

# Need more information?

## Exemptions and concessions

To keep the cost of the licence as low as possible, we are unable to offer concessions or exemptions. If you prefer not to opt in to this service, excess garden waste can still be taken to the local Household Recycling Centres (HRCs) and disposed of free of charge. Home composting is also a great way to dispose of your garden waste. More information about the HRCs and composting can be found at:

[www.recycleforgloucestershire.com](http://www.recycleforgloucestershire.com)

Garden waste presented in your black refuse bin will not be collected.

## Need help?

If you are unable to take your wheeled bin to the kerbside due to ill health, disability or infirmity you may be eligible for an assisted collection. Please speak to our customer services team for more information.



Working in partnership

**01594 810000** [recycling@fdean.gov.uk](mailto:recycling@fdean.gov.uk) [www.fdean.gov.uk](http://www.fdean.gov.uk)

Forest of Dean District Council, Council Offices, High Street, Coleford, Gloucestershire GL16 8HG

If you need this leaflet in large print, Braille, audio format or your own language please give us a call.

Printed on 100% recycled paper. Please recycle this leaflet.



## Moving house

Your garden waste licence is only valid for the property for which it was initially purchased and is non-transferable. Unfortunately, we are not able to offer a refund if you move within or outside of the district or to a property where you no longer require the service. However, you may leave your licence for the new occupants if there is any term remaining.

## Bad weather

While every effort is made to keep waste services running normally, the council reserves the right to cancel collections in the event of extreme weather conditions, such as snow. To find out if collections are affected visit: [www.fdean.gov.uk/go/badweather](http://www.fdean.gov.uk/go/badweather) or call our 24-hour automated telephone number **01594 812666**. Updates will also be posted on Twitter and Facebook.



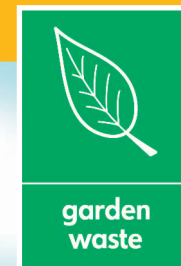
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# It's time to apply

## for your new garden waste licence!



To receive garden waste collections from **1 April 2018** your green wheeled bin will need to display a new licence



## Enjoy convenient garden waste collections throughout the year!

The Forest of Dean District Council operates a fortnightly garden waste service which is available to all households in the district. The service provides a simple and cost-effective way to dispose of your excess garden waste throughout the year, all from the convenience of the kerbside.

If you would like to receive fortnightly collections for the coming year you will need to apply for your new licence shortly. The charge for the municipal year 2018/19 is £30.00 per bin per year. This is a fixed price for the 12 month period running from 1 April 2018 to 31 March 2019.

**Remember**, if you wish to present more than one bin for emptying you will need to pay £30.00 for each additional bin licence.

## What can I put in the green wheeled bin?

You can use the garden waste service for most organic garden waste including:

- ✓ Lawn cuttings
- ✓ Tree and hedge prunings
- ✓ Garden plants and weeds
- ✓ Leaves, twigs and bark
- ✓ Small amounts of herbivore pet (e.g. hamster or rabbit) bedding
- ✓ Christmas trees (please reduce to sections of 1.5m or smaller)

Residents are welcome to join the scheme at any time during the year but please be aware that you will be asked to pay the full amount of £30.00 for your licence. Joining before 1 April 2018 will ensure that you receive a full year of collections with no interruption to your service.

Please call us if you are new to the service and require a garden waste wheeled bin. Bins are provided free of charge and will be delivered to your property. **Bins can take up to 4 weeks to be delivered during busy periods so please bear this in mind if you need to order one.** You cannot order a bin using the online payment option.



Please do not put the following items in your green wheeled bin:

- ✗ Soil, rubble and stones
- ✗ Paper
- ✗ Dog faeces
- ✗ Cardboard

Adding these or any other contaminants may result in your collection not being made. **Food waste** should be recycled in your dedicated caddy which will be collected weekly from the kerbside.

## Apply for your licence from Monday 5 February 2018



**By phone:** Payment can be made using either a debit or credit card over the phone by calling our customer services team on 01594 810000. Lines are open Monday to Thursday (9.00am-4.45pm) and Friday (9.00am-4.30pm). **Please use this option if you also need to order a wheeled bin.**

**Online:** Visit [www.fdean.gov.uk/go/gardenwaste](http://www.fdean.gov.uk/go/gardenwaste) and pay using a debit or credit card at any time.

**In person:** You can pay by card by visiting our offices in Coleford during office opening hours (see above). We are unable to accept cash payments.

To discuss alternative payment options please contact our customer services team on 01594 810000.

Please be aware that we are unable to offer a refund if you wish to opt out of this service part way through the year.



## What happens next?

Licences are posted out and **normally arrive within 10-14 days of payment.** Your licence will display your property address. Upon receipt please attach your licence to your bin using the tie provided as this shows the crew you have paid to receive this service. Old licences should be left on the bin until the end of March, after which time they should be removed.

## When will you collect my garden waste?

Garden waste is collected each fortnight from the kerbside with most households receiving their collection on the alternate week to their refuse collection. If you are unsure about when your collections are due, please contact us or alternatively this information can be found on our website. **All waste needs to be presented at the kerbside by 7.30am on your scheduled collection day.** Please be aware that the garden waste service is suspended over the Christmas and New Year period.