

Contact: Commercial Services and Contracts
e-mail: gardenwaste@midsussex.gov.uk

Our ref:

Date:
6th April 2020

9218/08067/38500/18
M Sebbage
2A Orchard Road
Burgess Hill
West Sussex
RH15 9PJ



Dear Valued Customer,

RE: Temporary pause of garden waste collection service

I am writing to you as our records indicate you have a subscription for the fortnightly collection of garden waste. Unfortunately, the council must temporarily pause garden waste collections from **Monday 13 April**.

Why is the service being paused?

As you are aware, the council is responding to a national emergency and we are experiencing increases in domestic waste volumes, a pattern which is likely to continue as more people stay home.

The collection of rubbish and recycling remains an essential service to all homes within the district and we are required, in the interests of public health, to maintain core waste services during the coronavirus crisis. We must therefore pause the collection of garden waste and prioritise the collection of rubbish and recycling.

We understand pausing this service will cause inconvenience for you, particularly at a time when you are asked to stay at home and making the most of the opportunity to be in the garden. However, pausing our garden waste collection service temporarily will help us to ensure our crews can meet the basic needs of everyone at this difficult time.

When will the service be paused?

Garden waste collections will be paused **from Monday 13 April**. Please do not put any garden waste out for collection from this date as it will not be taken.

What happens to my direct debit?

Your garden waste collection service is paid for by a yearly direct debit. Payments will continue as normal but we will add time onto the end of your subscription period by the number of collections we have missed. **You will not be financially disadvantaged by this pause in your service.** Once collections resume **we will contact you** to advise you of your revised direct debit date for next year.

Working together for a better Mid Sussex

Will I get a refund?

As the service is only being temporarily paused no refunds will be made. Instead we are providing extensions to your subscription period as outlined above.

Please **DO NOT** cancel your direct debit if you wish to continue with the service as this will cause unnecessary pressure on council services at this difficult time and could delay the recommencement of your service when Green Waste collections return to normal.

When will the service be available again?

These are unprecedented times and it is not possible to make an accurate prediction about when we will be able to resume this service but we will be working hard to bring garden waste collections back as soon as possible.

We will review the situation in 12 weeks' time and **will contact you in advance** to inform you when collections will resume. So we can contact you promptly it is important for us to have up to date contact details including, where possible, an email address. Please email your contact details to gardenwaste@midsussex.gov.uk

What do I do with my garden waste?

Please remember the local Household Waste Recycling Sites (the tip) are also currently closed. Please hold on to any garden waste you already have until collections can resume.

If you have space at home please consider home composting. There is plenty of information on our website about how to get started www.midsussex.gov.uk/home-composting

Further questions?

Please visit the garden waste collection page of our website www.midsussex.gov.uk/gardenwaste where you will find answers to a number of frequently asked questions. If you are unable to find the answer to your query please email gardenwaste@midsussex.gov.uk and one of our team will be happy to respond.

- Garden waste collections will be paused from **Monday 13 April** onwards
- Please email up to date contact details to gardenwaste@midsussex.gov.uk
- Do not cancel your direct debit if you wish to retain this service

Thank you for your understanding and supporting the garden waste service at this difficult time.

Yours sincerely,



Jo Reid
Business Unit Leader- Waste, Landscapes and Leisure