

Maidstone Borough Council

Provision of Wheeled Bins Policy

January 2024

For most homes, wheeled bins have been provided by the Council for the collection of recycling and rubbish. The Council will determine if a property is suitable for wheeled bins based on space for storage and collection. The common reasons that a property is unsuitable for wheeled bins are:

- No frontage i.e. front door is directly onto highway / pavement
- Frontage is too small to store bins and property does not have rear access
- Too many steps or their condition making movement of bin dangerous to resident or collection crew
- Gravel or uneven surface making movement of bin dangerous to resident or collection crew

Residents are responsible for looking after these bins and replacing them if they become lost, stolen or are not at their property when they move in. The charge is a contribution towards the overall cost of the bin, administration, and delivery. There is no profit element.

Where a bin reaches the end of its usable life, the Council will provide a replacement. The Council does not provide replacement bins where the bin remains usable but has superficial damage or is dirty.

New properties

For new build properties, the developer must provide a grey rubbish bin, green recycling bin and food waste bin at their cost. These should be purchased from the Council, however if they purchase their own, all three bins must be provided when residents move in and prior to collections commencing.

For flats, communal bins will often be considered and must be agreed with the Waste Team. These must be purchased by the developer or managing agent before residents move into the property. Information on the bin specification, quantity and cost is provided during the planning application process.

Missing bins

Residents are required to pay for replacement rubbish or recycling bins if they go missing or are stolen. Residents are advised to put their house number on their bin to ensure their bin is returned after collection and to return their bins to their property as soon as possible. Bins left out on the pavement may be removed by the Council if they are causing an obstruction.

On occasion, wheeled bins can fall into the back of the collection vehicle during emptying. The collection crew will report this, and a replacement bin will be ordered automatically and delivered free of charge.

Additional bins

Additional recycling bins can be purchased. However additional rubbish bins are not available and only one rubbish bin will be emptied per property.

Broken bins

Broken bins that are no longer serviceable, meaning they cannot be emptied safely, or the lid is missing, will be reported by the collection crew and a sticker will be placed on the bin. The resident is requested to contact the Council to confirm the delivery address and then a replacement bin will be ordered free of charge.

Replacement food bins are provided free of charge to promote food recycling. Replacement garden waste bins are also provided at no extra charge as the cost is recovered through the annual subscription charge.

Charges for 2-wheeled bins

	Charge
Bin goes missing or is stolen (excluding going into collection vehicle)	£25 per bin
New property or new occupier	£25 per bin
Replacement bin requested when bin is still usable	£25 per bin
Additional recycling bin	£25 per bin
Bin reaches end of its usable life e.g. front lip damage	No charge
Bin lid is missing	No charge
Bin goes into the back of (or is crushed by) the collection vehicle	No charge

Discounts

Discounts are offered to residents in receipt of Council Tax Support. Discounted bins are charged at £15 each. In cases of extreme financial difficulty, second-hand bins will be offered when available.

Communal metal 4-wheeled bins

Large communal bins must be purchased by the developer or managing agent and will include a delivery charge. These bins can be damaged by large or heavy waste items placed in them. It is the managing agent's responsibility to replace or pay for repair of any damaged communal bins within their developments. The management of waste and recycling in communal bins and storage areas is the responsibility of the managing agent, or in their absence, the landlord. This includes dealing with any contamination of recycling bins and misuse of refuse bins, as well as the dumping of bulky waste in bin stores. Any failures will be dealt with through enforcement action, including the issuing of Community Protection Warnings (CPW) and Notices (CPN).