



## Garden Waste Collection Service

### Terms and Conditions

1. The Garden Waste Collection Service is available to domestic properties only, across all wards in the Dover District, on payment to Dover District Council (hereafter "the Council") of the applicable agreement fee. Business and commercial properties/activities are excluded from the service
2. The agreement fee is for a 12-month period 1st April to 31st March and will expire at the end of that period. The full agreement fee is payable regardless of when a property signs up to the service and the agreement will still expire on 31st March. There will be the opportunity to renew the agreement for the forthcoming year before the current agreement is due to expire
3. The Council is unable to accept instalment payments for the agreement. The full agreement fee should be paid in full before the collection service can begin.
4. The Council is unable to provide any concessions for residents who are in receipt of a state benefit/pension credit.
5. All agreement fee payments will be taken in good faith by the Council, however, should it subsequently be determined that the garden waste collection vehicle cannot gain adequate or safe access to any specific property the Council reserves the right to decline to provide the service to that property. In this case - providing no service has been delivered - the agreement fee paid will be refunded in full.
6. The Council reserves the right to carry out an annual review of the agreement fee, effective from the 1st of April each year and residents will be notified of any price increase at least 14-days prior to the payment being due.
7. Each agreement is registered to the property of the resident who purchases it. Residents who move to another property within the district can have the agreement(s) transferred to the new property. Residents who move out of the district will not be eligible for a refund for the agreement fee and the agreement will still remain registered to the property. The service is non-transferable from one resident to another resident at a different property.
8. A resident may share an agreement with a neighbour, but the agreement will only be registered to the property of the resident who purchases it. An agreement of this kind between two residents is deemed as a private agreement and the Council cannot be held responsible for any disputes or issues that should occur over this type of agreement.
9. If the agreement is cancelled by the resident at any stage within this period, no refund will be issued.
10. Garden waste collections will take place on a Monday to Friday once a fortnight with the exception of two weeks over the Christmas and New Year period. Confirmation of your collection day and which dates are affected over the Christmas period are available from the Council's service website: [www.dover.gov.uk/recycling](http://www.dover.gov.uk/recycling)



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11. Garden waste must be stored on your property between collections and placed on the boundary of your property by 7.00am on the day of collection.
12. Garden waste placed out for collection must be from an accessible and clearly visible location at the boundary of the property.
13. Each agreement fee entitles the resident to a fortnightly collection of garden waste for up to six bags, each weighing no more than 20kg. Additional agreements can be purchased by a resident should they require a larger collection, i.e. two agreements for a fortnightly collection of up to twelve bags.
14. Only items specified on our website and collection service leaflet will be collected. Any items placed out for the collection which are not suitable will be considered as contamination and may result in the collection not being made.
15. There will be no return visit for aborted collections due to contamination, overloading or items that have not been placed out at the agreed time and place by the resident.
16. The resident may use their own reusable sacks for the collection, or can purchase green reusable sacks (online) from the Council. Containers like builders' sacks are too large and will not be collected. For your safety and the safety of the crews please ensure you do not overload any sack. Any sack(s) weighing over 20kg is/are deemed too heavy and will not be emptied. In this case the resident must remove the excess weight and present the sack(s) on a future scheduled collection day.
17. Reports of a missed collection must be reported to the Council within 24-hours in order for us to instruct the contractor to return to make the collection. A missed collection not reported within this period will not be deemed as missed collection and the property will have to wait until the next scheduled collection.
18. If the reusable sack should go missing or become damaged on the day of collection, the Council will be responsible for issuing a new green reusable sack. Please ensure you report this to our Customer Services team on 01304 872428, within 24-hours of the collection. The Council will not be held responsible for any of the additional sacks put out for collection should they go missing or are damaged.
19. The council reserves the right to change your scheduled collection day subject to providing you with prior notice and written notification.
20. Dover District Council will not be liable for any failure or delay in the performance of its obligations if such delay or failure results from events, circumstances or causes beyond its reasonable control. In this case the time for performance of such obligations shall be extended accordingly.



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21. The Council retains the right to unilaterally change the scheduled collection date or frequency of the collections with or without notice if, due to unforeseen circumstances, the need arises, provided that any alteration does not result in a fewer number of collections occurring. Should the continuation of such circumstances prevent the requisite number of collections being completed a pro-rated refund for those collections not fulfilled may be provided.
  
22. An assisted collection service is available for those residents who are eligible. Please contact 01304 872428 for further information or:  
<https://www.dover.gov.uk/Recycling--Waste/Collection-Service/Assisted-Collections.aspx>