

Garden Collection Services Policy

October 2024



Exeter City Council provides a chargeable garden waste collection service for registered customers, for which any household within Exeter's boundary can apply.

Brown wheeled bins, hired annually to customers, remain the property of the Council at all times.

We, the Council, will:

- offer a chargeable garden waste collection service to all domestic properties within Exeter City Council's boundary (the Council does not collect from allotments or other non-residential properties);
- accept garden waste that is presented in either a registered brown wheeled bin or biodegradable garden waste sacks provided by the Council (the cost of hiring bins or the purchase of biodegradable sacks is payment to the Council for this collection service);
- collect garden waste presented in an official bin/sacks from registered customers on scheduled collection days once per fortnight during the same week that recycling is collected, between the first week in February and the end of November each year (details of collection days are available here: [When is my bin collected? - Exeter City Council](#));
- collect official garden waste sacks during the scheduled collection season for a period of 12 months from the date of purchase, provided that a minimum purchase of 5 sacks has been registered against the property within any 12-month period (residents choosing to share the cost of purchasing sacks between two or more households must ensure the sacks are presented at the designated collection point for the registered address);
- empty brown wheeled bins / collect official garden waste sacks that are presented at the designated collection point (same position as the green recycling bin) for the property to which the service is registered (residents choosing to share the cost of hiring a brown wheeled bin between two or more households must ensure the bin is presented at the designated collection point for the registered address);
- stop emptying and retrieve brown wheeled bins from customers who have failed to pay the annual renewal fee when it becomes due;
- collect real Christmas trees put out by registered customers when presented with their brown wheeled bin or biodegradable sacks on their first scheduled collection day at the beginning of the new collection season;
- aim to deliver or remove brown wheeled bins within 10 working days from the date service requests are made;
- ensure that pre-used brown wheeled bins have been cleaned and/or refurbished to a suitable standard before supplying them to a household;
- exchange damaged brown wheeled bins free of charge;
- remove, with prior notice, brown wheeled bins that are reported as left out on a public highway on non-collection days and charge a delivery fee for the replacement of brown wheeled bins removed under the conditions of this policy point;
- provide an Assisted Waste Collection service to households that are registered for this service;
- transfer the hire of a wheeled brown bin or the purchase details of official garden waste sacks to a new property within Exeter, should the registered service user move properties during the hire/purchase period for these containers.

We, the Council, will not:

- empty brown wheeled bins for which the 12-month hire period has elapsed;
- collect official garden waste sacks where there has been no purchase of garden waste sacks registered to the property within the previous 12 months;
- empty brown wheeled bins that have been overfilled, or where waste has been compacted in the bin, or where waste has become frozen into the bin due to weather conditions;
- empty brown wheeled bins or collect official garden waste sacks that have been contaminated by unacceptable items ([What can I put in my garden bin or sack? - Exeter City Council](#));
- empty brown wheeled bins or collect official garden waste sacks that are presented at the designated collection point (same position as the green recycling bin) for the property to which the bin is registered;
- refund (wholly or partially) customers cancelling brown wheeled bin collections partway through a year;
- refund customers for unused official garden waste sacks;
- return to empty bins / collect sacks for customers who have made a late payment (customers will be required to wait until the next scheduled collection date);
- collect garden waste presented in any containers other than those supplied by Exeter City Council for the purpose of collecting garden waste under this garden waste collection service;
- physically transfer a brown wheeled bin from one property to another or deliver a new brown wheeled bin to a property following a change of address by the registered service user (service users must transfer the bin themselves)..

You, the customer, are responsible for:

- storing your garden waste securely on your property between garden waste collections;
- placing the correct items in your garden waste container ([What can I put in my garden bin? - Exeter City Council](#));
- not overfilling your brown bin to the point where the waste is compacted;
- presenting your garden waste at the designated collection point for the registered property (same position as the green recycling bin);
- putting your garden waste out for collection no sooner than 6pm on the day before collection, but no later than 6am on the day of collection;
- returning your brown wheeled bin to your property by 8pm on collection day, for storage until the next garden waste collection day;
- ensuring that any brown wheeled bin being returned by you to the Council is empty and left at the designated collection point for your property until the delivery crew is able to collect it;
- ensuring you have purchased official garden waste sacks within the previous 12 months before placing any out for collection
- informing the Council should you move within Exeter and want to transfer your garden waste service to your new address;
- transferring the garden bin to your new property, should you move within Exeter, having informed the Council of your move;
- informing the Council should you no longer require the garden waste service;
- if you receive emailed hire renewal reminders, informing the Council to remove your email address, should you move away from your property and wish to leave the brown wheeled

bin for the new resident (the hire is attributed to the property rather than to the resident, however the hire period will not change).