

Garden Waste - Frequently Asked Questions

Q How do I apply for the garden waste service?

A You can apply to join the garden waste club online at the following address:
www.westdevon.gov.uk/gardenwaste

Q How does the garden waste service work?

A The service is an annual subscription covering the period from April to the following March. For each subscription of £40, the customer receives 4 large, reusable garden waste sacks. There is no limit to the number of subscription that can be purchased however, if you wish to buy more than 2 subscriptions, please contact us to discuss beforehand to make sure we understand your requirements.

Collections are fortnightly and your garden waste will be collection on alternate weeks to your black sack collection. The only exception is over the festive season during December and January when garden waste collections are suspended. The exact dates of this can be found in the [collection calendar](#). Your collection point will be the same as other waste services.

Q I'm an existing customer. When will my subscription be renewed?

A Some existing customers have a subscription which was previously advertised to finish at end of September 2019. As a bonus for being a loyal customer, we will extend your current subscription to the end of March 2020.

If you have signed up via direct debit which is due to be renewed in October 2019, we will contact you nearer the time to ensure that you agree with us delaying your direct debit payments.

Q What happens to the garden waste you collect?

A It is composted on a local farm site to enrich the soil. Unfortunately, the compost is not suitable for use on domestic gardens

Q Why is the Council charging residents for garden waste collections when it didn't before?

A The free collection of garden waste was a discretionary service provided by the Council but we are no longer able to provide the service free of charge in the face of significant cuts to funding.

Q How much does it cost and how does this compare with other councils?

A The cost for each subscription is £40 for four large re-usable sacks collected fortnightly. Most councils now charge for garden waste collections and prices range from around £25 to £100. Some councils do not operate the service during the winter months. West Devon offers better value as the four large sacks allow you to put more waste out at each collection and operates all year round.

Q Can I put garden waste in my black sacks?

A No, garden waste cannot be put into black sacks. If you join the scheme we will recycle it on your behalf. Alternatively you can compost the waste at home or take it to one of the recycling centres in Tavistock or Okehampton. Refuse sacks containing garden waste will not be removed.

Q What happens if a sack is lost?

A You can report a lost, stolen or damaged sack at <https://westdevon.gov.uk/article/4122/Request-a-Replacement-Garden-Waste-Sack-orPermit>

Q What if I don't want to join, how can I dispose of my garden waste?

A Home composting is a great way to turn your garden waste into usable compost for your garden. You can find details on how to purchase a subsidised composting bin at <https://westdevon.gov.uk/article/3257/Composting-at-Home>

You can also dispose of garden waste free of charge at Devon County Council's Household Recycling Centres in Tavistock or Okehampton

Q Can I join at any time i.e. half way through the year?

A The annual subscription fee is £40 per year from April to the following March. You can join the scheme at any time however if you join part way through the year the full cost will still apply with the exception of any special offers we may introduce. The Council reserves the right to apply or remove a promotional discount at any point during the service year without prior notice.

Q Are there any concessions or discounts for people on benefits or senior citizens?

A There are no concessions, however a garden waste subscription can be shared with a friend or neighbour if you wish. Please be aware that the collection point will be at the house where the subscription is registered. In the event of a sale or promotional offer we may introduce a different price band or conditions.

Q How can I end my subscription?

A Residents are able to end their subscription at any time through the year by contacting us, however the subscription is non- refundable once the initial 14 day period has passed.