

# ***London Borough of Bexley***

## ***News Release***

**For Immediate Release**

**30 August 2016 / PR 8360**

### **FIRST GARDEN WASTE SERVICE RENEWALS UNDERWAY**

Last year the London Borough of Bexley launched its Garden Waste Service - and the time for first membership renewals is now underway.

Most residents who signed up before 20 August 2015 have a renewal date of 5 October 2016.

Initially a renewal reminder will be emailed to residents (or posted if there is no email on record). This reminder will be issued six weeks before membership ends.

A second reminder will be sent out two weeks before membership ends.

Both reminders will provide details of how residents can renew their garden waste service, including a new Direct Debit option (available from 21 August) which will provide an introductory discount of £1.50 on the total renewal cost.

Please do not try to renew your service unless you have received your reminder as it will not process through the system correctly.

There are currently 37,870 members of the Garden Waste Service, which is 52% of the residents eligible for the service.

Cllr Peter Craske, Bexley's Cabinet Member for Community Safety, Environment and Leisure said: "The introduction of Direct Debit as a payment option is an important addition to the service.

"In future years the Direct Debit service will simplify the renewal process for residents as it will enable automatic renewals."

Annual membership (outside of any promoted discounts) remains the same as last year at £33 - with second and subsequent bins charged at £30 per bin.

If a resident has not renewed 14 days past their membership end date a letter will be

posted to the property as a final reminder. This will give the resident a further 14 days to renew the service before the cancellation and bin removal process is started.

Residents who renew will receive written confirmation (email or letter) that they have renewed for a further year on the anniversary date of their membership, together with the terms and conditions of the service.

Ends



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