

**From 01 April 2017 the council introduced charges for general waste containers. Recycling containers will be free of charge, except for new developments.**

Charges

Container	Charge (includes delivery)
Black seagull proof bag	£10.00
Black 180Ltr container	£37.35

Communal waste containers are chargeable, dependent on size required. We will contact you to discuss the request.

The charges are applicable to new, lost, stolen and damaged containers.

The charges cover the supply and delivery of the containers as well as administration costs. The containers remain the property of Thanet District Council. The charge does not pass ownership of the container to the resident.

There are no concessionary charges for containers.

You will need to pay the charge in full before we deliver your new or replacement containers. We cannot take part payment. Once your order has been confirmed it is not possible to add any extra items to the order - an additional order will need to be placed and an additional delivery charge will apply.

#### **General questions:**

##### **Why do I have to pay for my waste containers?**

The council will be operating from a reduced budget position in the future and has to make significant savings and therefore can no longer afford to provide this service for free. The waste container charging policy has been introduced to encourage residents to take responsibility for the containers provided and to reduce demand for replacement containers.

##### **How much will the charge be for a new or replacement bin?**

Due to the current financial situation, the council is under increased pressure to save money. The charges we are introducing will solely cover the cost of the bins, their replacement and the administration of this service.

Householders are responsible for looking after their wheelie bins and residents are being encouraged to take steps to keep them safe. If your wheelie bin is lost, stolen or damaged beyond repair a charge may be made for a replacement.

##### **What is the charge actually covering?**

The charge covers the costs of the bin(s), storage, transportation, administration and delivery. It does not cover the sale of the bin(s) to you and the bin(s) remain the property of the council.

### **Is the council making money by charging for wheeled bins?**

The council is not making money by charging for wheeled bins, it is only covering its costs. The council can no longer afford to provide this service free of charge due to the demand for replacement bins.

### **Stolen bins:**

#### **My bin has been stolen; can you send me another one out?**

Please check that it hasn't been left at a neighbour's property or further down the street.

We will be making a charge to replace stolen bins to encourage residents to take responsibility for their bins and to bring them in after they have been emptied.

#### **How am I supposed to stop my waste containers being stolen - It's not my fault and I'm being charged for it.**

There are several things you can do to help prevent this occurring:

- Use a permanent marker to clearly mark your address on your bin
- Do not place your bin out for collection the night before as this means more time for it to go missing. Containers should be placed outside for collection before 6:00am
- Try and ensure that your bin is brought back in as soon as possible after the collection. Your neighbour may be able to help with this

### **Payments:**

#### **How can I pay for my bins?**

Payment may be made through the Gateway in advance of ordering your replacement containers. Payment by card can be done over the telephone by calling our Customer Services team on 01843 577115.

#### **Can I buy my own bins from elsewhere?**

No, they must be purchased from The Council to ensure they are of the required standard.

#### **What happens if I don't pay for bins?**

The council has a legal requirement under Section 46 of the Environmental Protection Act 1990 (EPA) to collect household waste. Section 46 says that the local authority can define the kind of bin to be used and require the occupier to pay for it.

Residents who decline to pay for the supply of a waste container may be served with a Section 46 notice under the Environmental Protection Act 1990 and or other relevant legislation. The notice will require the provision by the householder of the necessary containers for their waste. Failure to comply with this notice may lead to the issuing of a fixed penalty notice and or prosecution by the council, if the resident puts rubbish out in an unauthorised container.

#### **I need a bin but cannot pay right now, what shall I do?**

Unfortunately, we will not be able to provide a replacement or additional bin before payment has been received and you will need to dispose your waste legally in the interim.

### **Can I pay in part payments?**

Unfortunately, we cannot take part payment and a container can only be delivered once the full payment has been received.

### **Why is there no deduction for residents on benefits?**

Prices set for standard containers in Thanet are actually lower than other areas who charge, and in some cases the same as their discounted/concessionary rate. We have set clear prices for all containers which cover the cost of the bin, administration and delivery, so our prices are the same for all residents.

Our recycling containers are provided free of charge to encourage residents to participate in the recycling service.

### **Will residents that have 3 or more children in nappies receive a reduced cost bin?**

No. All residents will be charged the same standard rates for containers.

### **Can I pay for extra bins if I wish?**

Residents are entitled to have one black refuse container as standard, which we will empty. This is because refuse sent to landfill or treatment costs the tax payer a significant amount of money. However recycling saves money for the taxpayer, therefore you may have as many recycling containers as you can utilise.

### **Can I get a discount by collecting my new bin from the depot?**

No, waste containers are available by delivery only.

### **What happens if my bin is damaged by the collection crew or falls into the back of the collection wagon?**

If a container is damaged and the fault lies with the council's collection crew or the collection process, this will be recorded and a new container will be delivered as soon as reasonably practicable and free of charge. This excludes any damage caused by overfilling the container, placing inappropriate items in it or reasonable wear and tear.

### **Deliveries:**

#### **How will my bins(s) be delivered?**

In order to make your bins as secure as possible when delivered, you can specify whereabouts on your property you would like the bin(s) to be left.

#### **What happens to my collections in the interim time whilst I am waiting for a container?**

In the unlikely event that you have nothing to contain your refuse or recycling in whilst waiting for a replacement container, we will ensure your waste is collected and will advise you on how to present it suitably for collection.

### **Moving home:**

I've moved house and there are no waste containers at my new address, do I have to pay for my bins?

Yes, you will have to pay. If you rent your house from a private or social landlord you should approach them to pay for your bin(s).

### **Communal properties with shared bins- what about repairs or replacements for them?**

If they can be repaired we will do so free of charge. Replacements will be chargeable and should be purchased by the owner of the property.

### **Can I take the waste containers with me if I move house?**

No- if you move house, the bins will need to remain at the property you are moving from. You should check on 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.

### **What happens if I only need a replacement lid or wheels?**

The council will repair any containers that become damaged or unserviceable as a result of the collection process, as soon as reasonable practicable and free of charge. Residents will need to report this type of damage to us.

### **Does the charge apply to all additional and replacement waste container requests?**

The charge applies to black refuse bins but not recycling containers. The charge will apply to each replacement refuse bin which you request.

### **My red bag has disintegrated due to age/quality of the bag- do I have to pay for a new one?**

No. We will replace this for free. Recycling containers are replaced free of charge.

### **Will the crews return the containers after collection to the property because that is when the containers go missing?**

All collection crews must return containers after emptying to the place the container was collected from. Please ensure that you clearly number your containers to avoid this going missing and to help both you and crews to identify which address the container 'belongs' to.

### **What if I have seen my neighbour take my container into their property?**

You must try to retrieve your container by firstly speaking to your neighbour and if unsuccessful contact the Police because this is classed as theft.

**My container has split will I still have to pay for a container?**

Yes, you will still be required to pay the charge for the container, please ensure that you are not overfilling your container resulting in this splitting.

**I am not willing to purchase a container and will be putting out black bags on collection day - will these be collected?**

This waste will not be collected by the crews and this may lead to prosecution and this waste will be investigated by our staff.

You will be served with a Section 46 notice under the Environmental Protection Act 1990 and or other relevant legislation. The notice will require the provision by the householder of the necessary containers for their waste.

Failure to comply with this notice may lead to the issuing of a fixed penalty notice and or prosecution by the council.

Refuse, especially food waste, placed out in sacks is much more likely to attract pests and dumping of rubbish, which will affect your neighbours as well as you.