

Press Release

Date: 23 April 2020
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Garden waste collections to start after being postponed due to Coronavirus

Garden waste services in County Durham will now be able to go ahead with changes to collection dates after they were initially postponed due to Coronavirus.

Last month, Durham County Council had to postpone garden waste collections in order to maintain its essential refuse and recycling services during the Coronavirus outbreak.

After reviewing its operations, and as part of its plans to reinstate services, the council is now able to once again deliver its garden waste collection to residents.

The council is aware of how valuable this service is to residents so, to ensure it will be able to continue in conjunction with normal waste collection services, it will be changing garden waste collection days to Saturdays and Mondays. This will allow continued support to rubbish and recycling collections which operate from Tuesday to Friday.

Residents who are scheduled to have their usual collection on a Tuesday or Wednesday can expect their new collection day to be on a Saturday while those who are scheduled to have a collection on Thursday or Friday can expect their new collection to be on a Monday.

The council will be informing residents who are signed up to the service of their specific collection dates which will begin on either Saturday 2 May, Monday 4 May, Saturday 9 May or Monday 11 May, dependent on their collection calendar. Collection dates can be checked online via MyDurham at www.durham.gov.uk.

The council continues to monitor government guidance and will keep the service under review over the next four months. Customers will be given advice on remaining collections beyond this time.

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Communications and Marketing

Durham County Council, County Hall, Durham DH1 5UF
Main telephone 03000 260 000 Text messaging service: 07860 093 073

Information on collection dates is being updated on MyDurham and correspondence detailing changes to garden waste collections is being sent to residents who have subscribed to the service.

Cllr Brian Stephens, Cabinet member for neighbourhoods and local partnerships, said: “We know our residents value the garden waste service so we are pleased to be able to continue it under these new collection days. We would like to thank residents for their continued support and understanding as we work to maintain essential services.

“Our priority has been to support our refuse and recycling rounds, which operate Tuesday to Friday each week. By moving the garden waste collection to Saturdays and Mondays, we can continue to provide this important service to customers at a time when we have spare capacity.

“Our garden waste customers are being advised of their new collection days and when they will commence, with the first for some customers starting on Saturday 2 May. We will continue to provide customers with information regarding any further changes to services as a result of the pandemic.”

Those who do not wish to continue with the garden waste scheme should inform the council by Monday 11 May by completing a refund request form at www.durham.gov.uk/gardenwaste or calling the customer services team on 03000 260 000.

ENDS

Note to Editors: Please find attached an audio clip from Oliver Sherratt, Durham County Council’s head of environment, for media use.