

FAQs – Extra Green Bin

To understand more about how the new service works, please visit our [webpage](#) containing the Terms and Condition for the service. You must agree to these T&Cs before paying for your subscription.

To make it easier for you, here are the **top 10 questions** asked by residents:

I've now paid for this service and can't wait for it to start. When will my bin be delivered?

- Thank you for subscribing to our new service. We expect the service to be popular in the first few weeks, so please bear with us as we try to get the bin to you as soon as possible. During busy periods this could take 4-6 weeks.

What can go in the extra green bin?

- The usual garden waste materials: hedge cuttings, dead flowers, small branches, etc. More information is available on our website.

When and how often will my extra green bin get collected?

- It's the same schedule that is currently in place for your first green bin. We now have a new, printable schedule available. Just enter your address on our [website](#).

I tried to order an extra green bin but got a message stating the extra green bin subscription is unavailable to my property? Why can't I subscribe?

- Some properties are not suitable for this service for various reasons – limited access, no garden, very small yard, etc. If you would like to our team to reconsider the service for your property, please email us on wasteandrecycling@bolton.gov.uk with the subject title: Extra Green Bin.

What happens if my extra green bin is lost?

- The usual policy applies – you would have to order a replacement on [our website](#). To avoid this, here are a couple of tips:
 - o Bring your bin back to your property as soon as possible after collection.
 - o Add a property number to your bin to make it clear among your neighbours.
- Once reported, a replacement bin can take 4-6 weeks to be delivered. Refunds will not be provided while you wait for your replacement bin.

What if my subscription sticker comes off the bin?

- We don't expect this to happen often, because our bin stickers are made with a specialist weather-proof glue. However, if this does happen, please let us know by emailing wasteandrecycling@bolton.gov.uk. Don't worry, your bin collection team will be aware of your paid subscription as this will appear on the in-cab device within the wagon.

Collection of my extra green bin has been missed – what do I do?

- We're sorry your bin has been missed. Have you put your bin out before 7am? Is the road outside your property easily accessible by a large vehicle? If so, please report your missed bin on [our website](#). Remember you need to do this within the next 2 days, as explained on the web page.

Why is there a £35 setup fee in the first year?

- We appreciate that this may seem quite costly, but please remember, this only applies in the first year. If you are happy with the service and would like to continue the service in year 2, this fee will not be charged as all the necessary arrangements will already be in place, including the following:
 - o Back office arrangements in place to get your property on our digital system.
 - o Collating subscription details for our bin delivery team, including your new subscription sticker.
 - o Getting the necessary arrangements in place to deliver your extra green bin such as: advance purchase of bins; storage; van hire; staff; etc.

I already have a second green bin. Do I have to pay the setup fee?

- Our current policy states that residents are only allowed one bin per property. If you have a second green bin and would like to let us know, please email us on wasteandrecycling@bolton.gov.uk. The preparations described in our previous response would still apply. Therefore, we are required to make this charge to all properties in the first year only.

What do I do if I want to cancel my subscription?

- We're sorry you have decided to cancel your subscription. Please email us on wasteandrecycling@bolton.gov.uk to let us know, and we will make the necessary arrangements to remove the bin from your property. Any constructive feedback you can provide to help us improve the service would be greatly appreciated.