Garden Waste Collection Service
Bournemouth Terms and Conditions

A. BCP Council has taken over the operation of the chargeable collection service for garden waste (Services) for households in the areas previously under the administrative boundaries of Bournemouth Borough Council (Bournemouth), Borough of Poole (Poole) and Christchurch District Council (Christchurch) respectively.

B. BCP Council is in the process of rolling out a standard service across the BCP Council administrative area. Until then, the terms and conditions outlined below will apply to the Bournemouth area.

C. Please take some time to read these terms and conditions carefully as they contain important information about the services we’re providing you with. This includes how we may change the service, the agreement and the charges.

D. Our complaints procedure is also available at www.bcpcouncil.gov.uk.

Service
2. BCP Council reserves the right to change the Customers fortnightly scheduled collection day for operational reasons. BCP Council will notify the Customer of any changes in advance.
3. Customers in houses or flat blocks of four or less units may pay to receive one, two or three wheeled bins (‘bin’) to use for the Service. Customers in flat blocks of five or more will be allocated shared bins following a site visit and agreement from the managing agent or committee. Bins are provided for use by the Customer but remain the property of BCP Council.
4. After subscribing, the Customer will receive their collection calendar by post or by email.
5. Customer must register before the 8th January 2020 to receive collections from the start of the Service.
6. Registrations are open throughout the year. Customers registering before the 8th of each subsequent month will receive their first collection during the first two weeks of the following month; registration after the 8th of each subsequent month will receive their first collection the month after the next.
7. A Customer in a house or flat block of four or less may have a maximum of three 140 litre bins at their property. Each bin will be charged at the rate displayed on BCP Council’s website.
8. Bins should be presented for collection on the kerbside at the boundary of the property, adjacent to the public road (adopted highway), unless otherwise agreed with BCP Council.
9. Bins must be presented for collection by 5am on the day of collection. If bins are not presented by this time, BCP Council will not return to collect them until the next scheduled collection day.
10. After the bins have been emptied, they will be returned to the place from which they were collected. It is the Customer's responsibility to take their bin(s) back within the boundary of their property.
11. Where a bin(s) has been presented correctly but has been genuinely missed by the crew, the Customer should report it to BCP Council by using the Report it function for Missed Bins on BCP Council’s website. The Customer will be offered either:
   (a) two compostable liners for additional garden waste to be collected on the next scheduled collection; or
   (b) a return collection within two working days of the missed collection being reported.
12. If access to the bin(s) for the collection vehicle or crew is blocked, BCP Council will make every effort to return once access becomes available. In exceptional circumstances, if a collection vehicle is repeatedly restricted from accessing bins, customers may be asked to take their bin(s) to an agreed collection point.
13. In exceptional weather conditions, particularly snow and ice, the Service may be suspended temporarily for safety reasons until conditions improve enough to allow collections to be carried out safely. During cold spells, the contents of the bin(s) may freeze, preventing BCP Council from fully emptying the bin(s) without damaging them. It may not be possible to fully empty bin(s) until the next scheduled collection day when conditions have improved. Information about changes to services as a result of winter weather will be kept up to date on the website.
14. No refunds will be provided in the event that collections cannot be carried out for reasons beyond the control of BCP Council.
15. An assisted collection for the Service can be provided where a customer is physically unable to move their bin(s) and where there is no one else who can move them on their behalf. If this service is already in place for refuse and recycling bins, it will automatically be arranged for this Service.

16. The Service applies to domestic households only. If a garden waste service is required as a result of a commercial activity, the customer should contact BCP Council's Commercial Waste Team, to discuss arrangements.

Use of Bin(s)

17. Bin(s) provided for the Service remain the property of BCP Council at all times.

18. All garden waste must be put in the bin(s) loose. No bags or liners (including compostable liners) should be placed inside the bin(s).

19. Only bin(s) supplied by BCP Council will be emptied. No other bins, bags, boxes or loose waste will be collected.

20. Bins that are overflowing or too heavy for the crew or collection vehicle to handle will not be collected. Bins must be presented with closed lids. If waste is too compacted and will not come out of the bin when tipped, it will be left in the bin and it will be the Customer's responsibility to remove the waste before the next scheduled collection.

21. Where authorised compostable garden waste sacks are provided as an alternative to a missed collection, the Customer should present the sacks for collection with the tops folded or tied.

22. The following garden waste material can be placed loose in the bin(s): grass cuttings; hedge and shrub cuttings; plants and non-invasive weeds; small branches with a diameter of less than 15cm; bark; cut flowers and houseplants; leaves and twigs.

23. The following materials cannot be placed in the bin(s): any non-organic waste; plant pots; seed trays; branches with a diameter of more than 15cm; logs; tree stumps; invasive weeds (e.g. Japanese Knotweed, Ragwort); soil; bricks; rubble; waste resulting from commercial activity; liquids; paint; oil; plastics, such as compost bags; ashes; animal faeces; animal bedding.

24. Contaminated bins (containing incorrect material) will not be emptied. If incorrect materials are found in the bin(s), the Customer will be informed and it is their responsibility to remove the item(s) of contamination prior to the next collection.

25. If a bin is regularly contaminated and advice has been offered by BCP Council, BCP Council reserves the right to remove the bin(s) and cease the Service. No refunds will be provided if the Service is removed due to persistent contamination.

26. Customers are responsible for keeping the bin(s) safe and clean, and reporting any damaged, lost or stolen bin(s) by using the “Report It” function for Replacement Bins on BCP Council’s website. BCP Council reserves the right to make a charge to replace any bins damaged because of misuse by the Customer or general wear and tear. The Customer will be charged a replacement fee of £43 per bin.

27. BCP Council will replace bins that are damaged by Council operatives during the collection process, free of charge.

28. If a Customer genuinely believes that their bin(s) has been stolen, they must report it to BCP Council by using the “Report It” function for Replacement Bins on BCP Council’s website. BCP Council reserves the right to remove any bin(s) that are identified as unauthorised or have previously been reported as lost or stolen from another address.

29. Customers use the bin(s) at their own risk.

Charges

30. Customers who subscribe to the Service will be charged an annual fee as set out on www.bournemouth.gov.uk/gardenwaste. No discount is offered for Customers who register after the Service has begun. The cost of the Service will be reviewed and set each year by BCP Council.

31. The cost of the Service is non-refundable. However, customers have the right to cancel within 14 days of subscription and receive a full refund. Refunds will be issued within 28 working days of cancellation.

32. Customers can subscribe to the Service online www.bournemouth.gov.uk/gardenwaste or by calling 01202 451199 at any point during the year. Card payments for the Service will be taken at the point of subscription. Accepted methods of payment are by valid debit or credit card (excluding American Express). A third-party company will process debit and credit card payments. Online and telephone payments are processed via BCP Council's merchant bank, GlobalPay. Once payment has been received from a new customer, BCP
Council will deliver the bin(s) during the month preceding commencement of the Service and provide a collection calendar by post or email.

33. Customers moving within Bournemouth, should take the bin(s) to the new property. Addresses need to be updated using the online form so that the bin(s) continue to be collected at the new address. Residents moving to Poole, Christchurch or outside the area of Bournemouth should leave the bin(s) at the property. Residents moving to Poole can find more information about the garden waste service here and residents moving to Christchurch can find more information here. This will be in place until BCP Council provides a uniform garden waste collection service across the area.

Cancellation of the Service

34. If a Customer does not renew their Service, BCP Council will arrange for the bin(s) to be taken away.

35. If a Customer wishes to discontinue the Service or is moving to a property outside of Bournemouth, they must contact BCP Council to cancel the Service and arrange for the removal of the bin(s).

36. No refunds or part-refunds will be made when cancelling the Service.

Data Protection Statement

When you subscribe to the service, we collect information about you to allow us to provide the service and to allow us to contact you in relation to the renewal of your current subscription. Specifically, we collect your data to:

- allow you to pay for garden waste collections
- provide you with garden waste collections
- manage and administer your garden waste collections
- contact you about changes to the service
- contact you when your subscription is due for renewal
- improve the design and performance of the service
- investigate complaints
- manage the finances of the service
- recover money you may owe us

We collect information about you when you subscribe to this service; the information collected is:

- Name
- Property address
- Email address
- Telephone number

BCP Council has a duty to keep records up to date therefore we require customers to notify us of any changes to their personal details.

In performing this service, BCP Council may share your information with other organisations or departments, but only when it is satisfied that it is necessary to perform a public task, or to exercise its statutory duties to do so.

BCP Council may also share your personal information for the purposes of the prevention, investigation, detection, or prosecution of criminal offences, but will not share your personal information, or use it for this, or any other purpose, unless provided for by law.

More detailed information about BCP Council’s handling of your personal data can be found in its privacy policy, available online (http://www.bournemouth.gov.uk/Privacy/PrivacyStatement.aspx), or on request.