

Frequently Asked Questions on the proposed annual charge for garden waste

Why is a subscription service being proposed for garden waste collections in Luton?

We are proposing to introduce the subscription as we can no longer maintain a free garden waste collection service. Unlike household waste and recycling, council's are not required by law to collect garden waste free-of-charge and not everyone uses the service. Any proposals regarding the introduction of a subscription will need to be considered by the council's Executive Committee.

I pay more Council Tax for a house with a large garden. Why should I pay separately to have my garden waste collected?

Whilst overall Council Tax helps fund local services, paying more does not create an entitlement to receive more services.

How much would the garden waste subscription service cost?

We are proposing to charge an annual subscription cost of between £35 and £55 per bin. Subscription to the service would allow wheeled bin users fortnightly collections. There are proposals to either run this service all year round, or to provide a seasonal service that would run from February to November. Please note in the first year the service would commence in March regardless of whether a seasonal or annual service was adopted. The subscription would need to be renewed each year.

Could I subscribe to fewer months at a reduced charge?

No, the subscription would be for the whole collection period either the whole year or seasonal dependent upon the preferred scheme.

How would I subscribe to the garden waste collection service?

You will be able to subscribe to the service on our website or by phone for those without internet access.

Could I subscribe for more than one bin?

The subscription fee would be for one bin but if you wish you could subscribe to have more bins. The subscription cost will apply to each bin that you would like us to collect.

Would I get a new garden waste bin when I subscribe?

No, your subscription would not entitle you to a new bin unless your bin is badly damaged or broken. If you do not currently have a brown bin you will be provided with one if you subscribe to the service.

What should I do with my garden waste if I do not want to subscribe to the service?

This would be an opt-in service, so you only pay if you wish to use it. If you do not wish to subscribe, you can take your garden waste to your local Household Waste Recycling Centre. You may also wish to consider home composting.

What happens if I change my mind, could I cancel the subscription service?

You would be able to cancel your subscription within the first 14 days for a full refund provided that the service had not started and you had not received a collection. No refunds would be offered after the first 14 days even if you no longer required the service.

What would I do with my garden waste bin if I did not subscribe to the service?

You could keep and reuse your bin if you wanted to. We will not empty any bins that are not subscribed to the service.

When would you start the garden waste collection service?

It is proposed to commence in March 2021 pending approval from the Council's Executive Committee.

What if I moved to a new house – would I take my bin with me?

You can transfer the service to a new address if you are moving within Luton. You would need to take your current bin with you.

What if I do not want to renew my subscription to the garden waste service?

If you choose not to renew your subscription the following year, your garden waste collections would stop at the end of the subscription period.

I have an assisted collection - would this continue if I sign up to the new chargeable service?

Yes, your assisted collection for your garden waste bin would continue if you signed up to the service. If you don't currently have an assisted collection but need one then you will need to apply.

Would you take side garden waste?

No, all garden waste would need to be contained within the wheelie bin provided.

How would I be able to stop other people putting their waste into the bin that I have paid for?

You should store your wheelie bin within your property boundary until your collection day.

What can I put in a garden waste bin?

Yes please - flowers, plants, grass cuttings, hedge trimmings, or green organic material

No thank you - plastic bags, plastic pots, bricks, animal waste/bedding, large tree branches, tree trunks, or any other wood items

How will a decision be made?

The findings from the consultation will contribute to the recommendations that are put forward for consideration by the council's Executive Committee.