

Green garden waste and corrugated cardboard collections



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Service summary:

The council collects household green garden waste / plain corrugated cardboard from all dwellings with gardens.

The material is

- collected free at the point of use
- used as a soil conditioner
- not sent to landfill
- to be presented only in an approved bag

We will:

- collect green garden waste / plain corrugated cardboard from dwellings, provided that it is safely contained in **approved green North Somerset bags**. Waste presented loose or in other containers will not be collected, except for Christmas trees, which can be placed beside your bag during your first January collection, provided that all decorations have been removed
- empty any number of approved bags presented on any one occasion. Residents may buy additional approved bags from the council's outlets
- empty your approved bags once each fortnight, except in the winter months of December, January and February, when collections will be monthly
- deliver a calendar to you each year reminding you of your collection dates. For bank and public holidays we will make special arrangements which may change your normal collection day and we will publicise these changes in the local papers, the council magazine North Somerset Life and on our website
- collect your approved bags only from the edge of your property nearest the road (unless you have agreed alternative arrangements with us because of ill health or infirmity)

- collect any Christmas trees presented **only on the first collection following 6 January each year**. Trees presented after this time will not be collected
- return empty bags to a point on your property where they are least likely to blow away
- clear up any mess we make while collecting
- not make excessive noise or disturbance during collections
- use only reputable contractors.

You can help by:

- ensuring that you compost as much green garden waste as possible for use in your garden. This service is for green garden waste that you have not managed to compost and re-use at home. **Residents of the district can purchase a quality composter from the council for just £15 delivered**
- ensuring that you **DO** use the service for:
 - grass cuttings and prunings
 - plants, flowers, leaves and weeds
 - hedge and conifer clippings
 - twigs and tree branches no thicker than 10cm (4.5 inches) and no longer than 60cm (2 feet)
 - plain corrugated cardboard which must be flattened with all plastic tape removed
 - toilet and kitchen roll inners and egg boxes
- ensuring that you **DO NOT** use the service for:
 - paper or printed cardboard such as cereal boxes
 - soil
 - plastic flower pots, trays, bags or any plastic
 - concrete, rubble, bricks or stones
 - painted or treated wood
 - coal ash
 - food scraps
 - nappies
 - general rubbish including glass and metal



- putting out your green garden waste / plain corrugated cardboard before 7.30 am on the day of collection
- ensuring that no bag weighs more than 20kg when presented for collection. (If you can't lift it up to your waist, we can't empty it into our vehicle)
- removing as much soil as possible before putting green garden waste in the approved bag
- providing something to weigh the bag down so it does not blow away. For example, a stone or your recycling box
- ensuring that you do NOT present green garden waste mixed with your refuse. **The council will NOT collect refuse bags or bins that contain green garden waste.** Bags will be left with an advisory note asking you to re-present the refuse once it has had green garden waste removed
- letting us know if your bag is not emptied. If you report it before 12 noon we will collect your green garden waste / plain corrugated cardboard the same day. If you report it after 12 noon we will collect it the next working day
- ensuring that you present no green garden waste / plain corrugated cardboard that has been produced in the course of running a business. Commercial waste will NOT be collected.

The service does not include:

- collection of refuse, bulky items, chemicals, hazardous materials, soil, hardcore, asbestos and commercial waste (waste arising from any business, trade or office). The council provides separate services for the collection of materials for recycling and for refuse.

Related services:

- kerbside recycling (green box) collections
- household waste recycling centres
- household waste recycling banks

Contact us:

Streets and Open Spaces **01934 888 802**
www.n-somerset.gov.uk/waste

You can buy additional approved bags at the following outlets: *(the outlet list is subject to change – check website for latest list)*

- North Somerset Council, Somerset House, Oxford Street, Weston-super-Mare
- North Somerset Council, For All Healthy Living Centre, Lonsdale Avenue, Weston-super-Mare
- Backwell Post Office, 30–32 West Town Road, Backwell
- Banwell Garden Centre, Castle Hill Road, Banwell
- Blagdon Water Gardens, Bath Road, Langford
- Cadbury Garden and Leisure, Smallways, Congresbury
- Cash-Save Mica Hardware, 2 Farleigh Road, Backwell
- Cleeve Nursery, Main Road, Cleeve
- Clevedon Community Association, Sunhill Park, Princes Road, Clevedon
- Clevedon Town Council, 44 Old Street, Clevedon
- Congresbury Parish Council, Station Road, Congresbury, Bristol
- GP Care Pharmacy (Douglas Skeeles) 1 West Town Road, Backwell
- GP Care Pharmacy 27 Weston Road, Long Ashton
- Evergreen Stores, 6 Baltic Place, Pill
- Garden Park, Puxton Lane, Hewish
- Garden Park, 100 Clevedon Road, Tickenham
- Hutton Garden Centre, Banwell Road, Weston-super-Mare
- John Brown, 90 High Street, Nailsea
- Martin's Newsagents, Queensway, North Worle
- Portishead & North Weston Town Council, The Folk Hall, High Street, Portishead
- Portishead Pet and Garden Centre, 54 High Street, Portishead
- Roundtrees Garden Centre, Congresbury

- Roundtrees Garden Centre, Tickenham
- Skeeles Pharmacy Ltd, 82b High Street, Nailsea
- The Resource Centre, 4 Baltic Place, Pill
- Winscombe & Sandford Parish Council, Winscombe Community Centre, 11 Sandford Road, Winscombe
- Wool 'n' Things (home and pet supplies), 43 Weston Road, Long Ashton

Frequently asked questions with answers for the

Green garden waste / plain corrugated cardboard collection service:

1. Why wasn't my bag collected

If your bag has not been collected, there should be a note attached explaining why it has been left. If your bag has not been collected on your normal collection day and no note has been attached, please let us know by calling our Streets and Open Spaces helpline on 01934 888 802.

2. Why won't you empty a non-North Somerset bag?

North Somerset's green waste bags have been specifically manufactured for the purpose and we won't know the strength of other bags, making lifting dangerous.

3. What if it rains and the rain makes my bag too heavy to be collected?

We recommend not completely filling the bag. If you do fill the bag up and need to leave it outdoors, we recommend covering the bag or purchasing a second bag and splitting the contents between the two.

4. Why is the green bag collection monthly in the winter?

This is because generally less garden waste is collected during the winter months.



5. Can I leave surplus material beside my green bag?

Yes, but only plain corrugated cardboard, and as long as it is flattened and presented properly.

6. If my bag's broken can I get a new one?

We will replace one bag per household if it has been damaged through wear and tear.

7. What if my bag gets stolen?

We will replace one stolen bag per household.