

Date: 19 November 2015

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The Resident

Croydon  
Surrey  
CR0 7

Dear Resident,

## **Register for the new garden waste service**

At the end of November 2015 our current free garden waste collection service will end. Unfortunately due to budget cuts from central government we can no longer afford to run the service as the council's budget has been cut by 41%, a total of £90 million, since 2010. The savings we will make by ending the free garden waste service will help us to maintain other key council services.

In an effort to provide a method of recycling for residents that produce garden waste, we are proposing to introduce a charged seasonal garden waste service from April 2016. In line with many other local authorities, introducing a charge will help us to offset the costs of running the service. We need residents with gardens to register to see if there is enough interest to go ahead with the proposed service.

Wheeled bins would be used for the proposed service which would run fortnightly from April to November each year. The cost for one 240 litre wheeled bin would be £60, or £105 for two 240 litre bins. The cost for a smaller 140 litre wheeled bin would be £55. There would be no option for two 140 litre bins.

**To register your interest in the proposed new service, please go to**  
**<http://my.croydon.gov.uk/gardenwaste>**

**You will not be charged for the proposed service when you register and if we do not receive enough interest, the proposed service may not go ahead.**

**We need you to register by 31 December 2015 so we can make a decision on whether the proposed service will go ahead.**

If the decision to provide the new service goes ahead, we will contact you in January 2016 to take payment and the new service would begin in April 2016. If you pay for the service before 19 February 2016 you will receive an early bird discount of £10.

You can still recycle your garden waste by composting at home or by taking it to one of the three Household Reuse and Recycling Centres in the borough. Alternatively you can arrange a garden waste collection through a commercial provider, but it is your responsibility to make sure you use a licensed waste carrier.

Kind regards



Steve Iles  
Director of Streets, London Borough of Croydon

# Charged Garden Waste Service: Frequently Asked Questions

## Why do I need to pre-register for the new service?

We need to see if there are enough residents willing to subscribe to using a charged garden waste service.

## What happens if not enough residents pre-register?

We will review how many residents have pre-registered in December and make a final decision in January 2016 on whether the service will go ahead.

## How will I know if the new garden waste service is going ahead?

If you have pre-registered we will contact you in January 2016 through My Account to advise you how to pay for the service. You will receive a £10 discount if you pay before 19 February 2016.

## Who can use the new garden waste service?

Residents in properties who have their own garden and a landfill waste bin. There needs to be enough space to safely store a garden waste bin.

Residents with shared or communal gardens, or living in housing blocks or estates, should speak to their landlords or housing associations about how to recycle their garden waste

## When will my garden waste collection day be?

When you have paid for the service you will be able to view your collection day in My Account. It may not be the same as your refuse and recycling collection days.

## How do I pay for the new garden waste service?

Payments can be made online through My Account using a debit or credit card. Cash or cheque cannot be accepted.

## How else can I recycle my garden waste?

You can recycle your garden waste at home using a compost bin. Composting is a great way to turn your food and garden waste into a soil improver and reduce the amount of waste going to landfill.

You can also use any of the three Household Reuse and Recycling Centres (HRRCs) in the borough. For more details on the HRRCs and home composting, please visit our website.

## How do I work out what size I should use?

Check against your current landfill waste bin. The sizes are marked on the bin so you can work out whether you will need a 240 litre bin or 140 litre bin.

## Why is the new service using bins?

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

## 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.

## 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. Garden waste must be put directly inside the bin.

## How do I register for the service if I do not have a computer?

You can access My Account through a smartphone or tablet, or you can use a computer at your local library. You can also use a self-service computer at Access Croydon, where staff are available should you need assistance.

If you want help to get online, you can visit our Digital Zone in Access Croydon on Fridays, or visit any of the partner Go ON Croydon digital zones around the borough. Visit our website or contact us for more information.