



IPSWICH
BOROUGH COUNCIL

Address line 2
Address line 3
Address line 4
Address line 5
Address line 6

Grafton House
15-17 Russell Road
Ipswich Suffolk
IP1 2DE

3rd February 2025

Dear Owner/Occupier,

New opt in subscription service for your Garden Waste (Brown Bin) – from April 2025

With effect from the 1st April 2025, the Council will be charging for the collection of garden waste in brown bins.

Costing £50 per bin for an annual subscription, the Garden Waste Collection Service is one of the lowest in Suffolk. It will provide 25 collections over 50 weeks of the year as it does now.

If you would like us to continue to collect the garden waste in your brown bin after 1st April 2025, then you will need to subscribe to the new service by Friday 14 March 2025 and make a single payment of £50 per brown bin. Once you have signed up, we will send you in the post a permit for you to stick on your garden waste brown bin. After 1st April 2025, only brown bins with valid permits displayed will be emptied. Subscriptions made after 14th March 2025 may incur a delay of up to 14 days for you to receive your permit in the post.

Please visit our website www.ipswich.gov.uk/gardenwaste to subscribe. You can do this 24/7 at your convenience or you can also call us on 01473 432000. However, we are expecting high call volumes therefore if you can use online services, you may find this is the quicker option.

If you choose not to subscribe

If you do not want to use the new service, you will need to find other ways to manage your garden waste, such as using the Council's Garden Waste pay as you go collection service www.ipswich.gov.uk/gardenwastepayandgo, home composting or taking your garden waste to a Suffolk County Council Recycling Centre: www.suffolk.gov.uk/planning-waste-and-environment/waste-and-recycling/book-a-recycling-centre-time-slot

If you do not wish to subscribe to the new service and you want your brown bin removed, then please leave it outside your property on the first usual scheduled collection day between 1st April and 11th April 2025. Our teams will then start removing those bins which have been left out and do not have a valid permit attached. If you wish to keep your brown bin for the time being for your own use or in case you wish to subscribe later in the year, then you can do so, but please ensure it is kept within the confines of your property otherwise it will be removed. If you would like us to remove your brown bin at any point in the future, this can be requested via our website.

Got a question about the service? Please read the enclosed Frequently Asked Questions.

Ipswich Borough Council