

## Frequently Asked Questions about the Garden Waste Collection Service

By subscribing to the Garden Waste Collection Service you are ensuring that your garden waste is processed in an environmentally friendly way.

### What CAN be put in the garden waste bin?



Grass cuttings



Hedge trimmings



Leaves



Prunings from plants and shrubs



Twigs and small branches  
(no larger than the width of your wrist)



Old or used compost



Weeds

Any materials other than those listed above will affect the quality of the compost and may result in a load being rejected at the composting facility.

### What CAN'T be put in the garden waste bin?



Pet bedding and wastes



Ash dieback



Any kitchen waste such as fruit & vegetable peelings or egg shells (however these can be composted in a home compost bin)



Non-native invasive plants



Large amounts of soil



Household waste or recyclables

### What happens to my garden waste after it is collected?



Garden waste is emptied out of the bin into the collection vehicle



It is taken to a local composting facility



The garden waste is shredded and turned into open windrows (long toberone shaped heaps)



Micro-organisms in the heaps create heat which breaks the material down into compost



The compost is then bagged and sold throughout West Sussex

### **What happens if I put the wrong items in the bin?**

- Your bin will not be emptied and a tag will be left on your bin.
- You will need to remove any unacceptable items before your next collection.

### **Why can I not put food waste and fruit and vegetable peelings in my bin?**

- Regulations introduced to prevent the spread of diseases like Foot and Mouth limit the materials that can be composted in the open air.
- The facility we use is not licensed to take these materials.

### **Why can I not put pet bedding in my bin?**

- Regulations mean that we are not able to take animal bedding or waste in our garden bins.
- Even where the animals are vegetarian and the bedding is hay or straw the waste is still the by-product of an animal.
- We suggest that this material be composted at home.

### **Why can I not put large amounts of soil my bin?**

- We cannot accept large amounts of soil in your bin as its presence inhibits the effective production of the compost.

### **How much garden waste can I put in my bin?**

- The lid on your bin needs to be closed to enable it to be emptied.
- If you compact materials in your bin it may result in the bin being either too heavy for the equipment to lift for emptying or the bin falling into the freighter.
- Material compacted at the bottom of the bin may not come out when the bin is tipped into the vehicle. Using a few small twigs in the bottom of the bin each time reduces the chance of excessive compaction.
- If the bin is too heavy it will have a tag placed on it and will not be emptied until the weight is reduced.

### **Will you collect garden waste I leave at the side of the bin?**

- No. We cannot collect any side waste. We will only collect garden waste from within the bin.
- If you need to subscribe to an additional bin please get in touch.

### **What happens if the material in my garden bin freezes?**

- Due to the high water content of material in garden bins we do find bins that have frozen during cold spells. Frozen material sticks against the sides of the bin and may prevent emptying.
- Where possible we will check back later in the day, but it may not be possible to empty the bin until your next scheduled collection day.



### **What about non-native invasive plants?**

- Non-native invasive plants upset the balance of the ecosystem as they may be bigger, faster growing or more aggressive than the native species.
- Please do not place any part of Japanese Knotweed, or any other invasive weeds including Giant Hogweed, Himalayan Balsam, Australian Swamp Stonecrop, Parrots Feather, Floating Pennywort and Creeping Water Primrose, in your garden bin.

### **I have leaves from a confirmed infected ash die back (*Chalara fraxinea*) tree or I live in an area where the infection has been confirmed. What do I do?**

- Do not place leaves from an infected tree in your garden waste bin.
- You may leave infected leaves where they fall, however if you do clear them you should burn or bury affected leaves in your garden or compost them (but only in your garden).
- If leaves are used for compost do not remove the compost from your garden e.g. to an allotment.

### **When will my garden waste be collected?**

- Calendars are available online [www.midsussex.gov.uk/collectioncalendar](http://www.midsussex.gov.uk/collectioncalendar) or on request by contacting us.
- Collections continue on all Bank Holidays except over Christmas.
- There are no collections for a two week period over Christmas and New Year - please check your calendar.

### **Where do I leave my bin for collection?**

- Please leave your bin at the edge of your property, at the point nearest the highway (in a similar position as your waste and recycling bins); clearly visible from 7am on collection day.

### **I will struggle to get the bin to the edge of my property can you help?**

- We can provide assisted collections on request.

### **What do I do if my bin is not emptied on my collection day?**

- Please contact us straight away.
- If your bin was out on your due collection day, was put out on time and at the correct collection point, a return trip will be made to collect the bin within 3 working days (where operationally possible) In other cases a return trip may take longer.

### **The bin I was using has gone missing/ has been damaged will you replace it?**

- The bin remains the property of Mid Sussex District Council. If damaged during collection or lost we will provide a replacement.
- If the bin is damaged by the householder, you will be asked to pay for a replacement.



### **Do you offer a cleaning service for the bins?**

- No, we do not offer bin cleaning as part of the service.
- Placing a sheet of newspaper in the bottom of the bin can help to keep it clean and ensure all waste is removed when the bin is tipped up.

### **Why do I have to pay for the service?**

- The Council can make a charge for the collection of garden waste under The Controlled Waste Regulations 1992.
- By charging for the service residents who do not have a garden, who compost at home, or who do not wish to use the service, do not subsidise the service through their Council Tax.

### **How can I pay for the service?**

- We take payment annually by Direct Debit.
- If you have difficulties with Direct Debits we may be able to arrange payment by cheque or postal order.

### **Can I share a bin?**

- You can share a bin, and the cost of it, with a neighbour.
- The bin will be registered to one resident and emptied from that address only.

### **Can I take my bin if I move house?**

- If you are moving within Mid Sussex and want to continue the service at your new address, please let the Garden Waste team know your old address, new address and date of move as soon as possible. Please take your garden bin with you when you move.
- We will amend our records and let you know if your collection day is different.

### **How do I cancel the service?**

- If you wish to cancel the service please contact us. No refunds will be given if you cancel before the end of your subscription.
- The service is not transferable from one resident to another.

**Full Terms and Conditions for the service  
are available on our website.**

[www.midsussex.gov.uk/gardenwaste](http://www.midsussex.gov.uk/gardenwaste)

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