

## Garden Waste Collection Service - Frequently Asked Questions

### *Why is the Council charging people for garden waste collections?*

There is no requirement for the Council to provide a kerbside collection service for garden waste, but where it does, it can make a charge. The income from charging for garden waste collections helps make the service self-financing, which is helping to maintain important services for members of our local community that may otherwise be at risk of being ceased or reduced in level.

### *Don't I already pay for my garden waste collection in my Council Tax?*

Although collected locally the payment of Council Tax is part of a national taxation system and is not dedicated to the provision of specific services from the Council. Where a service for the collection of garden waste is provided, the law allows Councils the discretion to make a charge.

Although the Council had been able to provide the service free-of-charge in the past this was no longer possible for the reasons explained above.

Not all properties in Halton are suitable for a garden waste collection service. For this reason, it is also felt that making a charge is fair as the service will only be paid for by those households that choose to use it, in the same way that charges are only made for bulky items collections to those households that request one.

### *What if I do not want to use the service?*

The service is entirely optional. If you do not wish to use the service then you do not need to do anything - your green bin(s) will simply not be emptied after the subscription year commences and you will need to make your own arrangements to deal with any garden waste that you produce.

### *How much will the service cost and how can I subscribe?*

The cost of the service for the 2026/27 subscription year is £50 per bin and payments can be made via the Council's website - [www.halton.gov.uk/gardenwaste](http://www.halton.gov.uk/gardenwaste), over the telephone using a credit/debit card by calling 0303 333 4300 or at one of the Council's Halton Direct Link shops using credit/debit card only.

### *Can I pay the subscription monthly?*

Unfortunately the Council is unable to offer payment by instalments. In order to minimise the cost of the scheme and keep subscription fees to a minimum the subscription is an annual charge that must be made as a one-off payment each year.

### *Are there any concessions for elderly or infirm residents, or those in receipt of any benefits?*

Unfortunately the scheme is being managed on a self-sustaining basis and given this the Council is unable to fund concessions to specific groups.

*Can I have additional green bins?*

It is up to you how many green bins you would like to have emptied. In theory, you can have as many bins as you are willing to pay for, with each bin you require being charged at £50.

You should ensure that you request and pay for sufficient green bins to meet your individual household need as the Council will not collect additional garden waste placed along-side wheeled bins.

*How long does my payment cover me for?*

Your payment is for one year and will cover you from 1st June 2026 until the 31st May 2027.

Please note - the garden waste collection service is a seasonal service that ceases during the winter months and recommences in the spring. Therefore, paying for a subscription will entitle you to receive 20 fortnightly collections during each subscription period.

*Do I need to renew my payment every year?*

Yes. You need to renew your payment for each year's collection.

*If I join after the subscription period starts, do I pay a lower rate?*

Unfortunately, the Council is not able to offer partial subscription fees. If you join or opt-out part-way through the year the cost will still be £50.

*What if I rent my house or I'm not responsible for the garden where I live?*

This is something that you would need to discuss with your landlord in order to decide who would need to make payment if you wish to subscribe to the scheme.

*How will the waste collectors know I have subscribed to the service?*

When we receive your payment we will send you a coloured licence sticker containing a serial number and your address. You should attach this to your bin to identify that you have paid for the service.

As it can take up to 14 days for your licence sticker to arrive, please subscribe in plenty of time to ensure that you don't miss any collections.

*Is it important where the licence sticker is placed on the green bin?*

Yes. We require the licence sticker to be placed under the handles on the back of the bin. This will enable quick checking of licences by our staff to ensure that all subscribed households' bins are emptied. If the licence is not correctly placed it is possible that the collection staff will not see it, and your green bin may not be emptied. If this occurs, we will not return to empty missed green bins.

*Can I share a garden waste bin with my neighbour?*

Yes, if one bin provides sufficient capacity to meet the needs of you and your neighbour there is no problem doing this. The charge applies per bin and if you and a neighbour wish to share, then one of you will need to pay the charge and you can arrange between yourselves how you split its use.

Please note that we will only empty one bin per subscription and will not remove any additional materials placed alongside the bin. Therefore, before considering sharing one bin with your neighbour, make sure that this will be sufficient for you throughout the subscription period.

*What happens if I move house?*

Your subscription is valid between 1st June 2026 and 31st May 2027. If you move house during this period, the collection service will transfer to your new address if this is within Halton and if the garden waste collection service is operating in the area of your new property. Please contact us by email at [garden.waste@halton.gov.uk](mailto:garden.waste@halton.gov.uk) or by telephone on 0303 333 4300 to advise us of your change of address and we can arrange for your collections to continue. **You should not take your green bin(s) to your new property when you move.**

Refunds cannot be issued if you move out of the Halton area or to a property in the borough that is not offered the service. Furthermore, a refund will not be issued if you move to a new property and require fewer bins than you have subscribed for at your previous address.

*Can I transfer my subscription to somebody else?*

Subscriptions are only transferrable between different individuals at the same property and where both people were in residence at the time the subscription was made.

Note - Licences cannot be transferred under any circumstances other than those outlined above.

*Can I place additional garden waste alongside my bin for collection?*

No. We will only collect garden waste contained within the green wheeled bin.

We will not remove additional garden waste placed alongside your wheeled bin. Any excess garden waste that you produce can be taken to one of the Council's Household Waste Recycling Centres, which are located at Johnson's Lane in Widnes and Picow Farm Road in Runcorn. Alternatively, if you regularly produce more garden waste, you can pay for extra licences to have additional bins emptied.

*If I don't want to subscribe, how can I dispose of my garden waste?*

The Council provides two Household Waste Recycling Centres at Johnson's Lane in Widnes and Picow Farm Road in Runcorn where residents can take their garden waste and deposit it free of charge throughout the year.

Alternatively, garden waste can be composted at home. Home composting is ideal for grass cuttings, leaves, prunings, weeds and other small items of garden waste. Home composting also provides a benefit to the environment by allowing householders to compost some non-meat or fish items of kitchen waste, such as fruit and vegetable peelings, tea bags and egg shells. A wide range of competitively priced home compost bins and accessories are available at:

<http://www.merseyside.getcomposting.com/>

*Can I put garden waste in my black or blue wheelie bins?*

**No – Garden waste should not be placed in black or blue bins.**

Legislation allows Councils to specify what materials can be placed into designated receptacles as well as specifying which materials are prohibited. The Council has determined that garden waste must not be placed into black or blue bins.

Black and blue bins will be monitored by collection crews and any that are found to contain garden waste will not be emptied.

We would remind you that the Council will only empty one black bin per household and, under its 'no side waste policy', any excess waste presented alongside black bins will not be collected. Likewise, bins must not be presented over-filled e.g. where the container lid cannot be completely closed or they will not be collected.

*If I choose not to subscribe, what should I do with my green bin?*

The green wheeled has been allocated to an individual household by the Council and should remain at the property.

Keeping the bin will allow you to use it should you decide to join the scheme at a later stage or for it to be used by a new occupier should you move address. Alternatively, you may find it handy for the temporary storage of bin bags or garden tools etc.

*Will assisted collections be available for my green bin?*

Yes. If you subscribe to the service and you already have an assisted collection, this will continue. If you would like to subscribe to the service and you struggle to move your wheeled bin, please contact us to request an assisted collection. Please contact us by email at [garden.waste@halton.gov.uk](mailto:garden.waste@halton.gov.uk) or by telephone on 0303 333 4300.

*Can I get a refund if I decide to cancel my subscription?*

You have the right to cancel the service and obtain a full refund within 14 days of the date you subscribed. Unfortunately, the Council is not in a position to offer refunds, under any circumstances, after the 14 day period has elapsed.

*What if my green bin is missed on collection day?*

You can report this online or call the Contact Centre on 0303 333 4300 - deadline for reporting a missed bin is 2 working days following your scheduled collection date. This will be logged with the waste operations team who will check the collection details, including the crew's log of collections and details of where green bins were not presented. We will come back as soon as we can to empty your green bin if it has been missed due to our fault and it was reported within the timescales set out above.

If the bin has been missed for any reason other than a Council failure, we will not return before the next scheduled collection day. In such circumstances, we will only empty your wheeled bin and will not remove any additional waste placed alongside.

*Do I get a refund if you have missed my collection?*

Whilst missed bins are rare the Council is not in a position to offer refunds should this occur. However, we will come back as soon as we can to empty your green bin if it has been missed due to a failure on our part.

*What if I subscribe and my green bin is stolen with my licence sticker on it?*

You should report the matter to the Council and we will investigate the circumstances and advise you accordingly.

*What happens if I pay someone to cut my grass or attend to my garden?*

If the garden waste materials are placed into your green wheeled bin, then you would still need to subscribe to the kerbside collection service for the Council to empty it. Alternatively, you can ask your gardener or the person who carries out the work for you to take the garden waste away and dispose of it responsibly – but they may charge you to do so.

Remember, householders are required by law to check that anyone removing waste from their property is authorised to do so. Householders who do not take reasonable measures to check that operators are legitimate waste carriers could be liable to a fine.

*If I do not currently have a green bin but want to subscribe to the collection service, what do I do?*

Firstly, you will need to check whether the garden waste collection service is currently operating in your area. You can do this by checking the Council's web site: [www.halton.gov.uk/gardenwaste](http://www.halton.gov.uk/gardenwaste). If it is, you will then need to arrange for the delivery of a bin and pay the subscription to begin receiving the service.

If the service is not currently operating in your area you cannot subscribe to the collection service. Whilst you may not be eligible at this time, we are currently exploring options for extending the garden waste collection service to those properties that are not currently provided with green wheeled bins.

**Please note:**

The information provided in 'Garden Waste Collection Service FAQs' forms part of the terms and conditions for the Council's garden waste collections service