



Garden Waste Collection Service

Poole Terms and Conditions

- A. BCP Council has taken over the operation of the chargeable collection Service for garden waste (**Services**) for households in the areas previously under the administrative boundaries of Bournemouth Borough Council (**Bournemouth**), Borough of Poole (**Poole**) and Christchurch District Council (**Christchurch**) respectively.
- B. BCP Council is in the process of rolling out a standard service across the BCP Council administrative area. Until then, the terms and conditions outlined below will apply to the Poole area.
- C. Please take some time to read these terms and conditions carefully as they contain important information about the Services we're providing you with. This includes how we may change the Service, the agreement and the charges.
- D. Our complaints procedure is also available at www.bcpCouncil.gov.uk.

1. Service description

The service runs from mid-February to mid-December, with BCP Council providing a 240 litre wheeled green bin ['the bin(s)'], which will be emptied on a day to be specified by BCP Council once in every period of two weeks (a total of 22 collections). The Customer will pay the full cost of the annual Service at whichever point in the year they subscribe.

2. Refunds

- a) In line with distance selling law, you have 14 days from receipt of these Terms and Conditions to request cancellation of this service. See 'Your rights to cancel the service' details in Section 11 of the Terms and Conditions.
- b) There are no refunds or part refunds for the cancellation of the service part way through the year.
- c) If there is evidence of misuse of the service or the bin(s) by the resident, then the service may be cancelled. There will be no refund in these circumstances.
- d) If a bin has been presented correctly and has been missed by BCP Council, a replacement collection will be provided. There are no refunds for all or part fees for missed collections.

3. The waste containers

- a) The bin(s) is provided for use by residents but remains the property of BCP Council. There is no limit to the number of bins that can be supplied per property. Each bin will be charged at the rate displayed on the Poole website.
- b) Only bins supplied by BCP Council will be emptied. Garden waste presented in any other receptacle will not be collected.
- c) The bin(s) will be supplied clean and in a useable condition. The registered person is responsible for preserving the general condition and cleaning of the bin(s) whilst in their possession.
- d) Once presented for collection in accordance with Clause 5 and if the bin(s) goes missing or is damaged before it is emptied, then BCP Council will replace/repair the bin(s), within two weeks of the resident reporting the loss.
- e) BCP Council will accept no liability for the repair or replacement of any bin(s) used for any purpose other than for the collection of garden waste.
- f) BCP Council reserves the right to remove all bins that are not used for the Garden Waste Collection Service or there is evidence of misuse.
- g) The bin(s) will be removed from the property if payment is not received for the subsequent year within the payment period allowed.
- h) No stickers or decorations should be applied to the bin(s), other than those supplied by BCP Council and BCP Council may charge the resident for the cost of removal or repair.

4. Collection days

Garden waste will be collected every two weeks on a specified day. BCP Council reserves the right to alter the collection day but will provide a reasonable notice to residents of any changes. The service operates from Monday to Friday. Residents will be issued with a collection calendar prior to the service starting, showing the dates for collection of the bin(s). The collection days are also available on the [Poole website](#).

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5. Presenting bins

- a) Bins must be presented at the kerbside on the boundary at the front of the registered property (identified by the postal address) by 06.00 hours on the day of collection.
- b) Collection from another road/street may be requested during registration. In these circumstances the resident must select the appropriate street name from where the bin(s) will be collected.
- c) All bins must be clearly visible from the road, without any obstructions, away from hedges and walls.
- d) After emptying, the bin(s) will be returned to the boundary of the property. It is the resident's responsibility to ensure that the bin(s) is brought back onto their property.

6. Assisted collection

- a) An Assisted Collection Service (Pull out) is available for residents who are physically unable to manage the bin(s) and when there is nobody living at the premises capable of moving the bin(s). If this service is already in place for refuse and recycling bins, it will automatically be arranged for the garden waste bin(s).
- b) For new applications please contact 01202 261700.

7. Missed bins

- a) Residents should not report their bin(s) as having been missed until the following day and then report it using poole.gov.uk or contact Customer Services on 01202 261700.
- b) On rare occasions BCP Council will not be able to collect the bin(s) due to circumstances which are outside the control of the collection crew (e.g. roadworks, no access to roads, severe weather conditions etc.).
- c) Where a bin(s) has been presented correctly and been missed by BCP Council, we will return and empty the bin(s) within two working days of the incident being reported (providing the missed bin(s) has been reported within two working days of the normal collection day).
- d) Where a bin(s) has not been presented correctly, we will not return to empty the bin(s).

8. Moving house

- a) Residents participating in the service may transfer the service to a new address within Poole as long as the bin(s) is transported by the resident.
- b) Residents must inform us of the change of address in writing (Environment, BCP Council, Unit 1 New Fields Business Park, Stinsford Road, Poole, BH17 0NF) or email to gardenwaste@bcpcouncil.gov.uk at least 3 working days before the bin is transported.
- c) If moving outside of the Poole area, residents must leave the bin(s) for the new residents. The payment made is for the collection service only – the bin(s) remains the property of BCP Council. BCP Council may charge for any bin(s) removed without consent.

9. Acceptable material, contamination and overweight bins

- a) Only garden waste may be placed loose in the bin(s). Garden waste includes grass cuttings, flowers, small tree branches, loose leaves, shrub and hedge trimmings, but not large branches, turf, earth, invasive weeds, soil, stones, gravel etc. The garden waste must not be placed in plastic bags, as this affects the composting process.
- b) Contaminated bins (i.e. bins containing incorrect materials) will not be emptied. If the bin(s) is contaminated, it is the resident's responsibility to remove the item(s) of contamination prior to the next collection. If the contamination continues, we may remove the bin(s).
- c) Bins that are overflowing or overweight will not be emptied. These will be identified by the collection crew as being overweight when they are not able to move the bin(s), or the vehicle is not able to lift the bin(s) to empty it. In these circumstances, it is the resident's responsibility to remove the item(s) prior to the next collection and failure may result in BCP Council treating this action as bin misuse.
- d) The bin lid(s) must be completely closed.
- e) No side waste will be collected, i.e. no extra waste next to the bin(s) or placed on the lid(s).

10. Bin misuse

- a) BCP Council will accept no liability for bins used for any other purpose other than for the collection of garden waste.
- b) Residents use the bin(s) at their own risk.

c) Evidence of misuse of the bin(s) will result in the removal of the bin(s) and termination of the service.

11. Your rights to cancel the service

Residents have 14 days from receipt of these Terms and Conditions to cancel the service. Requests to cancel the service must be in writing to Environment, BCP Council, Unit 1 New Fields Business Park, Stinsford Road, Poole, BH17 0NF or emailed to gardenwaste@bcpcouncil.gov.uk Cancellations cannot be accepted by telephone. Receipt will be deemed to occur on the second working day after the date of posting.

12. Statutory rights

These terms and conditions do not affect your statutory rights.

13. Data protection statement

When you subscribe to the Service, we collect information about you to allow us to provide the Service and to allow us to contact you in relation to the renewal of your current subscription. Specifically, we collect your data to:

- allow you to pay for garden waste collections
- provide you with garden waste collections
- manage and administer your garden waste collections
- contact you about changes to the Service
- contact you when your subscription is due for renewal
- improve the design and performance of the Service
- investigate complaints
- manage the finances of the Service
- recover money you may owe us

We collect information about you when you subscribe to this Service; the information collected is:

- Name
- Property address
- Email address
- Telephone number

BCP Council has a duty to keep records up to date therefore we require customers to notify us of any changes to their personal details.

In performing this Service, BCP Council may share your information with other organisations or departments, but only when it is satisfied that it is necessary to perform a public task, or to exercise its statutory duties to do so.

BCP Council may also share your personal information for the purposes of the prevention, investigation, detection, or prosecution of criminal offences, but will not share your personal information, or use it for this, or any other purpose, unless provided for by law.

More detailed information about BCP Council's handling of your personal data can be found in its privacy policy, available online (www.bcpcouncil.gov.uk).