

Garden Waste Subscription Scheme - Frequently Asked Questions (FAQs) 2026

1. Why do I need to pay for garden waste collections, isn't it already included in my Council Tax?

The collection of garden waste is not a statutory service under the 'Controlled Waste Regulations 2012', therefore local councils do not have to provide a garden waste collection, and the service is not directly included in your Council Tax bill.

2. Why does the subscription scheme cost £52 and are discounts available?

The garden waste service runs for 40 weeks per year from early March to early December. The fee for this year is £52, which is £2.60 per collection if you subscribe at the start of the season. This price has increased since last year to reflect rising costs.

This cost will cover fortnightly collections as scheduled between March and December 2026. A 50% discount (£26 which is £1.30 per collection) is available for those residents in receipt of Council Tax Support or those who are registered as SMI (severe mental impairment).

3. How does the subscription scheme work?

You can register online at www.york.gov.uk/GardenWaste or if you are not able to register this way, please contact us on 01904 551 551. Once payment has been processed, you'll receive a 'welcome pack' in the post containing further information and a garden waste sticker for your bin. The sticker shows your address and a unique reference number and is valid for this season only. Please allow 10 working days for the 'welcome pack' arrive. Only garden waste bins with a valid sticker displayed will be collected.

4. I registered in 2025, do I need to register and pay for the garden waste collections again?

Yes, as this is an annual opt-in service. If you decide not to register, the Council will not collect your garden waste from March 2026. You can still take your garden waste for free to our Household Waste Recycling Centres (HWRCs) or we encourage you to compost at home. We sell subsidised compost bins at our HWRCs, and our webpages have tips on how to get started composting, and even how to make a home composter without purchasing a compost bin: <https://www.york.gov.uk/composting>

5. What if I don't receive my garden waste sticker or lose it?

In the unlikely event that you do not receive a garden waste sticker in time for the start of the scheme, or you lose it, please contact us on 01904 551 551 or by emailing ycc@york.gov.uk We'll send a replacement sticker where it has

been lost. Please note that whilst replacement stickers look slightly different to the initial stickers issued, they are still valid.

6. Can I have more than one garden waste bin emptied?

Yes, you can purchase more than one subscription for your household, but there is a limit of nine subscriptions per property. If you require a new bin with your subscription, you will need to contact us by calling 01904 551551, as this option is not available with the online form. Please note that each additional garden waste bin requires a separate subscription.

7. Can I register on behalf of a relative or someone else?

Yes, and we would encourage friends or relatives to register on behalf of those who need help completing an online form.

8. Can I register later in the year?

You can subscribe to the scheme until the end of October 2026 at www.york.gov.uk/GardenWaste. However, the charge remains the same, so we would urge residents to register as soon as possible to make full use of the scheme.

9. Can I pay in other ways?

Unfortunately, we are not able to take payments for the scheme by direct debit, cash or by cheque for individual properties. If you are unable to pay online, please call 01904 551 551.

10. I am a landlord or managing agent of several properties. How can I pay for my subscriptions?

If you are a landlord or managing agent of more than 5 different properties, you can request one annual payment by direct debit. Please contact GWBulkPermit@york.gov.uk to request this service.

11. What if my collection was missed?

Please report any missed collection to our Customer Service team by calling 01904 551 551 or by emailing ycc@york.gov.uk. Please note we will not be able to issue refunds for missed collections.

12. What happens if I move house?

The garden waste sticker remains valid only for the property for which it was registered. It cannot be transferred, and no refunds will be issued if you move house.

13. What happens at the end of the season?

To continue collections next season, you'll need to pay the annual subscription scheme charge for that year. The opening date for the new season's subscription will be announced before the end of the year. To stay up to date, you can sign up to our waste e-newsletter at www.york.gov.uk/EmailUpdates or visit our garden waste website.