

Garden Waste Service Temporary Suspension

How long is the garden waste service suspended for?

We are suspending all garden (and food) waste collections from Monday 18 January 2021 until Friday 29 January 2021 (with the service scheduled to restart on Monday 01 February 2021).

Why is the garden waste collections being suspended?

We have taken the difficult decision to temporarily suspend the garden (and food) waste services. Unfortunately due to a number of reasons, including a higher-than-normal volume of recycling being presented for collection after Christmas and some collection operatives isolating, our waste collection services has been under increasing pressure.

Our collections crews have been working hard to maintain waste services throughout the pandemic and we have worked closely with our contractor to ensure all other options have been exhausted before suspending garden waste.

By suspending the garden waste service we can use the additional vehicles and crews to support the recycling service to complete the challenging task of clearing the Christmas backlog.

Our aim is that all services will be able to continue as normal once the service is reinstated.

Can I get a refund for my missed garden waste collections?

Regrettably we are not able to offer refunds on missed collections, as stated in the [terms and conditions for garden waste](#).

During the 2-week suspension period, residents who have subscribed to the garden waste service will miss only one garden waste collection which equals £1.92 out of the overall £50 annual subscription. Even if we were to offer a refund, it will probably cost the Council more money and use up much-needed staff time to do that at a time when we need to prioritise helping vulnerable members of our community and keeping frontline services going. We hope that affected residents will understand the current difficulties and support this decision.

Will I get an additional garden waste collection?

We will not be offering an additional collection, but if you are subscribed to our garden waste collection service you can leave 3 untied bags of garden waste next to your green bin on your next collection after the service has resumed. Please note:

- Excess garden waste will only be collected from subscribed properties
- Up to 3 open topped bags of excess garden waste
- Tied bags will not be collected

- Excess collection applies to only the 1st collection after service is reintroduced

What can I do with my garden and food waste if you're not collecting it?

Please keep your garden and food waste bin on your property until your collection has been resumed. Our recycling centres are still open for essential visits, please book a slot [online](#).

You can also compost garden and food waste at home. For more information on home compost visit: www.westberks.gov.uk/compost

Can I still leave my real Christmas tree out for recycling?

We have already picked up lots of real Christmas trees left out since Christmas, but will delay further collections from the kerbside until the service resumes on Monday 1 February.

The Christmas tree recycling service will be extended until 12 February 2021. Please keep your real Christmas tree on your property until collection.

My recycling hasn't been collected what shall I do?

We are working hard to catch up on recycling collections. If your recycling has not been collected please leave your containers (boxes and bag) out and we will collect as soon as we can.

Unfortunately we will be unable to collect garden waste during this time and kindly ask you to return your green (wheeled) bin to your property. Please do not call Customer Services, unless necessary, we will keep our website and social media sites updated, if there are any further changes.

Why is my recycling being emptied altogether in one vehicle?

All recycling is collected separately but at times we may use a different vehicle to collect recycling.

Some vehicles for recycling collection may only have one compartment at the back so we would only collect one type of recycling material in that vehicle, for example cardboard.

When will our recycling, garden and rubbish collections go back to normal?

By taking this decision to temporarily suspend garden waste it will allow us to focus on recycling and rubbish collections and get all collections back on track as quickly as possible.

We hope to have all services running as normal from Monday 01 February 2021, but this is dependent on staffing levels and any other factors which may impact the service. We will keep our website and social media updated if there are changes.