



New Forest  
DISTRICT COUNCIL



*garden*  
*waste*  
collection  
2019/20



# How does the service work?

On joining the garden waste service for the first time, we will send you:

- A collection calendar
- A reusable sack to put your garden waste in for collection

Your collection crew will visit your property once a fortnight to pick up your garden waste. Collections are suspended from 23 December 2019 until 6 January 2020.

Leave your sack(s) out on the edge of your property in plain sight by 6.00am on your collection day. We'll pick it up and take it to a composting facility in Hampshire, where it is turned into Pro-Grow, a high-grade soil conditioner.

T&Cs available on [newforest.gov.uk/gardenwaste](http://newforest.gov.uk/gardenwaste)

## YES PLEASE

Grass cuttings  
Hedge cuttings  
Weeds and flowers  
Branches up to 75mm diameter  
Leaves and twigs  
Prunings  
Christmas trees (under 6ft)

## NO THANK YOU

Food waste/fruit and vegetable peelings  
Soil/rubble/concrete/stones  
Animal waste  
Plastic bags/pots/trays  
Branches over 75mm diameter  
Invasive species

The garden waste sacks can be used to dispose of up to 20kg of garden waste. Please do not overfill your sack as we will be unable to collect it.

In poor weather please cover your bag to prevent excess water increasing the weight of your bag.

<b>How much does it cost?</b>	<b>First sack</b>	<b>Extra sack(s)</b>
<b>For 12 month service</b> 1 April 2019 - 31 March 2020	£34	£17.50
Reduced rates are available if joining later in the year		
<b>For 9 months service</b> 1 July 2019 - 31 March 2020	£29	£15.50
<b>For 6 months service</b> 1 October 2019 - 31 March 2020	£23	£12.50

### **To join the service**

- Visit [newforest.gov.uk/gardenwaste](http://newforest.gov.uk/gardenwaste)
- Go to one of our local information offices
- If you are submitting a direct debit request after 31 March 2019 please ensure you make full payment for the year and your direct debit will start in April 2020
- Phone the garden waste hotline on 023 8028 5391

**New customers to the garden waste service should receive their garden waste sack(s) within 10 working days**

### **If you have any queries**

**Web chat:** [newforest.gov.uk](http://newforest.gov.uk) and click the 'Chat now' logo

**Email:** [customer.services@nfdc.gov.uk](mailto:customer.services@nfdc.gov.uk)

**Online:** [newforest.gov.uk](http://newforest.gov.uk) and click **all reporting**, 'garden waste'

**Phone:** 023 8028 5391

**For details of how we use and process your data and our privacy notice please visit [newforest.gov.uk/gardenwaste](http://newforest.gov.uk/gardenwaste)**



# FAQs

**Q How can I find out my collection date?**

A Go to [newforest.gov.uk/gardenwaste](https://newforest.gov.uk/gardenwaste). Click on the link to **Garden waste collections days**. If you cannot find your collection date online, contact customer services

**Q My garden waste sack is damaged or lost - how do I get a replacement?**

A Contact customer services for a special reference number to collect your replacement sack from a local information office

**Q After my garden waste was collected, why did I receive a different garden waste sack?**

A For operational reasons, we cannot guarantee that you will always receive the same sack back - so we do not recommend you personalise your sack with your address details etc.

**Q I'm moving house - can I transfer my garden waste service to the new address?**

A Yes, contact customer services with the address details of both properties along with your moving date. If you are moving outside of the district, we are unable to give a refund or transfer your service to the new householders.

**Q My garden waste collection has been missed - how do I report this?**

A First, please check that you have put your garden waste sack out on the right day and on time. Secondly, check that your garden waste sack only contains the materials we collect. Missed collections must be reported to customer services within 48 hours.

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