



Frequently asked questions



WEST OXFORDSHIRE
DISTRICT COUNCIL

I'm interested in signing up...

How will you know I have signed up for the service?

The collection crews will know you're signed up for the service by the licence sticker on the lid of your bin.

I will need more than one bin, will there be any discounts?

Unfortunately not, the charge is for **£35** per bin, per year. This covers the cost of providing the service.

Can I share the cost of a bin with my neighbour?

Yes. One person will need to register their name and pay for the licence but we are happy to collect a shared garden waste bin. You will need to stick the licence to the lid of the shared bin – removing it will damage to the sticker.

I will only use the garden waste service for part of the year, can I get a discount?

No, the collection crews will visit your property regardless of whether you put your bin out for collection. You could talk to your neighbours about the possibility of sharing a bin.





**Frequently asked
questions
continued...**

How do I stop my neighbours putting their garden waste in my bin?

Your property details will be clearly marked on the licence sticker that you will be sent after signing up. But if you're still having problems, we recommend that you store your bin somewhere that it is difficult for others to access ie within your property boundary.

You may also wish to put your bin out at 6am on collection day and take it back in as soon as possible after it has been emptied.

Will I get a new bin?

No, the cost of the licence is for the collections. If you already have a garden waste bin you will retain your existing bin. If you do not have a bin you will be provided with one but this may be reconditioned and you will need to request this at point of payment.

I don't currently have a bin, can I still sign up for the service?

Yes. Just call 01993 861025 to let us know you don't currently have a bin but want to sign up.

What happens if I move?

If you move house, you must leave the garden waste bin at the property as the licence is not transferable. If there is not a licenced garden waste bin at your new property you will need to register and pay again.

I live in a flat, how does this affect me?

If you have your own garden, it is the same as any other property in the District. A garden waste bin licence charge is therefore applicable. If you have communal gardens you need to contact your managing agent or housing association as they are responsible for the removal of garden waste.



Can I swap my sticker and place it on another garden waste bin?

No. The sticker is a permanent sticker and removal will cause damage to the sticker.

What happens if I sign up part way through the year - will I still have to pay £30?

Yes. You can sign up at any point during the year but the annual charge runs from 1 April until 31 March regardless of when you pay. You will get the maximum number of collections available if you sign up before 3 March.

Can I line my garden waste bin?

No. The bin is mechanically lifted and emptied into the collection vehicle, so it would not be possible to remove the liner from the contents.

Who will clean my wheeled bin if it gets dirty?

As with your other bins, it is your responsibility to clean them.

Collection information...

Will my collection day change?

No.

What can I put in my garden waste?

- ✓ Grass cuttings, hedge clippings & prunings
- ✓ Weeds (non-invasive)
- ✓ Shrubs, flowers & houseplants
- ✓ Leaves & plant material
- ✓ Soil bound roots
- ✓ Tree trunks, twigs & branches up to 150mm in diameter
- ✓ Christmas trees cut into 300mm sections & put inside bin
- ✓ Hay/straw from animal bedding of vegetarian pets (eg rabbits & guinea pigs)
- ✓ Wind fallen fruit (eg apples & pears)
- ✓ Bark & wood shavings

What can't I put in my garden waste?

- ✗ Any household, DIY or hazardous waste



- ✗ Polystyrene
- ✗ Any food waste other than wind fallen fruit (put this into your food waste bin)
- ✗ Any plastic including plant pots, bottles & trays (recycling collections separately)
- ✗ Compost bags
- ✗ Dog waste, cat litter or dead animals
- ✗ Invasive weeds (eg Japanese Knotweed, Ragwort etc)
- ✗ Soil, turf, stone & rubble
- ✗ Paper & cardboard
- ✗ Timber, laminate & chipboard

How often will my garden waste be collected?

Garden waste will be collected fortnightly on the alternate week to your household rubbish. The service will be suspended for two weeks of the year during the Christmas/New Year holiday period which will be advertised on the Council's website.

In addition, garden waste collections may be suspended to assist with waste and recycling collection during periods of

significant service difficulty such as severe weather conditions. In these instances more information will be published on our website and via social media.

What happens if I have more garden waste than will fit in my bin, can I put it in another container alongside?

No. We will only empty licenced garden waste bins. If you have lots of garden waste you may wish to purchase another licence.

What happens if the crews miss my collection?

As long as your garden waste was presented on the scheduled collection day in the usual kerbside position by 6am, and only contained the correct contents, the crews will return. Please report it within 48 hours of your collection day by calling 01993 861025 (Monday to Friday 9am-5pm only).

What happens to my garden waste?

After collection, your garden waste is delivered to a composting site. This large scale site enables faster composting as it reaches high temperatures. The garden waste is first shredded then stacked in long piles, known as windrows, which are regularly turned to produce compost. The process is monitored and closely managed to quality standards. Compost is then spread onto agricultural land.

