

## CHARGEABLE GARDEN WASTE COLLECTION SERVICE 2021-22—TERMS AND CONDITIONS

**The Agreement**

This agreement sets out the terms and conditions of Perth & Kinross Council's Chargeable Garden Waste Collection Service. By agreeing to pay for the service you will be accepting these terms and conditions.

In these conditions:

"Council" means Perth & Kinross Council

"Customer" means the person to whom Garden Waste Collection Service is provided in respect of their request for the service received by the Council"

**Eligibility**

The Chargeable Garden Waste Collection Service applies to Council tax rated domestic premises only.

Only Customers assigned to a Council brown bin collection route are eligible to apply to the Chargeable Garden Waste Collection Service. Property eligibility can be checked by visiting [www.pkc.gov.uk/bindates](http://www.pkc.gov.uk/bindates)

In order to access this service, the customer is required to obtain a brown-lidded container. This should be obtained prior to entering this contract. Please note that delivery can take up to 21 days. The Council will not be held accountable for any missed collection while the Customer waits for a bin to be delivered.

Customers must have adequate storage space for bins within the curtilage of their property and be able to accommodate bins at all times, unless a valid exemption certificate is displayed on the bin. Exemption certificates must be applied for and approved by an authorised officer of the Council prior to any application to the Chargeable Garden Waste Collection Service.

Residents who due to their age or disability are unable to present or retrieve their own bins, and have no other means of support to do this are eligible to receive an Assisted Lift Collection. This means that the Council will collect bins from an agreed bin storage area.

**Wheeled Bin Presentation**

The Council shall provide to the Customer a wheeled bin, identified with a brown lid, for the Customer to contain their Garden Waste. Where solely food waste\* is to be deposited within the brown bin, no permit is required. Where either garden waste or a mixture of garden and food waste is deposited in the brown bin, a permit is required.

Wheeled bins must be presented to the agreed uplift point by 07.30am on the designated collection day. All wheeled bins must be presented with the lid fully closed. Wheeled bins which are overfilled and/or excessively heavy will not be uplifted. The Council shall have no responsibility for the uplift of excess waste presented beside the wheeled bin.

Wheeled bins that are presented after 07.30am, and are missed, will not be lifted by the Council until the next scheduled collection day. Alternatively, the Council may agree to collect them, for a fee, as a special uplift. In the event that the Customer agrees to pay the additional uplift fee, it will remain at the discretion of the Council when the collection will take place.

Only wheeled bins supplied by or approved by the Council will be emptied by the Council.

The bin remains the property of Perth & Kinross Council and should not be removed from the property.

The Customer is responsible for ensuring that the permit they are issued is applied correctly to the brown-lidded bin, as per the instructions detailed on the reverse of the permit.

Permits are issued detailing the individual property information; they are non-transferrable and only valid when presented at the property for which they were originally purchased.

The Council has no obligation under this Contract to empty bins where they do not comply with these conditions.

**Missed Collections**

Collection errors or other conditions beyond the Council's control can result in service disruption or missed collections.

The Council shall not be liable to the Customer for failure to perform Services, however in such circumstance the Council will aim to collect within 48 hours from the original collection date, subject to the Customer contacting the Council (online or via the Customer Service Centre).

The Customer should leave their wheeled bin out at the kerbside for 48 hours after the time of normal collection and the Council will endeavour to return and empty the bin.

If wheeled bins are not collected within this time, Customers are advised to please return them to their regular storage area and re-present on the next scheduled collection day for uplift, conditions permitting.

If the contents of wheeled bins are not uplifted due to waste being tightly lodged or frozen, the contents will not be collected until the next scheduled collection day. The Customer must ensure that the waste is freed or dislodged before re-presenting.

The Customer must ensure that the passageway to their wheeled bins is kept clear of snow and ice or other hazards. If wheeled bins are inaccessible, or the passageway is determined as having the potential to cause risk or harm to the health of Council employees, then the waste will not be collected and the Customer shall be required to ensure that the hazards are removed or conditions improved before the next scheduled collection.

**Security, Cleanliness, Maintenance & Ownership of Wheeled Bins**

The Customer is responsible for the security of their wheeled bins, and for ensuring that wheeled bins are maintained in a clean and hygienic condition. Wheeled bins that are not kept in a hygienic condition will not be collected.

The Customer shall have responsibility for reporting any maintenance, including minor repairs such as broken wheels and lids. The Council, on request, will repair or replace damaged bins.

On request, bins that are stolen or damaged during collection will be replaced free of charge and the Garden Waste Permit will be re-issued. Where a bin is damaged through negligence, the Customer will be liable for the cost of replacement.

Bin deliveries can take up to 21 days, no refunds will be available for any collections missed while waiting for a new bin to be delivered.

**Contamination of Recycling Bins or Non-permitted Waste**

The Council reserves the right not to lift wheeled bins that are: suspected of containing incorrect materials; of excessive weight; in a dangerous condition; or which may be detrimental to the health and safety of its staff. It shall be solely for the Council to determine if any bin meets any of the above criteria.

No materials, other than those specified by the Council, will be accepted in brown-lidded recycling wheeled bins. Full details of accepted items are available on the council webpages at [www.pkc.gov.uk/gardenwaste](http://www.pkc.gov.uk/gardenwaste) or by contacting the Customer Service Centre on 01738 476476 to request a printed copy of the information.

Food waste can be placed loose into the brown bin or bagged using fully biodegradable & compostable liners or wrapped in newspaper or kitchen towel. Plastic bags or liners should not be used in the brown-lidded bin.

The Council reserves the right not to uplift contaminated bins.

Where recycling wheeled bins are contaminated, the Council will attach a hanger to the wheeled bin which will identify that the wheeled bin has not been collected due to contamination/incorrect presentation.

The Customer shall be responsible for the waste and recycling that is contained in their bins and will be required to make arrangements to remove any contamination identified. Should the Customer do so, the wheeled bin will be collected on the next scheduled collection day.

The Council does not take any responsibility for contaminated bins and the Customer shall indemnify the Council in respect of all costs, charges, expenses and liabilities that arise out of any bin which is contaminated by the Customer (or any third party).

The Council may levy an additional charge to the Customer requesting an uplift of contaminated bins (as general waste) before the next scheduled collection day.

In the event that repeated contamination of recycling wheeled bins occurs the Council reserves the right to withdraw the recycling service by giving immediate written notice and arranging removal of the brown bin.

No refunds will be available for any collections missed while the service has been withdrawn.

#### **Contract Period**

For a period of 12 months until 31 March 2022.

The annual fee is £40 per brown-lidded bin, up to a maximum of 2 bins per property.

A subscription permit is required for each individual bin presented for collection which contains garden waste.

Payments for the 2021/22 subscription will be accepted from 11 January 2021 until 31 December 2021.

No discounts or concession are available and regardless of when the permit is purchased the £40 annual charge will apply. For the avoidance of doubt, the £40 charge applies to the period of 12 months until 31 March 2021 or part thereof.

Customers whose payments are received by 1 March 2021 deadline will be issued a permit in advance of the 1 April 2021 service start date. For payments received after this time the Council will aim to deliver the permit within 21 days.

Collections will occur every two weeks on the scheduled uplift day, except during the Christmas and New year period where 1 collection date will be suspended. Details of the uplift schedule and information on seasonal variation in collections are available by visiting [www.pkc.gov.uk/bindates](http://www.pkc.gov.uk/bindates).

The Council reserves the right to alter the Customers collection day if required; this information will be sent by direct mailing or published on the Council website.

The Customer will receive notice in advance of their subscription renewal date, along with details and charges payable for the following 12 month period. To ensure continuation of service, the Customer should subscribe prior to the payment deadline detailed in the notice.

The Council reserves the right to vary the charge of the service, charges are set annually and the Customer will be notified of any price increase as part of the annual renewal.

#### **Payment**

Payment must be made in advance by one of the following methods:

**Online** at [www.pkc.gov.uk/gardenwaste](http://www.pkc.gov.uk/gardenwaste) by credit or debit card.

**Telephone** by calling the Customer Service Centre on 01738 476476, between 8:45am and 5.00pm Monday – Friday, who will process your application and transfer you to our Automated Telephone Payments Service for payment by credit or debit card.

#### **Cancellation**

The contract can be cancelled within 14 day of purchase to receive a full refund, thereafter it can be cancelled at any time but no refunds or part refunds will be given.

To exercise the right to cancel, you must inform us of your decision to cancel the contract by a clear statement either using the online cancellation process or by letter (sent by post) before the cancellation period has expired.

Should the permit have been issued prior to the cancellation notice being received, the customer will be liable for the reasonable costs incurred for returning the permit to the Council. Refunds will be issued on receipt of the returned permit to the Council.

#### **Use of Recycling Centres**

The Customer is entitled to use any of the Council's Recycling Centres to dispose of their Domestic Garden Waste free of charge.

Householders using commercial type vehicles (i.e. vans, liveried vehicles, trailers 6ft and over in length or with a double axle) to dispose of/recycle their own domestic waste must apply for a Free Recycling Centre Permit.

For more information, please visit

[www.pkc.gov.uk/domesticexemptionpermit](http://www.pkc.gov.uk/domesticexemptionpermit)

#### **Service Requests, Enquiries and Complaints**

For any service requests please report online via [my.pkc.gov.uk](http://my.pkc.gov.uk), email [recycle@pkc.gov.uk](mailto:recycle@pkc.gov.uk) or contact the Customer Service Centre on 01738 476476.

As your local Council, we are committed to providing high quality services, if something goes wrong or you are unhappy with our services, please tell us.

To make a complaint –

- Complete our online enquiry form at [www.pkc.gov.uk](http://www.pkc.gov.uk)
- Telephone the Customer Service Centre on 01738 476476
- Email us [customercomplaints@pkc.gov.uk](mailto:customercomplaints@pkc.gov.uk)
- Write to the Customer Service Centre, Perth & Kinross Council, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD

#### **Additional Guidance**

For the most up-to-date information, advice on cancelled recycling collections or to report a missed collection online please visit [www.pkc.gov.uk/recycle](http://www.pkc.gov.uk/recycle) or contact the Customer Service Centre on 01738 476476. You can also register for the Council's email alert system at [www.pkc.gov.uk/subscribenow](http://www.pkc.gov.uk/subscribenow) and choose the Waste and Recycling option, or check PKC's Twitter and Facebook for updates.

We value all customer feedback and use it to help us improve our Services.

#### **How to Contact Us**

By post addressed to:

Waste Services  
Housing & Environment  
Pullar House  
35 Kinnoull Street  
Perth  
PH1 5GD

Online: [my.pkc.gov.uk](http://my.pkc.gov.uk)

Email: [recycle@pkc.gov.uk](mailto:recycle@pkc.gov.uk)

By Phone: Customer Service Centre on 01738 476476.

*\* The Waste (Scotland) Regulations 2012 defines Food Waste as: controlled waste that was at any time food intended for human consumption (even if of no nutritional value), and includes biodegradable waste produced as consequence of the processing or preparation of food, but does not include drink.*