Q: Why do we need a sticker? Don’t the crews have records?
A: This is an easy way for the crew to check who is a member of the scheme. The crews do have records, but it is not always possible for them to check this (for instance along a busy road). So the best way to ensure they are only collecting the bins from members of the scheme is to only collect bins with a current sticker and this forms part of the terms and conditions for the service.

2. Q: My bin wasn’t collected today because I didn’t have the correct sticker on the bin. Will you come back and collect it?
A: The terms and conditions for the service state that garden waste bins presented without a valid subscription sticker will not be emptied. There will be no return until your next collection day.

3. Q: How do you check that subscription stickers are valid and haven’t been photocopied/ laminated?
A: It states on our terms and conditions that photocopied or laminated stickers are not accepted. Should the collectors suspect that a sticker is fraudulent they will not collect the bin and will attach a bin tag stating that the resident is not displaying a valid sticker.

4. Q: Why can’t I laminate or photocopy my sticker?
A: This helps to ensure that everyone that is displaying a sticker has actually paid for the service. In some cases we have found that stickers have been copied for friends/relatives. This is fraud and is not fair to other participants of the scheme that have correctly paid for the service.

5. Q: When will I get a new sticker?
A: Once your payment is confirmed a sticker will be sent out to you. The new 2016/17 subscription sticker is blue.

6. Q: I am unhappy that the subscription period runs from 1 October to 30 September. Why can’t service run from any month in the year?
A: A report regarding these changes was approved at Cabinet Briefing in October 2014. The changes to the service will make it a more efficient and streamlined service.

7. Q: Can I pay a pro rata payment if I choose to subscribe at a later date?
A: No, the payment is either £36 or £18 for those on Housing Benefit or Council Tax Support no matter what point in the subscription period you join.

8. Q: Why do you charge for the service?
A: While your Council Tax bill includes a charge for the collection and disposal of domestic waste, the Council is not obliged to cover the cost of collecting garden waste. Some Council’s may have the resources to cover this cost, which is why some Councils offer this service for free. Unfortunately at this time Gloucester City Council cannot offer this service to residents for free. Following consultation with residents you told us you would rather pay a small fee to self finance the service, rather than for it to be withdrawn. We always recommend that residents compost at home. Visit www.recycleforgloucestershire.com/composting to find out more, including how to get a reduced price bin.

9. Q: I’m cancelling my service. Will you take my bin away?
A: We aim to remove bins where residents have not renewed their service. However if your bin has not been removed because for instance you have not left it in a position where the crew can collect it, please contact us to arrange its removal.

10. Q: I’ve got two garden waste bins that I alternate between collections. Why can’t I have a sticker for each bin?
A: The charge for the service is per bin. If you have two bins you need to pay for both of them. It is not fair to other participants of the scheme for some residents to have two bins but only pay for one.

11. Q: I can’t afford to pay for the service, what can I do with my garden waste?
A: We recommend that you consider home composting. Information about home composting can be found at www.recycleforgloucestershire.com/composting or we can send you a leaflet through the post.

12. Q: Why do missed garden waste collections need to be reported within two working days?
A: It is necessary to impose a deadline for missed collections because we only have limited resources to operate the service. Therefore it is not cost effective or efficient for vehicles to return when they are carrying out collections in a different part of the city.