

Ask for: Garden Waste Subscriptions

Ext: 0115 917 7777

Email:

Our Ref:

Your Ref:

Date: February 2022



Broxtowe  
Borough  
COUNCIL

Name

Address 1

Address 2

Address 3

Address 4

Postcode

2022/23 Subscription

Ref No:

XXX XXX XXX

## GARDEN WASTE SUBSCRIPTION 2022/23

Dear Resident

It's that time of year, when residents in Broxtowe can renew their garden waste subscription for the year ahead. For the current subscribers we are sure you have seen the value of this service over the past year and are looking forward to the new season ahead.

The charge for **Garden Waste Subscription 2022/23** is as follows:

- **One bin: £37**
- **Additional bins: £23 each**

Please note this covers the period **4 April 2022 to 2 April 2023** and details on how to pay are shown on the reverse of this letter.

Please subscribe before **18 March 2022** to ensure you receive your bin/s and/or sticker/s by the start date of **4 April 2022**. Subscriptions made after **18 March 2022** can take up to 10 working days to be processed and therefore collections from **4 April 2022** cannot be guaranteed.

Benefits of the service:

- Reduced trips to the local household waste and recycling centre (using less fuel) and no need for garden waste to be in your vehicle.
- Convenient all year round garden waste removal, from your home.
- Easy payments made online or through Freephone.
- Collection of leaves, grass cuttings, weeds, twigs, cut flowers or house plants and hedge trimmings – so you can keep your whole garden looking good all year round.
- Peace of mind knowing your garden waste will be turned into compost and used again.

Calendars outlining your winter collections will be distributed in November 2022.

Yours faithfully

Paul Wolverson  
Head of Environment



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**Broxtowe Borough Council**

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[www.broxtowe.gov.uk/emailme](http://www.broxtowe.gov.uk/emailme)

# How to subscribe to the 'Garden Waste Collection Service'



**THE QUICKEST AND EASIEST WAY TO  
SUBSCRIBE IS ONLINE AT  
[www.broxtowe.gov.uk/gardenwasteform](http://www.broxtowe.gov.uk/gardenwasteform)**



**TELEPHONE - For SINGLE BIN PAYMENTS ONLY at a cost of £37.**

To make an automated telephone payment using a credit or debit card call:

**FREEPHONE 0800 952 0040** and select option '8'

Enter your 9 digit Subscription Ref No for 2022/2023: which can be found on the front of this letter in the top right hand corner (only this subscription number is valid).

## SUBSCRIPTION TERMS AND CONDITIONS

- The 2022/23 season covers the period from 4 April 2022 to 2 April 2023.
- Full payment will apply irrespective of joining date.  
i.e. payments made in June will be £37 and the period will end on 2 April 2023.
- Refunds will not be issued.
- Sticker/s will be posted and should be fixed to a clean area on the back of the bin below the handle.
- Bins should be put at the curtilage of your property for emptying so that the sticker can be seen from the road.
- If applicable, bins will be delivered within 5 working days from receipt of the payment. These may be refurbished and will remain the **property of Broxtowe Borough Council**.
- The Service is for the specified compostable waste only (see website for details).
- Side waste will not be collected.
- Lids must be closed.
- Residents moving house within the Borough who wish to transfer their subscription to a new premise must inform the council within 5 working days prior to moving, to ensure continuous collections. Failure to take the brown lidded bin with you to your new address will result in you having to pay your subscription charge again, as a new bin will need to be delivered.
- Bins will be emptied every four weeks in December, January and February and every two weeks throughout the rest of the year.