

Guidance for new tenants receiving agreed help from the Ranger Service – please read carefully

You have received this guidance because you have requested support from our Ranger Service at the start of your tenancy.

We ask that, where possible, you work on clearing the plot yourself. Where this is not possible, and you do need help, we work on priority and then date order.

Your contact telephone number is required so that the office can contact you regarding any queries. Photographs of the waste (once collected up) are really helpful. **Please let us know if your plot is locked as we will need to arrange access.**

If you can assist Rangers in their work this is always welcomed, please notify us if this is the case.

Lead times vary and long wait times are not unusual, if you have booked this service but no longer need it, please contact the Allotment Office to avoid wasted journeys.

The Ranger Service can help with

Collapsing of dangerous structures (where this cannot be done safely by tenants.)

- Rangers will assess the structure in the first instance. If considered dangerous, either a Ranger or Contractor will take the structure down.

Removal of excessive amounts of inorganic (non-compostable) waste

Examples of waste include plastic, glass and/or sizeable items that cannot be moved and disposed of by the tenant e.g. tyres, gas bottles and fridges.

For the Rangers to collect waste it must:

- Be collected and placed as close as possible to the inside of the plot entrance. Waste is not to be left in communal areas outside of the plot.
- Dangerous items such as broken glass must be in sturdy containers, which we can provide on request. These containers must not be over filled and be of a weight that 1 person can lift safely.
- Any non-organic waste that is collected in bags or containers should be easy to lift and move by one person i.e. no more than 25KG.
- We will refuse to take items that do not meet the requirements e.g. organic waste mixed with non-organic.
- Carpet can be taken but please pile it in as small amounts as possible, covering carpet where possible will prevent it from getting wet and heavy to move.

- We can take rubble where it is bagged in small manageable amounts. We will refuse to take where the amount is excessive – in this instance you will have to arrange for your own removal.
- Please recycle where possible – items such as bricks can be re-used.

Waste that Rangers cannot take

- Organic waste e.g hedge clippings, bramble, weeds, old crops etc
These should be composted on the plot. This service does not remove organic waste so please do not include it in piles to be collected by the Ranger.
- Untreated timber, this can be burned on the plot during the allotted period for fires (October to end of April)
- Asbestos, please report and photograph suspected asbestos. Where confirmed we will arrange for removal by a specialist contractor.
- Waste that is classified as hazardous or toxic this includes invasive species such as Japanese Knotweed. Please contact the allotment office if something of this nature is found on your plot.

To ensure the safe and timely removal of waste we require as much information as possible about the items to be removed and the quantity, photos are helpful.

The Rangers can not help with:

- Assistance on plot security including the installation of new boundaries or gates
- Vegetation clearance
- Hedge reduction
- Removal of trees below 15cm diameter at chest height.

If in doubt, please contact us to check – pwc.allotments@sheffield.gov.uk

Due to high demand for the service, we can only offer a one-off service at the start of your tenancy

If the site has an allotment society, they may be able to give you some help, or advice, but this will vary from site to site.

Thank you for your co-operation