

# IMPORTANT INFORMATION

## SIGN UP NOW...

### For Garden waste collection service

From **1 April 2021**  
garden waste  
collections will be a  
chargeable service.

Sign up  
by 22 March by  
**DIRECT DEBIT** and  
qualify for our early  
bird discount!  
**£45** for the  
year instead  
of **£49**.



## Why we have introduced this charge?

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Like all councils, East Herts is facing financial challenges. We need to find ways to save money or generate income to bridge the £4 million gap in our finances. The council no longer receives money from the government known as the Revenue Support Grant to support the delivery of its services to our residents. In addition, the impact of the pandemic has worsened this financial position. We have looked at all of our services to see where we could spend less or do things differently. Waste and recycling is the single largest area where we spend millions of pounds, and the garden waste service is a large portion of that service which we do not legally have to deliver. We still believe this to be a convenient and cost effective way of disposing of your garden waste.

**For more information about the garden waste service please visit [www.eastherts.gov.uk/gardenwaste](http://www.eastherts.gov.uk/gardenwaste)**

## How to sign up

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The quickest and easiest way to sign up is online.

Visit our website [www.eastherts.gov.uk/gardenwaste](http://www.eastherts.gov.uk/gardenwaste) and follow our step by step guide on how to subscribe.

- The '21/22 annual charge for the garden waste service is £49.
- Sign up by Direct Debit by 22 March to ensure you claim the reduced rate of £45 (this offer applies to online sign ups only).
- You can select to pay for more than one collection. Each further collection will be £49 for each additional bin for up to three brown bins.
- Please note that additional bins will also need to be ordered at a delivery cost of £35 per bin, and may take 4-6 weeks to be delivered.
- You will need to pay by debit or credit card. Please note we can't accept cash or cheque payments for the service.

By signing up by 22 March you will see no break in your collection service. Once you have subscribed you will then continue to receive garden waste collections fortnightly for 12 months until 31 March 2022, on the same day as your current brown bin collection. If you do not subscribe your brown bin collections will stop by 31 March 2021.



@EastHertsDC



@EastHerts

## To answer a few questions you may have...

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### What can be accepted in the brown bin?

Most of your organic garden waste, including grass cuttings, prunings, twigs and leaves can be added to your brown bin. Visit [www.eastherts.gov.uk/gardenwaste](http://www.eastherts.gov.uk/gardenwaste) for a full list of what can be included.

### How will you know I have paid?

The crews have in-cab computers so they easily know who has signed-up. You will receive a receipt and a welcome pack which includes a unique sticker for your bin. Numbering your bin and using this sticker will help crews if several bins are presented together or they can't see your house name or number.

Please note that the welcome pack may take up to 14 days to arrive after you sign up.

### What should I do with my garden waste if I choose not to sign up?

You do not need to tell us if you don't want to sign up. The best way to manage garden waste is to home compost, and we have information on how to do this on our website along with offers on buying a composter. You may

wish to consider sharing a brown bin with a neighbour or taking your waste to a Recycling centre. If you do not wish to sign up, please note the date of your last collection.

We will not initially be removing your brown bin, please visit our website for more information on when your brown bin will be taken away.

### What should I do with my food waste?

We would like to help you to reduce the amount of food waste you have and home compost what you have left. Join us in our campaign to reduce food waste in East Herts by 30%. The council does not encourage the use of the brown bin for food waste disposal. Food waste should be placed in the black bin.

For more information visit [www.eastherts.gov.uk/foodwaste](http://www.eastherts.gov.uk/foodwaste) and follow our social media channels where we will be supporting you to reduce food waste and save money!

Answers to more of your questions can be found at: [www.eastherts.gov.uk/gardenwaste](http://www.eastherts.gov.uk/gardenwaste)