

Garden waste collections suspended email March 2020

Garden Waste collections – service suspended

Thank you for subscribing to the garden waste service.

We are writing to let you know that due to the impact current coronavirus outbreak, garden waste collections have been suspended from Wednesday 25 March.

The measures put in place by the Government to control the outbreak have led to a reduction in our staffing levels despite the use of temporary staff. With these pressures likely to increase, garden waste collections have been suspended so crews can focus on collecting refuse, food waste, clinical waste and recycling.

You will be unable to report missed garden waste collections whilst the service is suspended.

We apologise for the inconvenience the suspension of garden waste collections will cause, and thank you for your patience as our resources are focused on priority services and supporting the response to the current emergency.

What do I need to do?

Store any new garden waste in your garden rather than overfilling your garden waste bin as that might mean that it will be too heavy for the crews when the service recommences. .

Look out for further information from us and we will let you know when collections resume.

Keep garden waste out of your other bins otherwise they will be considered contaminated and will not be emptied.

Please note that Kent County Council's Household Waste and Recycling Centres are currently closed due to the current government guidance.

What about my subscription?

To help us keep our support staff free to deal with high priority and emergency contacts please don't contact us about your subscription, which will remain in place. We are keeping the situation under review and will be touch regarding your subscription as soon as possible.