

From 1 January 2020 Broadland District Council will no longer provide wheeled bins free of charge for new dwellings. The charge is £55 per pair of bins, a household waste (green) bin and a recycling (grey) bin.

### **New Build Properties Wheelie Bins – Frequently asked questions**

#### **I have moved into a new property, how do I get wheeled bins?**

Until we have an online form, please contact us on 01603 430534 to order your bin.

#### **Why have the Council introduced a charge for wheeled bins for newly built properties?**

Broadland District Council has historically covered this cost for home owners but as our funding from central government has reduced and the demand for bins continues to increase, like many other authorities, we have had to take the decision to charge for the supply of new bins.

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

The charge covers the cost of buying the bins plus administration, storage and delivery. This transaction does not constitute a sale and the green and grey wheeled bins remain the property of Broadland District Council and must be left with the property if you move house.

#### **Doesn't my council tax cover the provision of wheeled bins?**

The collection and disposal of your waste is paid for out of your council tax, but the one-off cost for the wheeled bins when a property is first occupied is not covered. This policy is becoming increasingly common amongst Councils as we have to manage our finances even more carefully.

#### **Why are some developers paying the charges and others are not?**

The option over whether to pay the charge or not lies with each individual developer/builder.

#### **My neighbour had bins delivered free of charge – why is this?**

It may be that the house builder pre-paid for the bins as part of the development build. It may be an existing property and therefore the bins have been delivered free of charge. If the household requested replacement bins due to loss or damage, these are provided at no cost.

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

Once we have an online form, payment will be taken online. For now, please call to order your bin on 01603 430534.

### **I'm in receipt of benefits/low income are there any reductions?**

No, there are no reductions for any residents. There are no concessions or payment plans available and payment will need to be made in full in order for us to deliver the bins.

### **Can I appeal or complain about the charge?**

The charge for wheeled bins has been agreed as Council policy. This was agreed at full council in September 2019. You may wish to raise your concerns with your local Councillor.

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

If you choose not to make payment then we will be unable to deliver wheeled bins to your property and we will not be able to collect your waste.

### **I need bins but I am unable to pay**

Unfortunately we will not be able to provide wheeled bins unless payment is made so you will need to make alternative arrangements to dispose of your waste. You can dispose of this at local [Norfolk County Council recycling centres](#).

### **Can I use bins I have bought from a shop?**

No, we will only be able to collect waste that is presented in wheeled bins which meet the Council's specifications including Broadland District Council logo.

### **Can I use black sacks instead?**

No, we will only be able to collect waste that is presented in wheeled bins which meets the Council's specifications including Broadland District Council logo. Black sacks will not be collected by the waste collection crew.

### **Fly Tipping**

Fly Tipping is the illegal deposit of waste and is a serious criminal offence which carries a fine of up to £50,000. Fly tipping offences are investigated and enforced by this Council.

### **My house builder has left some bins at the new property but they are not Broadland District Council bins, what do I do?**

You must apply for and purchase a set of standard bins from Broadland District Council. Please contact us on 01603 430534.

### **I am moving to a new or converted flat with shared bins, what do I do?**

Please contact the Council. We actively discourage communal bins as a waste collection option in most cases.

### **What if I have built a new or converted house myself?**

If you have built a new property or carried out a conversion (A conversion refers to a property which has been converted from a non-domestic property to a domestic property, or where a domestic property has been converted into two or more domestic properties) you are liable for the charge for bins.

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

No. However if you are not at home when we deliver the containers, Broadland District Council cannot be held responsible for any item going missing if it is delivered in your absence.

### **Can I collect my wheeled bins from the Council?**

Wheeled bins are available by delivery only – we have no arrangements available for residents to collect wheeled bins.

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

No, if you move house the green and grey bins will need to remain at the property you are moving from, as they remain the property of Broadland District Council and are issued to the property for us to provide a waste collection service to you.

### **Is there a charge for replacement bins?**

No. Currently we will replace bins if they have been lost or damaged through no fault of your own.

### **Can I have larger bins?**

The standard size 240 litre bins should provide enough space for the waste produced by an average family.

The larger recycling bins are provided on request to try and encourage an increase in recycling. These bins will be provided in place of your current grey bin.

Larger green rubbish bins are only provided where residents meet criteria which justifies the creation of additional waste. This helps to ensure that the amount of waste generated in Broadland is kept to a minimum. Please contact us if you feel you need a larger bin.

### **Can you help me put my bin out?**

We provide an assisted collection service for residents who can't manage to put their bins out for collection. For more information on this service and how to apply please see our information on [Assisted bin collections](#).

### **I need to have medical waste collected from my property.**

Please contact the Council to discuss your requirements.

### **My bins have been stolen, what do I do?**

We will replace bins if they have been lost or damaged through no fault of your own. Please contact us to raise an order.