

The annual subscription charge for the fortnightly service from April 2022 to the end of March 2023 is £42 per bin, and people have a range of options for how to subscribe.

Online: The quickest and most popular way to subscribe is via the website using a debit or credit card at

www.westnorthants.gov.uk/gardenwaste.

As most people are subscribing online, this can create a large demand which may occasionally cause issues with the payment portal. If this happens, please try again later – residents can sign up at any time before the new service starts on 4 April, and there's no deadline before then, so they won't miss out. We would encourage anyone who can sign up online to do so, as it's the quickest and easiest way to sign up.

Over the phone: People can also sign up by calling us on our main number 0300 126 7000, where a customer advisor will take their payment. Sometimes our lines can be extremely busy, but if this happens, please try again later.

In person: Residents who do not have the internet, or who are not confident going online, can use the PCs in the reception areas of our offices in Towcester, Daventry or Northampton, where a customer advisor will be happy to guide them through the process.

Credit and debit card payments: Please be aware that banks have recently changed the way online and over the phone credit card payments are authenticated. Under this new process users are sent a code - via email, text or via an app - to verify payment.

Alternatives to signing up: Residents who do not wish to sign up can easily compost garden waste at home, in a compost heap, or in a compost bin. The council is offering a limited number of 220-litre home composting bins are available for only £10. To receive this offer type in your postcode at Get Composting or call 0844 571 4444.

If you do not wish to home compost, you can also take your garden waste for recycling at your nearest household waste recycling centre.

<https://www.northamptonshire.gov.uk/councilservices/waste-and-recycling/household-waste-recycling-centres/Pages/default.aspx>

To find out more about the service, including a comprehensive list of FAQs, can be found on our website at www.westnorthants.gov.uk/gardenwaste