

North Norfolk District Council – Garden Waste Collection Service
Terms and Conditions – April 2016 – March 2017

1. Garden Waste will be collected once each fortnight on your allocated day. Details of collection day and start date will be sent upon registration and may take up to 4 weeks following your order. The day of collection may be affected by Bank Holidays and exceptional circumstances such as inclement weather. Prior notification of a change of collection day will be provided where circumstances permit.
2. Only garden waste bins issued by North Norfolk District Council, with collections payments up to date, will be emptied. Wheeled bins remain the property of North Norfolk District Council.
3. The cost of the service for 2016-2017 will be £44.20 (pro-rata for customers joining part way through the year). All customers will receive an annual payment request which must be paid within the timescale stated. The service may be suspended and bins reclaimed from any customers who fail to pay for the service by the due date.
4. North Norfolk District Council reserves the right to vary the charge for the service, usually on an annual basis in April.
5. All garden waste bins must be presented at the edge of your property for collection by 7.00am on the morning of collection.
6. If the bin is not presented when the crew arrive for collection, they will not return until your next collection is due. No refunds will be issued in these circumstances.
7. Any missed bins must be reported within 2 working days of the due collection date. North Norfolk District Council cannot return to empty any bins reported as missed outside of this timescale and no refunds will be issued in these circumstances.
8. An assisted collection service is available to residents who are physically incapable of moving the bin to the edge of their property. Please contact us if you wish to apply for this service.
9. Only garden waste and shredded paper may be placed in the bin. Garden waste does not include soil, turf or stone, kitchen waste or vegetable peelings, domestic waste or waste that should go in the recycling bin. No plastic bags of any kind may be put in the bin. Any such items will be treated as contamination.
10. Contaminated bins will not be emptied. The resident will be notified of the issue and the bin will not be collected until the next collection is due and the contamination is removed. It is the responsibility of the resident to sort the contents of the bin and remove contamination. No refunds will be issued in these circumstances.
11. All material must be placed loose in the bin and should not be compacted in any way.
12. Bins that are considered to be too heavy for safe handling and emptying will not be emptied. The resident will be notified of the issue and the bin will not be collected until the next collection is due and the weight of the bin is reduced. It is the responsibility of the resident to sort the contents of the bin and reduce weight. No refunds will be issued in these circumstances.
13. The bin lid must be closed for safety reasons. Bins that are overflowing will not be emptied and additional green waste placed around/beside the bin will not be cleared. No refunds will be issued in these circumstances.
14. North Norfolk District Council will not empty the bin if it is moved to another property without notification. Residents participating in the scheme may transfer the service to a new address within North Norfolk should they move property, provided Kier are notified of the change of address. Refunds are not available for cancellations part way through the year.
15. Residents wishing to share a bin must register the bin to one property, from which the collection will be made, and make one payment.
16. North Norfolk District Council will replace any bin that is damaged whilst being emptied, except where damage is a result of prohibited waste being placed in the container by the resident.
17. Any bins that become faulty through fair wear and tear will be repaired or replaced free of charge by North Norfolk District Council.
18. Residents will be responsible for the cost of replacing any bins that are damaged as a result of their actions.
19. North Norfolk District Council will replace the first bin reported as lost or stolen free of charge, but may make a charge for the replacement of a further lost or stolen bin.
20. North Norfolk District Council reserves the right to vary the service by giving customers advanced notice in writing.
21. In the event of exceptional circumstances, e.g. extreme/inclement weather, we reserve the right to vary service standards without notice. No refunds will be issued in these circumstances.
22. North Norfolk will not be liable for any loss or damage whatsoever suffered by a resident or third party in connection with the garden waste collection service or performance of the garden waste collection service by Kier.
23. Nothing herein contained is intended to affect, nor will it affect, a customer's statutory rights.

North Norfolk District Council and Kier Services are registered under the Data Protection Act 1998 for the purpose of processing personal data in the performance of its legitimate business. Both parties will use the information we hold about you to provide a Garden Waste collection service. Your data will be used for this specific purpose. The personal information you provide may also be shared between Council departments and other agencies where there is lawful authority to do so. We have a duty to handle your information responsibly and to respect your privacy. Please ask any member of staff for details of our Data Protection Policy or view it at www.northnorfolk.org