

Havant Borough Council Garden Waste Collection Service Terms and Conditions 2025/26

The service. The service is for the collection of household garden waste from your property in a bin provided by Havant Borough Council (The Council). Collections will be carried out every two weeks except during Christmas and New Year when the service is suspended, totalling 25 collections for the full year. Subscriptions commence either on the 1 April each year, or on the date of payment if this is later, and end on the 31 March in the succeeding year. The service will commence when payment is received, allowing up to 15 working days to deliver bins for new subscriptions. You may cancel the service at any time, however a refund will only be given if you cancel within 14 days of making payment.

Garden waste permits. Garden waste can only be collected from wheeled bins issued by Havant Borough Council and with a permit stuck onto the handle side of the bin. When you have made your payment for the service you will receive your permit in the post within 15 working days. You will need to stick your permit to the handle side of the bin. When presenting the bin for collection you need to ensure the permit is facing outwards. This assists the crews with completing a reliable service. Please be advised your bin will not be collected until a valid permit is visible on your bin. Your bin will be collected on the following scheduled collection day.

Collection. Garden waste can only be collected from wheeled bins issued by Havant Borough Council. Bins must be placed at the edge of the property boundary or at a location directed by the Council, by 7am on the day of your collection. The bin must be safely accessible with the lid closed, waste presented by the side or on top of the bin will not be collected. Bins must only be used for household garden waste and will not be emptied if they contain any other items or cannot be safely handled by the collection crews. If collections have taken place in your street and your bin has been missed then this can be reported through the customer portal, no later than 4pm on the next working day following the scheduled collection. We will not return if the bin has not been presented correctly or if the collection has been missed due to circumstances beyond our control.

Adverse weather and circumstances beyond our control. If it is not possible to empty your bin due to circumstances beyond the Council's control, such as adverse weather, attempts will be made to return and empty the bin where practicable, however, collections cannot be guaranteed.

In the event of sustained adverse weather or other circumstances beyond the Council's control, the service may be suspended to redirect resources to residual refuse collections. Service charges will not be refunded in any circumstances where collections cannot take place as described above.

If material becomes trapped in the bin and does not fall out during the emptying cycle, the householder is responsible for resolving the problem. We will not return to empty the bin until the next scheduled collection. For safety reasons, crews are prohibited from attempting to release material which becomes stuck, frozen or compacted into the bin.

Collection day. Scheduled collection days are published within the customer portal and the council's website and will be provided with annual renewal notifications. We reserve the right to amend the collection day giving you reasonable notice of any changes. The day of collection may change due to circumstances beyond our control, for example inclement weather, which may make it unsafe to carry out a collection. We will do our best to keep residents informed of any delays to their collection day and keep disruption to a minimum. Garden waste collections will be suspended for a two week period over the Christmas holiday. Please refer to your waste collection calendar for further information.

People living in "hard to reach" properties. If you live in a property that is defined by the Council as "hard to reach" for waste collection, you may not be eligible to use the garden waste service.

What can go in the bin? Any biodegradable waste from gardening activities at the property, including grass cuttings, hedge cuttings, small branches, leaves, weeds, real Christmas trees (cut down to fit within the bin), prunings, waste fruit and vegetables grown directly within the property's garden.

What cannot go in the bin? Soil, concrete, rubble, treated wood, vegetable peelings, food scraps, coal, ash, animal waste, commercial waste, general household waste and any other waste which is not household garden waste. Waste must not be put in plastic, biodegradable or compostable sacks. The bin will not be collected if it contains incorrect items. Please remove these items and re-present the bin on your next scheduled collection day.

Renewal. The service must be renewed annually and payment received. If payment is not received, the subscription lapses and collections will cease. A new subscription can be requested and will be supplied, subject to capacity being available. If the service is no longer required, then the container presented for collection at the boundary of the property upon request. A renewal reminder will be sent to you in advance of your licence expiry date to give you sufficient time to renew the subscription.

Pricing. Prices are as stated on <http://www.havant.gov.uk/garden-waste>. The service is delivered a statutory function of the Council, therefore VAT is not applied. On initial sign up, a bin will be delivered at no cost to the subscriber. A charge may be applied for replacement bins, details of which are published on the Council's website.

Transfer of service. If the subscriber moves property within the Borough then the subscription can be transferred to the new property; the householder must make arrangements to move the bin(s). A subscription cannot be terminated within the year, collections will continue until the end of the current subscription period. If the current subscriber leaves the property then the new occupier must apply for a new subscription for subsequent years.