

Garden Recycling Scheme 2019 FAQs

When will collections start in 2019?

We will run the first brown bin collections of 2019 in April. This gives us enough time to recruit and train the extra staff we need, as well as organise our collection rounds and our schedules.

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.

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 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 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 will open on Wednesday 2nd January 2019. Please register by Friday 1st March 2019 to ensure you can receive all the collections for which you are eligible.

How can I register for the Garden Recycling Scheme?

There will be three stages to the registration:

- If you have taken part in the 2018 chargeable scheme – you will automatically be registered for free collections starting in April 2019. All you will need to do is put your bin out on the right day!
- If you have not taken part in the chargeable scheme, but you do have a brown bin at your address – register by Friday 1st March for free collections to start in April 2019. If you register after this date, your collections will begin once we have processed your registration.
- If you do not have a brown bin at your address – you still need to register by Friday 1st March 2019 for free collections to start from August 2019. This will give us time to order and deliver your bin.

I already have a brown bin but I haven't been signed up to the scheme before – can I join now?

You can still sign up to the scheme. If you register before Friday 1st March 2019 you can have your garden waste collected from the start of the scheme in April.



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 let us know on our website or at the Council House that you would like to register for garden recycling collections, and we will arrange for a bin to be sent to your address.

If you register before Friday 1st March 2019, we can send you a bin and arrange for your collections to begin in August 2019.

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 for all compostable garden waste, including leaves, grass, flowers, small twigs, and small amounts of soil.

You will also be able to recycle food waste in your brown bin from April 2019.

Please do not put any other household recyclables in your brown bin, such as cardboard and plastics, or anything that should go in your general waste bin.

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.

I have a brown bin but it is damaged – can you replace it?

If your brown bin is damaged, please let us know using this form on our website. We will collect your bin and replace it like-for-like, free of charge, and it will be delivered ready for collections to start in August.

Can I register for the service later in the year?

You can register for garden recycling collections at any point from Wednesday 2nd January, but please be aware that registrations we receive after Friday 1st March will take longer to process.

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

