

Terms and Conditions of Garden waste service 2022/2023

1. You have agreed to pay North Kesteven District Council to collect garden waste that has been placed in your brown bin. The period of collection for this payment shall run from 28th March 2022 to 24th March 2023. If you decide to purchase the service part-way through the year, then the cost will still be £40 for the collection of one bin and £8 for the collection of each additional bin, with payment being due again the following March.
2. If you move out of the district or stop using the service for any reason, we will not give a refund. If you wish us to remove your brown bin(s) please email customer_services@n-kesteven.gov.uk or call us on 01529 414155.
3. If you move to another address in North Kesteven, you can take your brown bin(s) with you. However, to ensure that your collections continue you must contact us to transfer the service to your new address.
4. We will empty brown bins every other week except during December and January, when the frequency reduces, or when other factors stop us, such as very bad weather or service disruption beyond our control. We recommend that you refer to your collection calendar for detail. Your brown bin(s) must be only used for garden waste from your property. Please ensure your bin(s) are placed out for collection by 7.30am on their due day. We cannot return to collect a bin which is presented late for collection. This applies to all bins and all collection days.