What can I do with my garden waste if I choose not to buy a permit?

- Garden waste can be disposed of free of charge at Pottery Street and Kirn Drive recycling centres.
- Grass can be cut and left as this will break down and fertilise the growing grass underneath.
- Leaves can be gathered to make leaf mulch for using on the garden next year.
- For information on home composting please follow this link:  
<https://www.recycleforscotland.com/reduce/home-composting>

If you pay a private contractor to undertake gardening work, you can request that they remove the garden waste.

Please note that fly-tipping is the illegal dumping of waste (including garden waste) and if found doing this you could be issued with a fixed penalty notice of up to £200, or even taken to court for fines of up to £40,000 or imprisonment.

## What can I do if my brown bin is damaged during uplift?

Please call 01475 714555 for advice. Damaged bins will be removed and replaced if your permit is attached to the bin. A replacement bin and sticker will be delivered free of charge.

## What can I do if my brown bin is lost?

Please call 01475 714555 for advice. A replacement bin will be delivered free of charge however you will have to pay for a replacement permit.

## What can I do if I have lost my permit?

Please call 01475 714555 for advice. Temporary permit stickers can be issued on occasion.