



Chargeable Garden Waste Permit Scheme

The Agreement

This agreement sets out the terms and conditions of Clackmannanshire Council's chargeable garden waste collection service.

By agreeing to pay for the service you will be accepting these terms and conditions.

In these conditions 'Council' means Clackmannanshire Council. 'Customer' means the person to whom the garden waste collection service is provided in respect of their request for the service received from the Council.

Eligibility

The chargeable garden waste collection service applies to domestic properties in Clackmannanshire that are rated for Council Tax.

Only customers assigned to a Council brown bin collection route are eligible to apply.

Property eligibility will be confirmed via the postcode/address checker in the online permit application form.

Customers who believe they are eligible for a garden waste permit but are having difficulty making the purchase online should email customerservice@clacks.gov.uk.

Community groups, charities and existing customers of the Council's commercial waste service may also qualify for the service. Please email wasteservices@clacks.gov.uk for more information.

In order to use this service, the customer is required to have a brown waste bin issued by the Council. If no brown bin is present at a property this should be obtained once a permit is purchased. Only bins supplied by the Council will be emptied.

Please note that delivery can take up to 10 working days, and the Council will not be held accountable for any missed collections while the customer waits for a bin to be delivered.

Customers must have adequate storage space for bins within the boundary of their property and be able to accommodate these at all times.

Customers who currently receive an assisted collection in respect of other bins will continue to receive this service for their brown bin.

Wheeled bin presentation

To ensure your brown is emptied a valid permit must be attached to the bin, below the bin handles.

Wheeled bins must be presented at the agreed uplift point by 7am on the designated collection day and be presented with the lid fully closed.

Bins which are overfilled and/or excessively heavy will not be uplifted.

The Council will not uplift any excess waste presented beside, or on top of the wheeled bin.

Wheeled bins that are presented after 7am, resulting in a collection not being made, will not be emptied by the Council until the next scheduled collection day.

The bin remains the property of the Council and should not be removed from the property.

The customer is responsible for ensuring that the permit they are issued with is applied correctly to the brown bin, as per the instructions detailed on the reverse of the permit.

Permits are issued detailing the individual property information. They are non-transferrable and only valid when presented at the property for which they were originally purchased.

The Council has no obligation under this contract to empty bins where they do not comply with these conditions.

Missed collections

Collection restrictions or other conditions such as inclement weather or industrial action beyond the Council's control may result in service disruption or delayed collections. The Council will not be liable to the customer for failure to complete the collection services, however in such circumstances, the Council will aim to empty the bin within 3 working days from the original collection date.

The customer should leave their wheeled bin out at the kerbside for 3 working days after the time of normal collection and the Council will endeavour to return and empty the bin. If wheeled bins are not collected within this time, customers are advised to return them to their regular storage area and present them again on the next scheduled collection day for uplift, conditions permitting.

If the contents of wheeled bins are not uplifted due to waste being tightly lodged or frozen, the contents will not be collected until the next scheduled collection day, and the customer must ensure that the waste is freed or dislodged before presenting again.

The customer must ensure that the access to their wheeled bins is kept clear of snow and ice or other potential hazards.

If wheeled bins are inaccessible or form a potential risk to the safety of Council employees, the waste will not be collected, and the customer will be required to ensure that the hazard is removed or access improved before the next scheduled collection.

Where a collection is missed inadvertently by the Council, we will attempt to return within 5 working days, subject to the customer advising the Council of the error (online or via Customer Services on 01259 450000) within 1 working day of the scheduled collection date.

Security, cleanliness, maintenance and ownership of wheeled bins

The customer is responsible for the security of their wheeled bins, and for ensuring that wheeled bins are maintained in a clean and hygienic condition. Wheeled bins that are not kept in a hygienic condition may not be collected.

The customer shall have responsibility for reporting any maintenance issues, including minor repairs such as broken wheels and lids.

The Council, on request, will replace damaged or stolen bins, free of charge.

Where a bin is damaged through negligence, the customer may be liable for the cost of replacement.

Bin deliveries can take up to 10 working days and no refunds will be payable for any collections missed while waiting for a new bin to be delivered.

Bin contents

The Council reserves the right not to empty wheeled bins that are

- suspected of containing incorrect materials, ie contaminated,
- excessively heavy or overfull,
- in a condition that is dangerous, or which poses a risk to the health and safety of collection staff.

It shall be solely for the Council to determine if any bin meets any of the above criteria.

No materials, other than those specified by the Council, will be accepted in brown bins.

Full details of accepted items are available on the Council's web page at www.clacks.gov.uk/environment/brownbins/ or by contacting Customer Services on 01259 450000 to request a printed copy of the information.

Where bins are deemed to be contaminated or otherwise presented incorrectly, the Council will attach a hanger to the wheeled bin to identify this. The customer is responsible for the material that is contained in their bin and will be required to remove any contamination or excess material. Should the customer do so, the wheeled bin will be collected on the next scheduled collection day.

The Council does not take any responsibility for contaminated bins and the customer shall indemnify the Council in respect of any expenses or liabilities that may arise out of any bin which is contaminated by the customer (or any third party).

The Council may levy an additional charge to any customer requesting an uplift of contaminated bins (which will be treated as landfill waste) before the next scheduled collection day.

If repeated contamination of brown bins occurs the Council reserves the right to withdraw the garden waste service by giving immediate written notice and arranging removal of the brown bin.

Contract period

Permits will be valid for the period 1 May to 30 April the following year.

The collection period will operate from the first Monday in March to the last Friday in November each year.

The fee will be set annually, with a subscription required for each individual bin, up to a maximum of two bins.

Collections will be made every 3 weeks on the scheduled uplift day.

An annual renewal notice will be posted in February each year on the Council's website www.clacks.gov.uk providing details of the scheme for the upcoming year.

Payments for annual subscriptions will be accepted from 1 April each year.

No discounts or concessions are available and regardless of when the permit is purchased, either before or during the collection period, the full annual charge will apply.

Customers whose payments are received by 8 April will be issued a permit in advance of the 1 May commencement date. For payments received after this time the council will seek to deliver the permit within 21 days.

To ensure continuation of service, the customer should subscribe prior to the payment deadline detailed in the annual renewal notice.

The Council reserves the right to vary the charge of the service each year and the customer will be notified of any price change as part of the annual renewal notice.

Payment must be made in advance by one of the following methods:

- Online via the Pay It web page by credit or debit card: www.clacks.gov.uk/council/payit/
- By telephone to Customer Services on 01259 450000 8.30am-5.30pm Monday – Friday. They will process your application and accept payment by credit or debit card.
- Cash, card or cheque in person at the Speirs Centre, Primrose Place, Alloa, FK10 1AD. Payment by card can also be made at other Council Community Access Points.

Cancellation

The contract can be cancelled within 14 days of purchase and a full refund will be given. Thereafter the contract can be cancelled at any time, but no refunds or part refunds will be payable.

To exercise the right to cancel, you must inform us of your decision to cancel the contract by a clear statement sent by email or letter before the cancellation period has expired.

Should the permit have been issued prior to the cancellation notice being received, the customer will be liable for the cost of returning the permit to the Council.

Refunds will be issued on receipt of the returned permit to the Council.

Use of Recycling Centre

The customer is entitled to use the Council's Recycling Centre to dispose of their domestic garden waste, free of charge.

Service requests, enquiries and complaints

For any service requests, please report online via the Report It page on the Council's website www.clacks.gov.uk/council/reportit/, by telephone to Customer Services on 01259 450000, or by email to customerservice@clacks.gov.uk.

As your local Council, we are committed to providing high quality services. If something goes wrong or you are unhappy with our services, please tell us.

To make a complaint:

- Refer to our Comments and Complaints web page www.clacks.gov.uk/council/commentsandcomplaints/
- Tel: 01259 450000
- e: customerservice@clacks.gov.uk
- Write to: Customer Services, Clackmannanshire Council, Kilncraigs, Greenside Street, Alloa, FK10 1EB

Additional guidance

For the most up-to-date information, advice on cancelled collections or to report a missed collection online please refer to the Household Waste and Recycling web page www.clacks.gov.uk/environment/wasteserviceshome/, or contact Customer Services on 01259 450000.

Information will also be available at our X (Twitter) page @Clackswaste.

We value all customer feedback and use it to help us improve our services.

How to contact us

- Write to: Waste Services, Clackmannanshire Council, Kilncraigs, Greenside Street, Alloa, FK10 1EB
- Web: www.clacks.gov.uk
- Tel: 01259 450000
- e: wasteservices@clacks.gov.uk
- In person at the Speirs Centre, Primrose Place, Alloa