

## What will happen if my bag is damaged or stolen?

We will replace your bag free of charge once, if this occurs, please call 01934 888 802 to request a replacement bag. Please leave the damaged bag out for the crew to collect.



## Where to get more information

We have updated our waste website which now includes a dedicated section on the green garden waste service:

[www.n-somerset.gov.uk/greenwaste](http://www.n-somerset.gov.uk/greenwaste)

You can also find more information and tips on reducing, reusing and recycling your rubbish from the waste section [www.n-somerset.gov.uk/waste](http://www.n-somerset.gov.uk/waste) including a useful section on composting and how to get started [www.n-somerset.gov.uk/composting](http://www.n-somerset.gov.uk/composting)

## Other useful websites:

[www.recyclenow.com](http://www.recyclenow.com)

[www.wastewatch.org.uk](http://www.wastewatch.org.uk)

Or call: **01934 888 802**

Or email: [rethinkrubbish@n-somerset.gov.uk](mailto:rethinkrubbish@n-somerset.gov.uk)

Or write: **North Somerset Council  
Streets and Open Spaces  
Weston Court  
Oldmixon Crescent  
Weston-super-Mare BS24 9AU**

This publication is available in large print, Braille or audio formats on request.

Help is also available for people who require council information in languages other than English.

Please contact **01934 888 802**

**Thank you for taking part in the scheme**

# Green Garden Waste Service



You can now reduce your rubbish bin even more by separating your green garden waste and corrugated cardboard by putting it out for collection for the Green Garden Waste Service. This service is free of charge.

You will have been delivered a special green re-useable bag plus this information leaflet with a calendar.

## When will the green garden waste be collected?

Collections start in February 2006 and will be fortnightly, on the same day as your normal refuse collection. The following December, January and February collections will be monthly, this is because there is less garden waste in winter months. Your collection dates are in the enclosed calendar.



## Home composting is best

The Green Garden Waste Service does not collect food scraps, because we do not have the facility to process them yet. Please put these out for the refuse collection.

However, we encourage you to home compost all garden waste and materials such as vegetable and fruit peelings, tea bags, egg shells and coffee grounds.

**Use the green garden waste service for any extra green garden waste that you can not fit in your composter.**

- For more information on composting go to our [www.n-somerset.gov.uk/composting](http://www.n-somerset.gov.uk/composting)
- Or call 01934 888 802 to request a Home Composter.

## What do I need to do for the green garden waste service?

- Remove as much soil as possible that is attached to plants and weeds.
- Place all materials loose into the green bag, not in plastic bags.
- Place your bag at the edge of your property, nearest the highway, where the lorry can gain access at 7.30am on the day of collection.
- Ensure the bag is not too heavy, if it is more than 20kgs (three stone) it will not be emptied. If you can't lift it our collectors will not be able to lift it!
- Please provide something to weigh your bag down, such as a stone, so it doesn't blow away when returned to your door.



## What if I am disabled or elderly and I can't get my bag to the kerbside?

We offer an assisted collection service for residents who are disabled or frail. To arrange an assisted collection service call 01934 888 802. If you have an assisted collection arranged, place your green bag where you place your recycling box and refuse sacks.



## What materials can I put in my green bag?

### YES PLEASE

- ✓ grass cuttings
- ✓ plants
- ✓ flowers
- ✓ leaves
- ✓ weeds
- ✓ prunings
- ✓ hedge and conifer clippings
- ✓ twigs
- ✓ tree branches (max 10cm or 4.5 inches in diameter)
- ✓ brown corrugated cardboard, **flattened with all plastic tape removed**. In addition, toilet and kitchen roll inners and egg boxes.



### NO THANKS

- ✗ printed cardboard ie cereal boxes
- ✗ soil
- ✗ plastic bags
- ✗ concrete/rubble
- ✗ bricks/stones
- ✗ painted/treated wood
- ✗ coal ash
- ✗ food scraps
- ✗ plastic flower pots/trays
- ✗ nappies
- ✗ glass/metal/paper/plastic
- ✗ general rubbish

For large items i.e. thick branches/tree stumps, please use the Recycling Centres at Portishead, Weston-super-Mare or Backwell.

**We will not collect your bag if it contains any item other than those listed under Yes.**



## NOTE: New Refuse Collection Policy

– in conjunction with the introduction of the green garden waste service there are two new rules for refuse collection:

1. Residents will not be permitted to put out green garden waste for the refuse collection. The collection crews will not pick up any refuse sacks/bins containing green garden waste – residents will be expected to separate the green garden waste and refuse, and put it out on their next collection day.
2. In Weston-super-Mare and Clevedon areas residents now need to put their refuse at the edge of the property nearest the road. Most residents already do this, but the rule will apply to all households (except those with an assisted collection) as of February 2006.

## How many bags will I receive?

- Each household receives one free green bag, extra bags can be purchased from a range of outlets including Somerset house at a cost of £1. For more information call or visit our website.

## How many bags can I put out for collection?

You can put out as many green bags, full of the correct material, as you wish; there is no restriction on the number of bags we will collect. Please note that we will not collect green garden waste in any other container other than the approved green re-usable bags that are issued. **Please compost at home first.**

## I live in a flat; will we be included in the new service?

Flats, the town centres of Clevedon, Nailsea, Portishead and WsM, and the more remote rural areas of the District will not be included in the service. If you live in a flat, have a garden and want to join the service you must call us on 01934 888 802 to arrange for an area officer to visit to discuss your needs.