

## **Delivery of Wheeled bins and Recycling Boxes**



### **Why have you introduced a charge for the delivery of wheeled bins?**

Wyre council spends in excess of £80,000 each year to replace/repair and deliver wheeled bins and boxes, but as with all local authorities have endured significant reductions in the Central Government grant which in-turn has driven the necessity to make difficult decisions and consider what level of service they can continue to provide.

Waste Collection is a statutory function which the Council must provide. However, the Environmental Protection Act 1990 section 46, states that all councils can specify and charge for replacement containers to be provided when necessary.

Since 2005, wherever practical Wyre Council has provided each domestic property with a set of wheeled bins and boxes for the purposes of separating recyclable/non-recyclable waste, but all containers remained the property of Wyre Council and not the occupant. Therefore containers must never be removed from the dwelling if the occupant move house.

The Council already has a delivery and administration charge in place for new dwellings, and have determined a consistent approach is required for all properties within the Borough.

### **What if I am moving into a new property? Will bins and boxes already be provided?**

The Council provides all developers with guidance on current collection methods, and provision of waste containers to new dwellings, including considerations for accommodating communal waste storage facilities in the early planning process.

Some developers are providing a set of containers to new home owners, so if you have moved into a new property with no containers we advise you contact the Developer to determine if they will arrange for them to be delivered. However, should the refuse the request, the new home owner is liable to cover the delivery / administration fee.

### **I am moving to a Regenda or other Housing Association owned property. If there are no bins there will I have to pay for replacements?**

You should make contact with your Housing Officer.

**I have built a new house and need bins for my new property. How do I arrange delivery of the waste and recycling bins?**

If you have built a new property or converted a building into domestic properties you are required to pay for the delivery of a full suite of waste and recycling containers.

This will include the following;

- 1 x Recycling Boxes with net
- 1 x 240l Green lidded Wheeled Bin (you will also need to subscribe to the garden waste service)
- 1 x 240l Grey lidded Wheeled Bin
- 1 x 240l blue lidded Wheeled Bin

If communal bins are required, you should contact Customer Services 01253 891000 to discuss your requirements.

**I am moving house and there are no bins and boxes there. What should I do?**

Prior to taking up residence you should speak to the previous owner/occupier, landlord, estate agent or property developer to ensure the containers are in place when you move in. However, if on arrival the property's containers cannot be located you will incur a delivery/administration charge for replacements.

We would suggest residents clearly mark the containers with your house name/number (which can include painting your bins and boxes), making identification easy and help prevent them from being stolen.

**Can I appeal or complain about being charged for the delivery of replacement bins and boxes having moved into a new home and I cannot track them down?**

The charge for replacement containers has been adopted by elected members as council policy.

**Will I get new containers?**

Not necessarily, as we reuse containers that are fit for purpose wherever possible.

## **Medical exceptions**

There are a number of residents who due to a medical condition produce significant levels of non-recyclable waste, and may apply for additional capacity. However, a criteria is in place to determine that necessity, which includes:

- Identifying the Medical Condition
- Determining the level of additional residual (non-recyclable) waste being produced
- Is the household fully participating in the kerbside recycling scheme
- If necessary a site visit

Bins issued under this element of the policy will be exempt from the charge.

## **I am moving house. Can I take my wheeled bins and/or recycling boxes with me?**

No. Wheeled bins and recycling boxes remain the property of Wyre Council and must remain at the property they have been issued to.

You should check with the property you are moving to and ensure bins are in place. If they are not you should discuss this with your new landlord or seller of the property.

## **Do I have to pay for a new container if my bin is damaged?**

Only container damage that can be identified as sustained during the collection process will be replaced free of charge. This will be logged by the collection crews.

## **How do I order wheeled bins and recycling boxes?**

Please contact complete the online form or call Customer Services on 01253 891000 to pay and place your order.

## **How much does it cost?**

The 2017/18 charges are:

- Wheeled bin - £20
- Full Suite £56
- Recycling boxes - £0

### **Will there ever be an initial charge for purple bags?**

Charges for Purple Sack collections are not currently being considered, but only properties where wheeled bins are impractical are eligible for a sack collection, so those properties currently on a bin/box service will not be considered for a sack collection

### **How do I pay?**

Payment is required in advance of delivery, with the most effective method of payment being by Debit/Credit card. However, there will be an additional charge of 2% for Credit cards by calling 01253 891000. However, if this method of payment is not available to you, paying by cheque is an alternative, but does carry additional waiting time.

### **Can I pay in instalments?**

No, the council cannot take part payment. A container can only be delivered once the full payment has been received.

### **What does the charge cover?**

The charge is a delivery service charge and also takes into account administration costs. The container remains the property of Wyre Council.

### **When will the receptacles be delivered?**

Once payment has been received, we will endeavour to deliver the containers within 5 working days.

### **Will I have to sign for delivery of the receptacles?**

No, if you are not at home when we deliver, we will leave the containers on your property, but please be aware that Wyre Council cannot be held responsible for any container(s) going missing if it is delivered in your absence.

### **Will I get a receipt for my payment?**

A receipt for payment will be provided on request.

### **Can I collect a container from the council?**

No. As the containers remain the property of the Council, we have responsibility to deliver all wheeled bins and boxes.

### **What will happen if I refuse to pay for a container?**

Under the Environmental Protection Act 1990, Wyre Council has a legal obligation to collect household waste but we can specific containers. Recyclable and non-recyclable waste will only be collected if deposited in a receptacle provided by Wyre

Council, and should a household decide not to pay the delivery/administration fee the council will not provide alternative collection methods for recyclables and non-recyclable waste, so those households will have to make their own arrangements for disposing of their waste.

Those residents may also be served with a Section 46 notice under the Environmental Protection Act 1990 and or other relevant legislation, which highlights the necessity to use the containers provided by the Council to deposit their waste, and outlining that failure to present an authorised container could potentially lead to the resident(s) being issued with a Fixed Penalty Notice and/or prosecution by the council.

Enforcement action will also be taken against anyone identified as flytipping their waste.

### **Can I buy my bins from somewhere else?**

No. Replacement wheeled bins must be ordered from the council, to ensure they meet the relevant quality and safety standards, and are compatible with our collection vehicles.

### **Can I just put my household waste in with the green or blue bin?**

No. We will not collect your green wheeled bin if it contains anything other than garden waste, and we will not collect your blue bin if it contains anything other than card/paper

### **If you are charging, can I purchase an additional grey bin?**

No, The Council have EU targets to meet linked to reducing the overall amount of waste sent to landfill, and therefore Wyre only issue (and empty) one grey wheeled bin per property (unless by prior agreement, linked to circumstances), but if you would like advice on managing the amount of waste produced by your household we can arrange a visit by a member of staff to undertake a waste audit. The audit will ensure you are maximising the use of the kerbside recycling service. Please contact Customer Services on 01253 891000.

If you make payment for an additional grey bin under false circumstances, it will be identified and it will be removed. A refund will not be issued.

### **Why doesn't my council tax cover the cost of the bins?**

A portion of your council tax goes towards the collection and disposal of your waste, and bins/boxes were initially issued without the delivery/administration charge being passed onto those properties where a containerised collection service was practical, and to date has included replacements when required (whilst remaining the property of the Council). However, to maintain the current standard of service in the face of reduced budget availability and rising operational costs there is a necessity to pass

those costs onto all service users and ensure all properties have the specified containers.

**Will everybody have to pay the same for the delivery of replacement bins and boxes?**

The charge is applied to each property receiving a front/rear collection service, but those presenting at an agreed collection point will be dealt with on a case-by-case basis

**I need containers but cannot pay right now, what shall I do?**

The recyclable/non-recyclable service can only be provided to those households that have the correct containers in place, and we will not issue replacements before delivery/administration fees are received, so until payment can be made you will have to make alternative arrangements to dispose of your waste and recyclable materials (most effectively by taking to a Household Waste Recycling Centre). Contact [www.lancashire.gov.uk](http://www.lancashire.gov.uk) for more details.

**Can I have purple bags instead of bins?**

No, purple bags are provided to those properties where access/storage issues are a concern, and the type of receptacle for a dwelling will be made by a Waste Management Officer and not by the developer/owner/occupier or landlord of a property(s).