

Maidstone Borough Council

Wheeled Bin Charging Policy

September 2023

For most homes, wheeled bins have been provided by the Council for the collection of recycling and rubbish. Residents are responsible for looking after these bins and replacing them if they become lost or are stolen. 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, such as superficial damage or the bin is dirty.

New properties

For new build properties, the developer should 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.

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 to their property and to return their bins to their property as soon as possible after collection. Bins left out on the pavement may be removed by the Council.

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 will be reported by the collection crew and 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

	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 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.