



Garden Waste Permits – **You Said, We Did!**

You Said...

Moray Council, like many other local authorities across Scotland and the UK, is facing increasing pressure on our budget. Collecting garden waste is not a legal requirement, and we can no longer afford to provide this service for free. Councillors agreed to introduce a charge for the collection of garden waste in December 2018 and the £36 per bin, per year charge will create additional income in the region of £700k per year.

In response to the decision made by the full Council that a charge would be introduced for the uplift of garden waste...

We Did!

...we developed an e-form to allow residents to apply and pay for their garden waste permit online, 24/7 from any online device. We delivered a fully functional e-form service despite a demanding turnaround time: the decision to introduce garden waste permits was taken in December 2018, and the e-form went live to Moray residents only a few weeks later in January 2019. By 24 May 2019:

- 12,540 online applications have been made
 - 3,255 were logged-in myaccount users
 - 2,831 have asked for an e-mail reminder
- for 13,471 permits
- which has raised £484,956 of revenue handled online.

Apply – You can [apply and pay online](#) for a garden waste permit

Online E-form – Using an e-form for customers to apply online saves time and money.

Email – Customers had the option to request an e-mail reminder to apply for a renewal next year, and over 2,800 people have chosen this service.

Feedback

We would like to keep expanding what you can do online, so send us your feedback and ideas at: connected@moray.gov.uk