

## Proposed Bin Charges Policy

### Policy

- If the proposal goes ahead charges for all new and replacement bins will be introduced at a date to be agreed. This policy does not apply to flats where 660l or 1100l bins are provided either by the developer or the council.
- The charge will be for refuse and recycling bins and the charge will be £20 per bin regardless of size. Kerbside brown caddies and silver kitchen caddies will remain free of charge.
- Housing developers will be required to purchase bins for new properties.
- Residents who want to swap to a smaller bin (140l) will be charged unless following a waste audit there is evidence they would benefit from having a smaller bin.
- Bins damaged by collection crews will be repaired or replaced free of charge. Evidence from collection vehicle cameras will be used to verify this.
- If a resident reports their bin as missing or stolen to the council they will need to check their immediate area for it and speak to neighbours to ask if they have found it. If they cannot find it they will need to purchase a new bin.
- Residents on assisted collections will be provided with a replacement bin free of charge. To qualify for an assisted collection the resident must meet the eligibility criteria already in place.
- If the bin has been vandalised the bin will be replaced free of charge with a new bin. It is expected a Police crime number will be provided.
- Properties that are still on the bagged waste collection round, typically properties with access difficulties that are able to move to a wheeled bin will be provided with a bin free of charge.
- Residents moving to a property (rented or purchased) will be encouraged to check that bins will be left behind as part of their contract as if not they will either need to pay or request their landlord purchases bins on their behalf.
- Bins will need to be paid for before delivery. If residents wishing to appeal the charge, they will need to purchase the bin and if the appeal is successful the cost will be refunded.

### Summary of Charges

<b>Charge to Be Applied</b>	<b>Free Replacement Bin to be provided</b>
New build property, developer to pay	Moving to a smaller bin provided evidence they would benefit from having a smaller bin
Damaged, lost or stolen bin	Bin damaged by collection crew
Move into a property with no bins, resident or landlord to pay	Resident on assisted collection
	Vandalised bin, crime number to be provided.
	Properties where waste is still collected from in bags.

## **Appeals Process**

All appeals against the charge will need to be in writing, either hardcopy or by e-mail to the Head of Environmental Management. A decision will be made and confirmed in writing within 15 working days of receipt of the appeal.

The appellant will need to confirm why they need a new bin, that they have checked the immediate area and spoken to neighbours to try and find it. They will also be asked to provide details of any exceptional circumstances. **Unwillingness to pay or believing the policy is wrong will not be grounds for the appeal to be upheld.** A Notice requiring the occupier to provide the correct waste receptacles can be served.

Following receipt of the appeal details of previous requests for bins for that property will be gathered. This will be used to establish if there is a pattern of requests and over what timescale. A decision to uphold the charge, or provide a free replacement bin (new or pre used) or offer a refund will be made by the Head of Environmental Management.

There will be no further avenues of appeal once this process is exhausted. A quarterly update on the number of appeals and the outcome will be presented to the Executive Member for Environment. The appeals process will be reviewed after 12 months of implementation and a report and recommendations taken to Overview and Scrutiny Committee for approval.

## **FAQs**

### **Why are you proposing to charge for bins?**

The council spends around £285,000 a year on wheeled bins. This money could be better spent on other services. Over the past few years there have been an increasing number of requests for bins. This policy will encourage residents to take better care of their bins.

The vast majority of the requests are for replacement bins. Bins should last over 20 years. 17% of households are requesting a bin each year, replacement rates due to attrition are normally <5%.

### **What if my bin is lost or stolen?**

We want to encourage residents to take care of their bins. Labelling bins with the house number so they are easy to identify will help prevent this as will putting them out as close as possible to the collection day and taking them in promptly after they've been emptied. Store bins between collections on your property in your garden or back yard.

If the bin has disappeared look for it in the immediate area or ask neighbours if they've taken it by mistake. Often they turn up after a day or two. If it still can't be found you will need to buy a replacement.

### **Won't this discourage recycling?**

By taking care of your bin this will reduce the demand for replacements. Many of the bins requested are recycling bins which are then filled with rubbish and left abandoned for the council to collect.

The council does have an appeals process and can provide a bin for those who have a genuine case.

### **I'm moving to a property and it hasn't got any bins do I have to buy them?**

If it is a new build the developer should provide the bins.

If you are moving or renting a previously occupied property you will be need to pay for bins if there are none there. You may wish to raise it with the estate agent, letting agent or landlord prior to signing for the property or check the inventory of items.

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

Part of your council tax goes towards the cost of waste collection and disposal, not for the container from which it is collected. Waste collection is governed by the Environmental Protection Act section 45 and 46.

### **When will this charge be introduced?**

The results of the consultation will be analysed and presented to Elected Members for them to confirm if the charges are to go ahead.

### **How will I pay for a new bin?**

To order a bin you will need to either visit our website or 'phone the contact centre. You will need to pay for the bin using a credit or debit card when you order it.

### **Who would undertake a waste audit if I wanted to change my bin?**

If you believe you need a larger refuse or recycling bin you will need to either visit our website or 'phone the contact centre to request a waste order. A recycling officer will then contact you and arrange to visit to check what waste you are producing and that you are recycling correctly. If there is a genuine requirement for a larger or smaller bin it will be swapped free of charge.