Garden Waste
collections

saving energy,
saving resources
Welcome to the Garden Waste Scheme. Your green waste will be collected once a fortnight and taken to a Hampshire composting facility to be turned into Pro-Grow, a high-grade soil conditioner.

**Using your green sack**
You can put the following in your green sack for collection:

- Grass cuttings
- Hedge clippings
- Dead flowers and weeds
- Leaves
- Twigs

Sacks containing incorrect items will not be emptied and you must remove the item(s) before the next collection.

Your green sack can hold up to 20kg of garden waste. Sacks weighing more than 20kg will not be collected and the additional material must be removed before the next collection. If you regularly have extra green waste, you may want to consider purchasing an additional sack.

**Collection day**
Please leave your green sack at the edge of your property by 6am on your collection day. Your garden waste team will empty your sack and return it to the edge of your property. Please consider placing a brick or stone by the sack to prevent it being blown away on windy days. If your sack has been missed please contact customer services.

**Lost or damaged sacks**
If your green sack is lost or becomes unusable through reasonable wear and tear, you can contact customer services and a new one will be sent to you.

Sacks will not be automatically issued to residents who are renewing their subscription to the garden waste scheme. The sack remains the property of New Forest District Council.

**Moving house**
The licence to use the garden waste scheme is allocated to the individual resident, not the property.

If you move to another property within the district, you can call customer services and they will notify your collection crew of the new address.

If you move out of the New Forest, you can contact customer services and request a pro-rata refund on your subscription.

**Contact details**
If you have any questions or comments about the garden waste scheme, you can contact customer services:

**Telephone:** 023 8028 5000  
**Email:** customer.services@nfdc.gov.uk