

Paid Garden Waste Service Terms and Conditions 2024/25

1. The new optional paid for garden waste service is a fortnightly collection of a small 140 litre or larger 240 litre green-lidded garden waste bin.
2. A normal subscription year will run from April to March and cost £100 per bin.
3. You are expected to continue to use your existing, green-lidded bin(s) for garden waste. This is better for the environment than issuing new bin(s).
4. Bin(s) should be placed out for collection on your scheduled collection day on the boundary edge of your property. Bin(s) must be placed in an accessible and clearly visible location, as close to the front of the property boundary. Bin(s) must not be left on the public highway. Bins must be taken back into your property following collection and on the same day as your designated collection day.
5. Bin(s) will only be delivered to properties where there is suitable space for a bin that is off the public highway. Bin(s) will not be left on the public highway.
6. Only items specified on the Council's website will be collected. Any items not specified, or any garden waste left at the side of the specified bin(s) will not be collected. Any materials within the bin(s) which are not garden waste will need to be removed ahead of the next scheduled collection.
7. Lids of bin(s) must be fully closed; open lids or overflowing bin(s) will not be collected as this can cause damage to the machinery of the collection vehicles.
8. At times, compacted garden waste can get stuck in bins especially in winter months, operatives are unable to loosen this material. It is your responsibility to loosen this material and present on your next scheduled collection day.
9. Where your bin(s) is not collected because it hasn't been presented in accordance with these terms and conditions we will not return until the next scheduled collection day. The collection crews will have logged the reason for the non-collection on the Council's system.
10. You must report a missed collection within 24 hours of your collection day, so we can investigate. If your bin(s) were put out correctly, we will revisit your address within 48 hours. Reports made after this time may not be investigated. Refunds will not be given for missed collections. If a bin(s) is not collected due to adverse weather conditions, no access to your road or property due to roadworks or traffic problems, a further attempt to collect will take place. If more than four working days has elapsed since collection was due, the bin(s) will be emptied on the next scheduled collection day. No refund will be available in such circumstances.
11. Bin(s) remain the property of the Council and must be stored within the property boundary.
12. You are responsible for the safekeeping of bin(s); however, if your bin(s) is lost, stolen, accidentally broken or damaged whilst being emptied, a replacement will be given. This can be requested at www.enfield.gov.uk/bins.
13. Sharing a bin(s) with a neighbour is permissible but the subscription must be registered to one property and the bin(s) must be presented at that property boundary for collection.
14. Only bin(s) supplied by the Council, subscribed to the service with a valid permit will be emptied. Each subscribed bin must clearly display a permit.

15. If moving to a new house within the borough the subscription can be transferred. The Council must be informed of your new address and it is your responsibility to transport your bin(s) to the new property.
16. Once you have subscribed to the service, it can be cancelled and refunded within a 10-working day 'cooling off' period. For a refund to be allowed, the service must not have been used. Further details on how to cancel your service are contained on the Council's website.
17. Whilst the service may still be cancelled after the 10-working day 'cooling off' period, no refunds are available after this time. If additional capacity is required additional subscriptions can be purchased.
18. If you chose to pay by Direct Debit then it is your responsibility to update the Council about any changes to existing payment arrangements. The Council may cancel your subscription with immediate effect if you cancel your direct debit before the current collection year's subscription fee is paid.
19. The Council reserves the right to change the price per bin per annual subscription year. Existing customers will be advised of the annual price during the annual renewal period. The Council also reserves the right to vary the service at any other time by giving customers advanced notice in writing.
20. Breach of these conditions may lead to termination of contract by the Council
21. By signing up to this service you agree to accept these terms and conditions.