**FAQs – Green Waste Sacks**

**Why do I have to pay for my green waste sack(s)?**

The council has been operating from a reduced budget position for a number of years, and has to continue to make significant savings and can, therefore, no longer afford to provide green waste sack(s) for free. On a trial basis, the Council has decided to implement a charging policy for the provision of green waste sack(s) to encourage residents to take responsibility for them and reduce demand for replacements.

**Why does my council tax not cover this cost?**

The proportion of your council tax that is attributed to waste services is very small. The service is also funded from other sources. As these funding streams and budget reductions increase, the council can no longer afford to provide replacement sack(s) free of charge.

**What is the charge covering?**

The charge is for the costs of administration and delivery.

**Is the council making money by charging for green waste sacks?**

The council is not making money by charging for green waste sacks, it is only covering its administration and delivery costs. The council has replaced tens of thousands of green waste sack(s) free of charge in recent years, and can unfortunately no longer do so.

**Can I avoid the admin charge by collecting my new green waste sack(s)?**

No, green waste sack(s) are available by delivery only.

**How am I supposed to stop my green waste sack(s) being stolen - It’s not my fault and I’m being charged for it.**

There are several things you can do to help prevent this occurring:

• Use a permanent marker to clearly mark your address on your green waste sack(s).

• Where possible, do not place your green waste sack(s) out for collection the night before, as this means more time for it to go missing. Green waste sack(s) should be placed outside before 7:00am on collection day.

• Try and ensure that your green waste sack(s) is brought back in as soon as possible after collection. Your neighbour may be able to help with this.

**How can I pay for my green waste sack(s)?**

Payment for lost or damaged replacement green waste sack(s) can be made on-line at [www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk). Please note that cash payments cannot be made for the purchase of green waste sacks**.**

**Can I buy my own green waste sack(s) from elsewhere?**

No. To ensure that we meet the relevant EN standard and match council specification, we will only collect BG issued green waste sacks**.**

**What happens if I don’t pay for green waste sack(s)?**

Residents may prefer to dispose of their green waste themselves, and can take this to either one of our Household Waste Recycling Centres at New Vale or Roseheyworth, using their own green waste sack(s) rather than pay for a replacement local authority green waste sack(s).

**What happens if my green waste sack(s) is damaged by the collection crew or falls into the back of the collection vehicle?**

If a green waste sack(s) is damaged and the fault lies with the Council’s collection crew, this will be recorded, and a new green waste sack(s) will be delivered free of charge. This excludes any damage caused by overfilling the green waste sack(s), placing inappropriate items in it or reasonable wear and tear, which will be confirmed utilising the collection vehicles CCTV.

**How will my green waste sack(s) be delivered?**

Your green waste sack(s) will be delivered within 10 working days following your payment. Where possible the green waste sack(s) will be delivered within the curtilage of your property and evidence of this recorded accordingly.

**I need a green waste sack(s) but cannot pay right now, what shall I do?**

Unfortunately, we will not be able to provide a replacement or additional green waste sack(s) before payment has been received, and you will need to dispose of your waste legally in the interim.

**Can I pay in part payments?**

No, we cannot take part payment, and a green waste sack(s) can only be delivered once the full payment has been received.

**Will the crews return the green waste sack(s) after collection to the property because that is when the green waste sack(s) go missing?**

All collection crews will return green waste sack(s), after emptying, back to the place the green waste sack(s) was collected from. Please ensure that you clearly number your green waste sack(s), to avoid them going missing, and to help both you and the crew identify which address the green waste sack(s) ‘belongs’ to.

**What if I have seen my neighbour take my green waste sack(s) into their property?**

You must try to retrieve your green waste sack(s) by firstly speaking to your neighbour, and if unsuccessful, contact the Police.

**Are there discounts for OAPs or benefit claimants?**

No, there are no concessions.