

## GREEN BIN CHARGES – FINALLY THE COUNCIL PROVIDES SOME ANSWERS

1. When will you start marketing/promotion to advise people of this significant change and what methods will you use?	The first press release is scheduled for week commencing the 13 March A booklet will be delivered to each property within the borough from 19 <sup>th</sup> April. The booklet explains the service and has FAQ's, the service will also be promoted on the website.
2. How will the green bin charge be collected – what payment methods will be accepted?	Payment will be by credit/debit card, same method as bulky collections. The payment can be made either through the website or by phone.
3. How can I stop my paid-for green bin being used by non-payers? The bin has no means of securing it closed, and I cannot keep it anywhere but in the front of my bungalow.	The security of the bin would be what the resident felt was necessary, without damaging the integrity of the container.
4. I will not be paying £30 to empty my bin What will happen to green bins if they are not used? What options will you offer for collection or retention of the green bin for those who do not pay the charge?	The green bin can remain at the resident's property as they, or a future householder, may decide to sign up to the service at a later date. If the resident is certain that they will not be subscribing, we will arrange a collection date for the bin from January 2018. If the resident wishes to join the scheme at a later date they will have to pay for a bin plus the subscription charge to the service.
5. We live in an apartment ( 6 in total ) and have 2 green bins between us. Will the charge be divided between each apartment?	Bins can be shared, but one resident will have to sign up. The arrangement for payment will be with the resident that subscribes.
6. How will refuse teams determine which bins to empty and which to leave (where the charge has not been paid)?	When a resident subscribes they will be given a colour coded subscription sticker, which will be applied to the bin. The sticker will have the property address printed on it, and only bins with this sticker will be emptied. Bins presented without the subscribing will have a sticker applied explaining why the bin has not been emptied.