

Garden Recycling Scheme 2019 FAQs

When will collections start in 2019?

The free Garden Recycling brown bin collections run from April 2019.

How long will collections run for?

From April 2019, we will collect garden waste all year, giving you a chance to recycle all those falling Autumn leaves.

When will my bin be emptied?

Nearer the time, registered customers will be able to access collection information online using our bin [day look-up tool](#). You will be notified when this information is available.

How many bins can I get for free?

Every household in Derby will be eligible for one free brown bin. If you would like more than one, each additional bin will cost £40 each. You will be able to order and pay for these online using the My Account service on the Derby City Council website, by phone, or by visiting us at the Council House to pay in person.

If you already have a brown bin at your house, this will count as your free bin. If you already have more than one bin at your address, and you have been using these to recycle garden waste as part of the chargeable 2018 Garden Recycling Scheme, all of your existing bins will be automatically registered. You will not have to pay anything to use these bins.

When does registration open for the Garden Recycling Scheme?

Registration is open throughout the year. [Register now](#) to make the most of the scheme.

How can I register for the Garden Recycling Scheme?

There are three registration categories:

- **Auto-Registered** - If you took part in the 2018 chargeable scheme, you will automatically be registered for free collections from April 2019. You do not need to fill in the registration form.
- **Registration with brown bin** - If you did not use the chargeable scheme but do have a brown bin at your address, you will need to register and can start free collections from April 2019.
- **Registration without brown bin** - If you do not have a brown bin at your address, you will need to register for free collections to start no later than August 2019. This will give us time to order and deliver your bin. Once you have received your brown bin you can start collections.

I already have a brown bin but I wasn't signed up to the paid scheme – can I join now?

Yes. You can [register](#) to join the scheme at any time and will be informed when your collections will start.



I don't have a brown bin, can you send me one?

If you would like to sign up for the scheme but do not currently have a brown bin, we can send you one. You will need to [register](#) for garden recycling collections on our website or at the Council House, and we will arrange for a brown bin to be sent to your address.

How often will my bin be collected?

We will collect your brown bin(s) every two weeks.

You will be able to use the bin day look-up tool before the start of your collections to check on which day your bin(s) will be collected.

What can I put in my brown bin?

Your brown bin is only for compostable garden waste, including leaves, grass, flowers, small twigs, and small amounts of soil, as well as food waste.

What food waste can I put in my brown bin?

You can recycle all cooked and uncooked food waste in your brown bin, including bones, meat and egg shells.

How much is it costing the Council to make brown bin collections free again?

In its first year, the free scheme will cost roughly £774,000. We estimate that this figure will reduce to £589,000 in subsequent years. This is being funded as a revenue service pressure from 2019.

Can I still take garden recycling to Raynesway?

If you ever find you have more garden waste than will fit in your brown bin(s), you can still take any excess to Raynesway Household Waste and Recycling centre. Please visit our website for more information about the site and how to make your visit quick and easy.

Will you send out stickers to go on the brown bins?

We will not be sending stickers for brown bins. Since the start of the 2018 collections, we have used the digital system in the bin trucks to see which bins on each street are signed up for the scheme and therefore need emptying. This system will continue in 2019.

So, when you register for collections, this will show on our digital records, and the crews will only empty bins which are registered. You will not need a sticker on the bin to show that you are part of the Garden Recycling Scheme.

Do I have to register to get my bin collected?

The Garden Recycling Scheme is an opt-in service. This means you need to [register](#) if you want us to collect your brown bin(s).

In order to make sure we have enough resources to provide the same great service to all customers, we need to know how many bins we should expect out on bin day. This is why we are requesting that customers let us know how many bins you have at your address.



Can I register for the service later in the year?

You can register for garden recycling collections at any point.

After August 2019, we estimate it will take up to 10 working days to process your registration if you do not need a new bin. If you do need a new brown bin, this will take up to 15 working days to process.

If I have an assisted collection, will it carry over to the Garden Recycling Scheme?

Yes, this will automatically show on our system.

