GARDEN WASTE SERVICE: OCTOBER 2019 – SEPTEMBER 2020

Registration – Further Information

What’s happening?

- Permits for the current garden waste service year expire on 6 October. To receive collections after this date you will need to renew your permits, or sign up to the service, by 2pm on 7 August.
- Registration opens on Wednesday 26 June at 10 am and will be open until 2pm on Wednesday 7 August.
- We’re writing to existing customers and properties which use the kerbside recycling and waste service to ask them to renew their permits or sign up to the service. This is being supported by a communications plan to help raise awareness.
- You can sign up to receive fortnightly garden waste collections for £25 per brown bin.
- The next service year will run from 7 October 2019 – 4 October 2020.
- We’ll empty brown bins once every two weeks, except over the festive period when there will be no collections between 16 December 2019 and 14 January 2020.
- If you renew your permit or sign up during this registration window, you will be sent a permit in late September that will be valid from 7 October 2019 - 4 October 2020.
- There will only be one more opportunity to sign up to the service (in January 2020) but the payment will remain at £25 and permits will be valid for the remainder of the service year.

How to register

- The quickest and easiest way to register and pay is on our website at: www.edinburgh.gov.uk/gardenwaste. A one-off payment of £25 (per brown bin) will be taken by debit or credit card. (New customers will need to set up a my.gov account first, which they can do from our website).
- Alternatively, you can pay by debit/credit card or cash at our Customer Hub (High Street) or South West (West Side Plaza) locality offices only.
- If you don’t have access to the internet you can use the self-service kiosks at one of our five local offices (you’ll need to have registered for an online mygov.scot account first or have access to email on a mobile).
  - North East Office, 101 Niddrie Mains Road, Edinburgh, EH16 4DS
  - North West Office, 8 West Pilton Gardens, Edinburgh, EH4 4DP
  - South East Office, 40 Captains Road, Edinburgh, EH17 8QF
  - South West Office, 10 Westside Plaza, Edinburgh, EH14 2ST
  - Customer Hub, 249 High Street, Edinburgh, EH1 1YJ
- Local libraries also offer free internet access.
- Payment can be made over the phone by calling 0131 608 1100 (press option 1, then option 9, then option 1), however, we expect phone lines to be busy and there may be long waiting times. Phone lines are open Monday - Thursday, 8.30am – 5pm and Friday 8.30am – 3.40pm.
- We don’t accept cheques.
Does everyone need to pay?

- If you receive Council Tax Reduction (formerly called Council Tax Benefit), or if someone at the address is registered for Council Tax purposes as severely mentally impaired, you do not need to pay for the garden waste service but you do need to register to receive it.
- If you receive the Garden Aid service AND do not pay for that service, you will need to register for the garden waste collection but not pay for it.
- Other exemptions, such as single occupancy discount don’t qualify for free garden waste collections.
- A small number of residents in the Colinton area have their garden waste collected by Tiphereth and they also need to register and pay to continue receiving the service.
  - Tiphereth customers receive weekly collections of their bagged garden waste.

How does the service work?

- We’ll empty brown bins once every two weeks, except over the festive period when there will be no collections between 16 December 2019 and 14 January 2020.
  - The festive break in service allows us to divert resources to other waste streams during the busy festive period.
- You need to renew your permits every year before they expire to continue receiving the service.
- The new service year runs from 7 October 2019 – 4 October 2020 and registration for this closes at 2pm on 7 August 2019. There will only be one more opportunity to sign up for the new service year (in January 2020) but the payment will remain at £25 for a permit which will be valid until 4 October 2020.
- Permits are not prorated for you if you sign up in January.
- Once you have signed up we will send you a new collection calendar and permit sticker 6 – 8 weeks after registration closes.
- We’ll only empty brown bins with valid permit stickers.
- There is no limit to how many garden waste bins a property can have but there will be a charge of £25 per bin.
- You can share a bin with their neighbours but you’ll need to agree on one resident acting as the lead for booking and paying for the service.
- If you move to a new house you can transfer your permit to your new address. You will need to give us six weeks’ notice to update our system and take your brown bin and permit sticker to your new address.
- Terms and conditions are available on our website www.edinburgh.gov.uk/gardenwasteterms

Why we’re charging for garden waste collections

- Our costs are increasing and more people are using our services, whilst our income is reducing. The £25 per year charge was agreed by the Council at a meeting in February 2018 and it’s estimated it will save £1.3 million each year and allow us to provide a more frequent service.
- As garden waste collection is not a statutory service and with reducing budgets and increasing costs, we can no longer afford to provide the service for free.
• Over 40% of councils in the UK charge for a garden waste collection and some have stopped the service altogether.
• The £25 charge is lower than many other councils and works out at less than 50p per week.
• Any changes to garden waste collections being a paid for service would be made at full Council as part of budget consultations.

Further information, including the terms and conditions are available on our website
www.edinburgh.gov.uk/gardenwaste