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 the council of the applicable subscription fee. Business and commercial properties/activities are excluded from the service.

2. The licence fee is for a 12 month period of 1st April to 31st March and will expire at the end of that period. The full licence fee is payable regardless of when a property signs up to the service and the licence will still expire on 31st March. There will be the opportunity to renew the licence for the forthcoming year before the current licence is due to expire.

3. The Council is unable to accept instalment payments for the licence. The full licence 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. The Council reserves the right to carry out an annual review of the licence fee, effective from the 1st April each year and residents will be notified of any price increase at least 14 days prior to the payment being due.

6. Each licence is registered to the property of the resident who purchases it. Residents who move to another property within the District can have the license/s transferred to the new property. Residents who move out of the District will not be eligible for a refund for the licence fee and the licence will still remain registered to the property. The service is non-transferable from one resident to another resident at a different property.

7. A resident may share a licence with a neighbour but the licence 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 can not be held responsible for any disputes or issues that should occur over this type of agreement.

8. The subscription continues to be in force for the full 12 month period of 1st April to 31st March and if cancelled by the resident at any stage within this period, no refund will be issued.

9. 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 our website www.dover.gov.uk.

10. Garden waste must be stored on your property between collections and placed on the boundary of your property before 7.00am on the day of collection.

11. Garden waste placed out for collection must be from an accessible and clearly visible location at the boundary of the property.

12. Each licence fee entitles the resident to a fortnightly collection of garden waste for up to six bags. Additional licences can be purchased by a resident should they require a larger collection i.e. two licences for a fortnightly collection of up to twelve bags.
13. There will be no return visit for aborted collections due to contamination or items not been placed out at the agreed time and place by the resident.

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. The resident may use their own reusable sacks for the collection or can purchase additional green reusable sacks from the Council office in Whitfield, Dover.

16. Only reusable sacks similar in size to the green reusable sacks that can be purchased from the Council will be suitable for the collection. 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 each sack. Any sack weighing over 20kg is deemed too heavy and the collection will not be made. The resident must remove the excess weight and present the sacks on the next scheduled collection.

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. During periods of extreme/adverse weather Dover District Council reserves the right to suspend collections. No refunds will be made should this be necessary and we will endeavour to make the collection as soon as possible.

20. The council reserves the right to change your collection day subject to providing you with prior notice and written notification.

21. An assisted collection service is available for those residents who are eligible. Please contact 01304 872428 for further information or visit our website.