



Terms and Conditions of Garden waste service 2019/2020

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 will run from 1st April 2019 to 27th March 2020. If you decide to purchase the service part-way through the year, then the cost will still be £30 for the collection of one bin and £12 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) 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. The collection period will be from the 1st April 2019 to 27th March 2020 and 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. 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
5. You will need to attach the sticker we send you to the back of your bin(s) below the main handles. We will not empty any bin(s) that does not display a sticker.
6. If your bin becomes damaged via the collection process we will repair or replace it, free of charge, as soon as is reasonably practical. If the bin is damaged through neglect or misuse the cost of repair or replacement will be chargeable to you. If your bin is damaged, email us to report it: www.n-kesteven.gov.uk/brokenbin
7. Payment is required every year in advance. You will be notified of the charge/payment date. If payment is not made, we will withdraw your service.
8. We would encourage you to apply your house name/ number on to your bin(s) with paint or stickers. This will help ensure your bin is returned to your property.
9. 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.
10. If we miss your bin, please report it to us online: www.n-kesteven.gov.uk/missedbin
11. If you lose your collection calendar you can check your collection dates online by visiting: www.n-kesteven.gov.uk/findmybinday
12. By providing us with your email address we can keep you notified of any changes to collections such as at Christmas.