**BROWN BIN CHARGES 2016  Frequently Asked Questions**

**Do I have to pay for my brown bin to be collected?**

Households with only one brown bin will not be charged for collection. However if two or three brown bins are presented at a property, the additional bins will not be collected if you have not paid for the service. A maximum of 3 bins in total will be collected per household. Only Flintshire County Council brown bins will be collected.

**I have more than 3 brown bins , can I pay extra for them to be emptied ?**

**No**, households are limited to 3 brown bins only .Extra garden waste can be taken to the Household Recycling Centres in the County

**How do I arrange for my additional garden waste collections?**

Please call the Streetscene Contact Centre on 01352 701234 .Payment can be made by card or cheque.

**What is the cost for my extra brown bins to be emptied?**

£ 24 per extra brown bin collection from beginning of March to end of November 2016 Please refer to your collection calendar for first and last collection dates.  
E.g. 1 extra brown bin = £ 24  
2 extra brown bins =£ 48

**When do I need to pay?**

Before the brown bin collections start at the beginning of March (please refer to your calendar) However, if you wish your collections to start later in the year the charge will be the same as for 9 months; there are no discounts.

**How will you know I have paid?**

We will keep a record of your payment and you will be issued with a barcoded adhesive label for each of your bins, including an orange sticker for your free of charge bin collection. **YOUR ADDRESS MUST BE WRITTEN CLEARLY on ALL stickers.** Bar codes will be linked to your address.

Please note: Stickers bearing your address and bar code **MUST BE FIXED TO THE LID ONLY OF YOUR BROWN BIN.** Only bins bearing a bar coded **ADDRESSED** sticker on the lid will be emptied.

**I do not wish to pay for extra bin collections; can I keep the brown bins?**

Yes you can keep your extra brown bins; however, if they are presented for collection they will not be emptied. Alternatively if you don’t want to keep your extra brown bins, please call the Streetscene Contact Centre on 01352 701234 to arrange a collection.

**I paid for my extra brown bins, can I have a refund?**

Refunds will not be available for bins previously purchased
What if my sticker is damaged / missing?

It is your responsibility to take care of the sticker on the bin lid and ensure your address remains clearly visible. However if it is damaged / missing, please call the helpline and an officer will check your details on our system and if necessary make a site visit.

What if my brown bin is missing?

It is the responsibility of the householder to ensure their brown bin/s are safely stored. In the event of a missing bin there will be a charge of £20 for a replacement (cost of the bin). We strongly advise that you permanently mark your brown bin with your house number or address to make your bin clearly identifiable.

Can I put garden waste in my black bin?

No. We will not empty any black bin or refuse sack that contains garden waste. Your black bin is strictly for non-recyclable household waste. Garden waste must be placed in your brown bin only.

Other ways to dispose of garden waste

You can use our recycling centres free of charge. Some garden waste can be shredded and returned to the soil as mulch or composted at home either on a traditional compost heap or in a home composter.

Garden waste we can collect in your brown bin

- Grass cuttings
- Garden prunings
- Branches and twigs
- Leaves
- Bark
- Flowers
- Bark wood and shavings
- Plants

We cannot accept
- Plastic bags / plant pots etc.
- Stones, soil or rubble
- Vegetable or fruit waste from your kitchen
- Ragwort, Indian Balsam or Laurel
- Animal bedding or faeces
- Food

Suspended collections

If collections are suspended due to adverse weather conditions or breakdown, refunds will not be available.

Missed collections

A missed bin can be reported on your normal collection day or the following day.

NB. Future changes to collection schedules or revised charges will be published in 2017.