

Garden Waste Collection Service 2019/20

FAQs

There is a **£35 annual charge** for brown bin collections in Welwyn Hatfield.

How do I pay?

If you subscribed to the service last year, **please wait until you receive an email or letter from us as it contains a Customer Account Number** that is unique to you. If you haven't received this information by Monday 18 February, please contact us.

If you haven't signed up before, **our payment lines will be open on 4 February** to set up a Direct Debit or make a one off payment. Alternatively, you can set up your direct debit or pay online by credit or debit card at www.welhat.gov.uk/gardenwaste

How will you know that I've paid or set up a direct debit payment?

Once you have paid, you will receive an email or letter notification confirming your payment. You will also receive a confirmation letter with stickers to put on your brown bin(s). Your property will be added to an electronic database so collection crews will know who has paid and which bins to empty.

I set up a direct debit with you last year, do I need to contact you again to pay?

No, your direct debit will be taken in March, so you do not need to contact us. We will contact you to advise you of the date payment will be taken.

Why is my direct debit being taken in March?

If you set up a direct debit last year, your payment for this year will be taken in March as the subscription period runs April 2019 to March 2020. This ensures you will receive collections for the full 12 months.

Can I cancel my direct debit?

You have the right to cancel your direct debit under the direct debit guarantee. Please cancel your direct debit through your bank. We are unable to cancel your direct debit for you.

Can I change my date of my direct debit?

Once set up, your direct debit will be taken each year in March. However, you can choose or change the date payment is taken (1st, 8th, 15th or 22nd). Please contact us if you need to change the date your payment will be taken.

What happens if my direct debit bounces?

We will not attempt to take your payment again and your direct debit will be cancelled. If you still wish to receive the service, please go online www.welhat.gov.uk/gardenwaste to set up a new direct debit, or pay by credit or debit card. Alternatively, please call us.

Can I have more than one brown bin?

Yes, you can pay £60 for a second bin.

I have paid for my first bin and have decided I want a second bin – what do I do?

Please call us on 01707 357000 to arrange your second brown bin subscription.

Can I sign up part way through the year?

Yes, you can sign up to the service throughout the year. However, the price will remain at £35 to cover collections up until 31 March 2020.

Can I share a bin with neighbours?

Yes, you can share a bin between neighbours. However, the bin can only be allocated to one address.

What if I have subscribed but haven't received, or misplaced, my stickers?

Your stickers should arrive by post within ten working days of you subscribing to the service.

If you have subscribed and paid for the garden waste service, but you haven't received or misplaced your stickers, please don't worry. Please put your bin out and it will still be emptied. This is because your address will be added to an electronic database, which will allow us and collection crews to identify who has paid.

I live in a rented property, can I still subscribe?

Yes, you or your landlord can subscribe to the service, although please bear in mind that the bin/s are assigned to the property not the occupant/s.

I am a landlord/managing agent; can I pay for more than one property at once?

Yes, for further guidance, please call us on 01707 357000.

Can I subscribe to the service if I live in a flat?

If you already have a brown bin, you can pay for a subscription. Please note, the subscription has to be assigned to only one address, so you will need to agree this with your neighbours.

Are concessionary rates available?

Concessionary rates are not available. Charging different amounts would complicate the service administration, making it more costly and time consuming to run. Keeping to just one pricing level means we have been able to introduce a lower charge for all.

Can I transfer my subscription if I move within the borough?

If you are moving within the borough, you can transfer your subscription to your new address. Please call us to transfer your subscription; please note it may take up to 10 working days to transfer your subscription. Please do not take your bins with you, as these will be provided at your new property.

What can I put in my brown bin?

Please see this page for guidance on what you can put in your brown bin:
www.welhat.gov.uk/collections

If you have subscribed to the service, you can put food waste in your brown bin.

Leaves from council trees fall into my garden, why should I have to pay for them to be collected?

We look after around 45,000 individual trees, plus tree belt and woodland areas. In addition there are many thousands of privately owned trees - all of these contribute to the look and feel of the borough. We hope they are valued by residents across Welwyn Hatfield in all seasons, and any downside of a few weeks of leaf fall each year are felt to be outweighed by the benefits of living in such a green and pleasant area.

There are alternative ways of clearing autumn leaves, including home composting and recycling them into leaf mould – an excellent soil conditioner. The Royal Horticultural Society and the BBC Gardening Guides have some easy to follow tips on how to do this.

What if I receive an Assisted Collection?

If you subscribe to the garden waste service and you are already on the council's assisted collection, this will not change and you will continue to receive your service as usual.

What happens if my bin gets missed?

If your bin is missed, please report it to us within two working days. We will return for missed bins which are presented correctly and in accordance with our guidelines.

What happens if my brown bin is not collected because it is contaminated?

We cannot empty bins if they contain the wrong items. If your bin is contaminated, you can:

- If you are able to, carefully sort through the bin to remove what shouldn't be in there. This way we'll be able to collect your bin on your next scheduled collection day.
- Contact us and we can arrange to empty your bin within 10 working days for a charge of £15.53. However, because the waste is contaminated, it may be disposed of.

Is the garden waste collection service compulsory?

No, you don't have to subscribe to the service. Only those properties that have chosen to subscribe will have their garden waste collected. If you do not wish to use the service, you will be responsible for ensuring that your garden waste is managed and disposed of correctly. You can do this by taking your garden waste to your local [Household Waste and Recycling Centre](#) or composting at home.