

Delivery of Wheelie bins and Recycling Boxes

Frequently asked questions

Why have you introduced a charge for the administration of replacement of wheelie bins and boxes?

Lancaster City Council's Cabinet resolved that a charge should be levied for the administration of all bins and boxes to residents. The administration charge also applies to the supply of new bins and boxes for new dwellings. The council spends in excess of £140,000 each year to replace/repair and deliver wheeled bins and boxes. Like all other local authorities, Lancaster City Council has experienced severe cuts being made to its grant from central Government and is having to make difficult decisions as to what services it can and cannot continue to provide. Waste collection is one of the statutory services the council must provide and via the Environmental Protection Act 1990 section 46, councils are allowed to specify and charge for replacement containers to be provided when necessary.

Since 2002, the council has delivered, where practical, a set of wheeled bins and boxes to each domestic property in the district for the purposes of separating waste for recycling.

The wheeled bins and recycling boxes are the property of Lancaster City Council and not the occupant and should remain at the dwelling if the occupant decides to move house.

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

For new housing developments, the council has introduced guidance to developers for the provision of wheelie bins and boxes to new dwellings and requested that they consider storage and the council's waste collection arrangements early in the planning process.

If you have moved into a new property and the facilities have not been provided by the developer, you should contact the developer to arrange for a full set of waste and recycling receptacles to be delivered.

I am moving into a council owned property. If the bins are not there, do I have to pay for replacements?

The council will ensure that bins and boxes are available and securely stored at the property before the start of your tenancy.

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.

- 3 x 55l Recycling Boxes
- 1 x 240l Green Wheelie Bin
- 1 x 240l Grey Wheelie Bin

You should contact Customer Services 01524 582491 to discuss your requirements.

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

Before moving into your new home, you should speak to the previous owner, landlord, estate agent or property developer to ensure the facilities will be at the property when you move in.

Should you find your bins and boxes are not at the property on your date of arrival, you should make every attempt to find out what has happened to your property's bins and boxes. Unfortunately, if the property's containers cannot be found you will need to arrange and pay for the delivery of any missing containers.

Once you have your containers, you should mark them clearly with your house name or number to prevent them from going missing or being stolen. This can be painted on your bins and boxes.

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

The charge for replacement wheelie bins and boxes has been agreed by elected members as council policy. You may wish to raise your concerns with your local ward councillor.

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

We will attempt to repair the lid and/or wheels. However, in the event of this not being possible due to more serious damage having been caused to the bin, we will contact you and you will then be required to pay a charge should you wish to replace your bin. If it is found that the damage has been caused by our collection crews, then there would be no delivery charge to you for a replacement container.

Will I get new containers? No, we cannot guarantee you will receive new containers, we reuse containers that are fit for purpose where we can.

Medical exceptions

There are a number of residents that require additional capacity for medical reasons, these residents will be entitled to an additional 140 litre bin through an application form. The criteria for this bin will be based on the following -

- Medical condition
- How much residual waste is being produced
- If necessary, a site visit any bins issued under this part of the policy will be issued free of charge

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

No. Wheelie bins and recycling boxes remain the property of Lancaster City 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?

Any container that is damaged by the householder through misuse or fire damage will be charged to for a replacement. If a container is lost or stolen, you may want to report an incident to be logged with the police. Replacement containers will be provided at the cost published in the council's fees and charges. If a container is damaged through the collection process, then it will be replaced free of charge.

How do I order wheelie bins and recycling boxes?

Please contact Customer Services on 01524 582491 to place your order. Will there ever be an initial charge for orange bags?

We are not considering a charge for orange bags at the moment.

Orange bags can only be issued to properties that have no outside space to store bins or have access issues.

How do I pay?

Payment is required in advance of the delivery and can be made by debit or credit card. You should contact Customer Services Office to arrange for the delivery of bins and boxes on 01524 582491. Once your details have been gathered, you will be transferred to the payment team who will take your payment over the phone. Paying by debit or with credit card is the quickest way to pay and to receive your bins and boxes. However, if this is not possible, you can pay by cheque but may expect additional waiting time.

Can I pay in part payments?

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 to cover the administration of the bins and boxes. The receptacle remains the property of Lancaster City Council.

When will the receptacles be delivered?

Once payment has been received, we will endeavour to deliver the containers within 15 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. Please note that Lancaster City Council cannot be held responsible for any item 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 receptacle from the council? No. It is the council's responsibility for delivering its wheelie bins and boxes.

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

Under the Environmental Protection Act 1990, Lancaster City Council has a legal obligation to collect household waste but only from specific containers. Recyclable and non-recyclable waste will only be collected if they are contained within a Lancaster City Council marked wheelie bin and recycling boxes provided by the council. If you chose not to pay for the delivery of the relevant containers, the council will refuse to collect your recyclables and non-recyclable waste and you will need to make alternative arrangements for disposal.

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 householder to use the containers provided by the council for their waste. Failure to put rubbish out for collection in an authorised container may lead to the issuing of a fixed penalty notice and/or prosecution by the council.

Enforcement action will also be taken against anyone found to be fly tipping their waste.

Can I buy my bins from somewhere else?

No. The council will not empty wheelie bins which have not been supplied by Lancaster City Council.

Can I just put my household waste in with the green bin?

No. We will not collect your green wheelie bin if it contains waste other than garden waste.

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

No, we only supply one grey wheelie bin per property. If you are struggling to cope with the amount of waste your household produces and subject to your circumstances, we can arrange a visit by a member of staff who will undertake a waste audit. The audit will ensure you are maximising your use of our full range of recycling services. Please contact Customer Services on 01524 582491 to arrange an appointment.

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. In previous years replacement bins and recycling boxes have been provided free of charge to residents. Where practical bins and boxes have already been supplied to every property in the district, these containers remain the property of the City Council and should not be removed from the dwelling. Unfortunately, because of the rising costs of providing this service and the budget available to provide an efficient waste service it is now necessary for residents, developers and landlords to ensure they have the specified containers for the purposes of separating waste for recycling.

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

Yes, the charge is applied to everyone, there are no concessions for customers in receipt of Council Tax or Housing Benefit. I thought the council promoted recycling so why are we being asked to pay for the boxes? We actively promote and encourage separation of waste for recycling. This is an administration charge.

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

Unfortunately, we will not be able to provide a wheeled bin or recycling boxes before payment has been received. In the meantime, you will need to arrange to dispose of your waste and recyclable materials by taking it to one of the two Household Waste Recycling Centres:-

Salt Ayre, Ovangle Road,

Lancaster Keer Bridge, Scotland Road, Carnforth

Open seven days a week (closed on Christmas Day, Boxing Day and New Year's Day)

Contact www.lancashire.gov.uk for more details.

Can I have orange bags and compostable bags instead of bins?

Orange bags are only provided where there is limited space for containers. The property will need to be audited to determine if bags are a suitable alternative to wheelie bins and boxes. Solutions for containment of waste and recyclables at a dwelling will be made by a Waste Management Officer and not by the occupant/developer of the dwelling. For more information visit www.lancaster.gov.uk/bins or call Customer Services on 01524