

Rubbish Container Policy

19 December 2023

Rubbish Containers

Wheeled bins can be hired from the Council by residents, provided the property is suitable for wheeled bin collections. Bins remain the property of the Council, and should never be removed from the property, except by the Council or its agent. In limited cases the Council may provide alternative containers to properties not suited to wheeled bin collections.

As the Council, we will

- Charge for wheeled bins for rubbish supplied. Charges vary – see [Bin charges](#) on the Council's website. Charges must be paid in advance of delivery
- Replace, free of charge, wheeled bins that have been verified by the Council as damaged during the collection process
- Not empty grey bins that contain garden waste
- Remove wheeled bins or static dustbins that are reported as being left out on a public highway on non-collection days. If the resident requests the return of a removed wheeled bin the Council will charge in advance for the re-supply of each grey wheeled bin
- Provide wheeled bins for rubbish, free of charge, to those properties where the Council changes the collection point for a street, or part of a street, from back lane to front door collections, provided the resident agrees to ensure such wheeled bins are not left on pavements or any other public highway on non-collection days
- Charge for reusable seagull deterrent bags where wheeled bins are unsuitable – these bags should be used to contain rubbish sacks for presentation on collection days
- Aim to deliver all waste container orders within 10 working days of order
- Collect unwanted wheeled bins free of charge within 10 working days of request
- Ensure that pre-used bins have been refurbished to a suitable standard before being supplied

As a householder you are responsible for

- Storing your rubbish on your property, or in the communal bin for your property, between rubbish collections
- Presenting (unless you use a communal storage area) your rubbish at the collection point for your street - you can find your collection point at [When is your bin collected](#) on the Council's website
- Informing the Council that you have changed the collection point on your property if you are registered for assisted waste collections. Failure to do so may result in non-collection of your rubbish
- Putting your rubbish out for collection no sooner than 6pm on the day before collection, and no later than 6am on the day of collection
- Using wheeled bins, dustbins or seagull deterrent sacks, as specified by the Council, to present your rubbish. Dustbins should only be used to store refuse sacks between collections so that the crew can lift the rubbish easily out of the dustbin – rubbish left loose in dustbins will not be collected. Please mark your wheeled bin, dustbin or seagull-deterrent sack with your house number or name

- Not putting out extra rubbish in sacks if you use a grey wheeled bin or dustbin
- Not overfilling your wheeled bin as this makes it difficult for the crews to lift onto the back of the dustcart
- Supplying and presenting your rubbish in a sack strong enough to hold your rubbish without tearing, if your property is not suitable for wheeled bin collections
- Returning your seagull bags, dustbins or wheeled bins to your property by 8pm on collection days, for storage until the next collection day for rubbish
- Ensuring that wheeled bins being returned by you to the Council are empty and left at the designated collection point for your property until the delivery crew is able to collect
- Ensuring that any wheeled bins hired for your property remain at the property if and when you move, so that they are available for use by the next occupant.
- Provide an assisted waste collection service to households who are registered for this service. To apply see [Assisted waste collections](#) on the Council's website

As an owner or manager of properties that use shared facilities, you are responsible for

- Ensuring all residents of the building have access to a communal bin to store their rubbish between scheduled rubbish collections
- Educating all residents about how to use and store their rubbish in the communal bin
- Liaising directly with the Council to arrange for suitable containers to be hired for your designated bin storage area
- Ensuring you manage and maintain the cleanliness of your bin storage areas, and take reasonable measures to prevent fly tipping in and around your bin storage areas
- Reporting damaged bins to the Council
- Arranging for the return of unused grey wheeled bins to the Council