



**Tonbridge & Malling
Borough Council**

Dear Resident,

Garden waste collections service suspended

We are sorry to advise you that we have taken the difficult decision to continue the current suspension of garden waste collections.

We informed you previously that the suspension was expected to last for at least four weeks from 26 July. However, there has been no improvement in the ongoing national HGV driver shortage and regrettably we are not able currently to give you a date for resumption of the service. We can assure you that we are keeping the situation under constant review and will restart the service as soon as possible.

The suspension of the garden waste service has allowed us to ensure that food waste, recycling, refuse and clinical waste collections continue during this difficult period. The national shortage of suitably qualified staff is affecting not just ours and other councils' waste services but also sectors such as hospitality and retail. Our contractor is providing regular updates on measures it is taking to minimise the impact on our services, including improving pay and conditions and retraining existing staff. Nevertheless, new staff turnover is quite high in what is an increasingly competitive jobs market.

We recognise the inconvenience the suspension of this service is causing residents and we will be extending subscription renewal dates to reflect the period of suspension.

Check for daily waste updates at <https://www.tmbc.gov.uk/bins-waste/check-waste-collection-updates>

Advice on disposing of garden waste

You may choose to store any new garden waste in your garden or compost it. Please do not overfill your garden waste bin, or continue to fill it as the waste settles, as that may mean that it may be too heavy and may not be collected when the service recommences.

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

Kent County Council's Household Waste and Recycling Centres are open if you wish to dispose of your garden waste, a booking system is in operation. <https://www.kent.gov.uk/environment-waste-and-planning/rubbish-and-recycling/household-waste-recycling-centres>

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

What about my subscription?

We will automatically extend your subscription to cover the period of the suspension.

Thank you for your patience.

Yours sincerely,

The Waste Services Team