

Thank you for choosing to make use of the Fenland Garden Waste Service this year and we hope that this has allowed you to continue to enjoy your garden at this difficult time.

The garden waste and other crews really appreciate all of the messages of support you have been leaving for them. They thank you for the encouragement and they will continue to do their best to keep local waste collection services going.

The Fenland waste collection teams have been able to maintain the usual services for refuse, recycling and garden waste collections over the past month. They will do their best to continue this, but if collections do need to change they will be updated on the council website <https://www.fenland.gov.uk/bins> and on the Fenland Bin App – Search for ‘Fenland Bins’ in your app store for more details.

Changes to work patterns will mean that your garden waste crews start their work earlier than usual over coming weeks, so please ensure that your bin is out as early as possible.

We know that some customers are ordering second bins and subscriptions via the council website <https://www.fenland.gov.uk/gardenwaste> to help with additional garden waste. The team are delivering these as quickly as possible, and usually within 5 working days. Any issues with ordering bins and subscriptions, please call 01354 654321 or email [gardenwaste@fenland.gov.uk](mailto:gardenwaste@fenland.gov.uk) and we will do what we can to help.

It is worth noting that all waste taken for recycling, either in blue bins or brown bins, is still being recycled or composted as usual. With the lockdown, the collection team are collecting additional recycling and this is good news. Blue bin recycling has increased

by 12% (an extra 4.5 tonnes each day) and garden waste by 36% (an extra 12 tonnes each day).

For blue bin recycling, if you are not sure what can be recycled, you can now check online at <https://www.gettingitsorted.org> thanks to local Getting It Sorted volunteers who have developed this webpage to help make sure that we are all getting it right.

Finally, the council has a dedicated telephone line for those alone at this time, without support and in need of help. This can be accessed on 01354 654321 and further details can be found at <https://www.fenland.gov.uk/coronavirus>, where there is also advice and information for local businesses.

Thank you from Fenland Garden Waste Team.