

## **Charges for the supply of waste and recycling containers**

### **1.0 Background**

The Council have introduced a charge for replacement and additional waste and recycling containers. This is based on full cost recovery, to ensure that the procurement, depreciation, storage, administration and delivery costs are fully recovered. It was agreed at Full Council in February 2023 to charge for replacement waste and recycling containers from 2024/25 onwards.

Budget Proposals at Full Council 16 February 2023 & 7 February 2024:  
[Appendix D - Budget Proposals.pdf \(cheshirewestandchester.gov.uk\)](#)  
[Agenda for Cabinet on Wednesday, 7th February 2024, 10.00 am - Cheshire West & Cheshire Council \(cheshirewestandchester.gov.uk\)](#)

### **2.0 Introduction**

To deliver full cost recovery for the service, the new charge will apply to residents requesting a replacement waste container because it is damaged, lost or stolen, and for additional recycling containers. The charge will also apply to residents in owned or rented accommodation and landlords or property management agents who are responsible for management of communal bin areas.

Councils who have introduced this measure have found that it encourages people to take greater care of bins and containers and store them securely on their own property.

This policy is designed to ensure the Council has an efficient and effective service and will support achieving the goals set out in the Council's ten-year Waste Management Strategy launched in 2021. The policy will be reviewed annually, to take account of changes in legislation, service design, as well as representations from the public and relevant stakeholders. Further information about domestic waste collection services can be found by visiting the Council's website [Your bin collection | Cheshire West and Chester Council](#)

The impact on residents has been considered through an Equality Analysis.

As a result of this some exceptions to the charge have been implemented (Section 4.2 below)

### **3.0. Charges for the supply of new waste and recycling containers**

There is an existing charging process for the supply of waste and recycling containers to new properties and developments. The charge includes the cost of administration, procurement, storage and delivery of the containers. The containers must remain at that address should the occupier move home, as the containers remain the property of the Council. A set of containers for properties who receive the standard service includes: 1 x 180l residual waste bin, 2 x 180l recycling bins, 1 x 23l food bin and 1 x 7l food caddy.

The charge for the supply of new bins is reviewed annually and published as part of the Council's Fees and Charges register.

#### **3.1. Rented/tenanted properties and moving into a new home**

If the landlord is part of the licenced landlord scheme, they are required to ensure empty and useable bins are available for new tenants. However, it is the householder's responsibility to replace any lost, stolen, vandalised or damaged bins during their tenancy agreement, unless otherwise agreed by the landlord.

The Council has limited powers to force property management companies, letting agents, landlords or developers to provide waste containers for new occupiers. Therefore, it is the responsibility of the householder to ensure the landlord, agent or seller agrees to providing bins before signing a tenancy agreement or buying a new house. Sellers are usually required to list what bins are remaining at a property in the fixtures and fitting listings during the sale process.

## **4.0 Individual households**

### **4.1. Charges for replacement waste and recycling containers**

The charges apply if residents request a replacement container due to a bin/box being lost; stolen\*, vandalised or accidentally damaged. Charges also apply if a householder or landlord requests to exchange a bin for a different size (exceptions apply - see section 4.2.) or requests the replacement of a contaminated recycling bin.

*\* It may be possible to claim the cost to replace a stolen/vandalised bin via some house insurance policies – a police crime number may be required. If wishing to pursue this, residents would need to refer all claims to the insurance provider who covers the property from where the bin was stored.*

#### **4.2. Exceptions to the charge to individual homes:**

This new charge does not apply to:

- 23l and 7l replacement food waste caddies, will remain free of charge to encourage more homes to take up food waste recycling. The decision to charge for the supply of food waste bins and caddies will remain under review.
- New or replacement garden waste containers as residents already pay for the supply of bins through their subscription charge.
- If the bin is damaged or falls into the waste collection vehicle during the emptying process. Crews will automatically order a free replacement through their in-cab system and leave a notice for the resident to let them know a new bin, or bin repair has been ordered.
- New containers supplied due to a planned service change in a large geographical area. For individual homes, should the Council require the type or size of a waste container to be changed as part of a wider initiative to improve recycling rates or service efficiencies, then the new container(s) will be supplied free of charge.
- Homes qualifying for additional residual waste capacity because they meet the larger family criteria or have a medical condition that requires a larger or extra bin, will be provided with additional containers free of charge on a temporary basis. However, replacements will be subject to charges if lost, damaged or stolen\*\*.
- Homes requiring bins because of a “resettlement scheme”.
- Free bin exchanges are applicable when a resident wishes to downsize their bin from a 240L bin to a 180L bin, as a larger bin is too difficult for them to move. This normally applies to older people or infirm residents who have no one living with them to help move their bin, and where an assisted collection service can be avoided as the householder prefers to put out their own bin for collection independently.
- The council will issue disposable sacks free of charge for households that are on a sack collection service due to storage or presentation restrictions. However, the Council has a right to charge for replacement sacks if the homeowner, tenant or property managing agent/landlord are failing to comply with the council’s

waste collection requirements and must be issued alternative sacks that are pre-labelled or “tracked”. Any requirement to issue these sacks will be made through a Section 46 (Environmental Protection Act, 1990) Notice.

From time to time, the council may use its discretion to waive the charge. This decision will be made by the Head of Service or appropriate delegated officer and a record kept. These records will inform the annual review process.

*\*\*The additional / larger bin will be removed / exchanged without charge when the additional capacity is no longer required.*

### **5.0 Payment for replacement/new containers**

Where a payment must be made to cover the cost of supply and delivery of containers, payment must be made when a container is ordered. Containers will not be delivered until receipt of the payment. The council will endeavour to deliver all containers within 10 working days of receipt of payment. Residents are able to cancel the request within 14 days from the date of payment and a full refund will be made. If a container has been delivered and there is a fault, a free replacement will be issued.

The container remains the property of the Council and must remain at the property if the ownership/tenancy of the property changes hands. If residents move house, they must not take any containers with them.

Properties with authorised additional capacity or additional garden waste containers may be transferred to another property within the Cheshire West and Chester area by agreement of the Council. In these cases, residents must contact the council to gain approval and to update their details, to make sure containers can be emptied at the new address.

Residents can contact the council by either email:

[enquiries@cheshirewestandchester.gov.uk](mailto:enquiries@cheshirewestandchester.gov.uk) or 0300 123 7026

In the case of all black residual bins, if the bin being delivered is replacing a damaged bin, the damaged bin must be made available for collection at the time of delivery. Failure to provide the damaged bin will result in the non-delivery of the new bin. The Council reserve the right to charge a re-delivery fee if the old /damaged bin is not available for collection.

At the time of ordering containers, if a mobile telephone number is provided, the council will offer a text messaging service alerting residents to the delivery date and remind residents to put out their old bin where relevant.

## **6.0 Replacement of Damaged Bins**

Damaged bins will need to be replaced if:

- The body is split/cracked
- The lip of the bin (at the front of the bin on the opposite side to the handles) is broken
- The handles are broken
- They have been damaged by fire
- They have been vandalised by offensive graffiti

The Council cannot empty damaged bins that are unsafe to put through the lifting cycle on the bin lifting equipment (e.g., because the bin is split or the lip of the bin is damaged, preventing the bin lift from gripping the bin). Bins that are unsafe to manoeuvre between the collection point and the vehicle (e.g., wheels are missing) will not be emptied. If a bin cannot be emptied by the crews a notice will be placed on the bin. It will be necessary for the occupier to arrange for the payment and delivery of a replacement container or request a chargeable repair through the replacement parts service [Order new or replacement bin | Cheshire West and Chester Council](#) . Damaged bins we cannot empty safely will be reported through the in-cab system. This will ensure that the household is monitored and contacted by a council officer if they do not replace their bin within 14 days, to ensure waste does not accumulate in the area.

If the wheeled bin is a shared bin between more than one separate living accommodation sharing a communal bin area, the landlord or property managing agent has the responsibility to arrange a replacement.

## **7.0 Wheeled bin Replacement Parts service**

If the main body of a bin is cracked, or the lip or the handles are broken, this cannot be repaired. Householders will need to request a new bin.

Damaged bins may be able to be repaired if they need the following replacement parts:

- Lid (or lug that attaches the lid)
- Wheel(s)
- Axle

This service is only available for containers provided by Cheshire West and Chester Council. Upon request, replacement parts will be delivered and fitted for a small fee, based on a full cost recovery basis. Repairs may be requested through the Council website [Order new or replacement bin | Cheshire West and Chester Council](#) or contact centre [enquiries@cheshirewestandchester.gov.uk](mailto:enquiries@cheshirewestandchester.gov.uk) or 0300 123 7026. A one-off call-out charge applies for the bin repair service and is the same regardless of the type or number of repairs needed for a bin. The fee will be published annually in the Council's Fees and Charges schedule. [fees and charges schedule 2024-25 \(cheshirewestandchester.gov.uk\)](#)

If the Council is unable to repair the bin and a new bin is required residents will be entitled to a discount equivalent to the cost of the replacement parts fee to use against a purchase of a new bin. To qualify for the discount the customer must submit a discount code at the time of ordering your replacement bin. This will be the service request reference number (starting WM) issued when the repair request was booked.

When ordering a repair, the bin must be left in an accessible position in clear sight from the front of the property. A text messaging service is available where residents may opt to receive a reminder of the scheduled repair date.

The Council will endeavour to carry out repairs within ten working days from the date of payment. If the option to receive text updates has been selected, the resident will be notified 48 hours in advance of the repair taking place to ensure the container is available. Residual waste presented in bags will still be taken by the collection crews until the repair is complete. Additional recycling can be placed in a reuseable container by the side of the bin (in the case of brown corrugated card boxes these can be flattened and presented securely for collection by the side of other containers. If the resident is dissatisfied by the repair, they should notify the council in the first instance (See section 17 "Dispute Resolution).

### **8.0 Non council supplied bins**

The council reserve the right to decline to empty any bin that has not been supplied by Cheshire West and Chester Council, as the bin must conform to industry safety standards and be compatible with the bin lifting equipment.

### **9.0 Marking containers with the household address**

Residents should ensure all containers are clearly marked with their house/flat number to allow the container to be readily identified by the

collection crew and waste resolution officers. This will ensure a replacement bin is ordered automatically by the collection crew if it becomes damaged by the bin lift equipment.

It is recommended that householders “individualise” their bins. Use of any other in-offensive markings or decoration is permitted. This will help residents to easily identify their bin after collection and reduce the risk of it going missing. In the case of wheeled bins, the original lid colour (black, red or blue) must be clearly visible.

The Council are not responsible for bins that go missing either before or after the waste collection has taken place. It is the responsibility of the householder to recover the container as soon as possible after it has been emptied and store it securely on their own property.

From time to time, the council or approved partners may affix stickers to waste containers. Temporary stickers may be used to inform people of changes to collection dates. These may be removed once the dates have passed.

Permanent stickers may be placed on bins to help people remember what does and does not go in a bin, or for safety reasons. These should be left on the bin until such time that the information is no longer readable.

### **10.0 Bins under warranty**

Any bins “recalled” by the manufacturer or Council due to a production fault will be replaced free of charge.

### **11.0 Bins damaged during the bin lifting operation carried out by waste collection crews**

If the loss or damage is proven to be the fault of the refuse collection crews or collection vehicles no charge will apply. However, this will be at the discretion of Cheshire West and Chester Council following review of the collection crew’s on-board cameras. Collection crews must report any damage to bins they cause or if a bin falls into the back of a wagon during collection. Their report will generate an automatic replacement bin to be sent to the registered household free of charge, or a free repair will be booked if appropriate. The Council endeavour to deliver the replacement or carry out the repair within ten working days, providing stocks are available.

A notice will be left on the bin if a free container or bin repair has been ordered.

It is important for households to write their address on every bin to ensure the replacement or repair is delivered or carried out to the bin at the correct address. If the crew are unable to identify which household the bin belongs to, the service will keep a record of the damaged bin through the in-cab system for the street on which the damage or loss occurred in case a customer request is generated in the following 2 weeks.

The Waste and Recycling collection vehicles support 360-degree on-board cameras. This information will be used to verify claims from customers that their bin has been damaged by the waste and recycling collection crew. If a customer believes their bin has been damaged or lost through the Council's waste and recycling collection operations, they must report their concerns to the Council within 2 weeks of the date they believe the damage occurred. After reviewing the on-board camera footage, if there is no evidence that the crews damaged the container, the claim will be rejected. The customer will be informed of the decision and required to pay for a new container.

The council is not responsible for bins that go missing during the time they are being presented for collection (unless they fall into the collection vehicle). It is the responsibility of the resident to recover the container as soon as possible after a collection, and to mark their container with address details.

All waste containers should be presented on the day of collection by the published time and removed as soon as possible after collection on the same day.

## **12.0 Abandoned containers / containers left out on the public highway/unwanted containers.**

When the Council deems a container to be abandoned, arrangements will be made for these to be removed within 15 working days of being aware it has been reported. Abandoned containers will either be re-circulated or recycled, depending on their condition.

## **13.0 Collection of unwanted bins/containers**

If a householder no longer requires a bin/container at their property, this can be collected through the Council's container management service. The council will collect unwanted bins free of charge upon the delivery of



any replacement containers. We request that bins are empty at the point of collection and be accessible and in full view at the edge of the front of the property (or in the case of a home receiving an assisted service, at the usual collection point).

#### **14.0 Downsizing your bin**

Free bin exchanges are applicable when a resident wishes to downsize their bin from a 240L bin to a 180L bin, as a larger bin is too difficult for them to move. This normally applies to older people or infirm residents who have no one living with them to help move their bin, and where an assisted collection service can be avoided as the householder prefers to put out their own bin for collection independently.

Should a householder be required by the Council to downsize their residual bins size (e.g., exchange a 240L black bin for a 180L black bin) because they are using an unauthorised container, charges for the replacement bin will apply. Charges will not apply if the address has previously been provided with an authorised larger bin, and this authorisation has since expired.

#### **15.0 Moving into rented properties**

For tenanted properties, it should be the landlord's responsibility to supply all waste containers for their tenants upon the signing of a new tenancy agreement, for which the same charges apply. VAT may be payable. However, it is the tenant's responsibility to ensure that the landlord agrees to this provision before they enter into an agreement.

The Council only has powers to require provision by licenced landlords or property managing agents responsible for communal (shared) bin store areas. The Council has a current process in place, requesting developers of new properties to pay for the initial supply of containers to new properties through the planning process.

#### **16.0 Properties sharing bins and communal bin stores**

The Council reserve the right to charge for the supply, refurbishment or replacement of all communal bins (bins shared by residents living in properties with communal living space, or individual properties sharing a communal wheeled bin store). It is the responsibility of the landlord or property managing agent to provide adequate waste and recycling containers for occupiers of the properties managed by them.

##### **16.1 Leasing of 4-wheeled "bulk" containers**

A range of replacement and refurbishment costs apply to 4-wheeled bulk containers depending on the make, size, age and model. Landlords and property managing agents must request a quotation.

From 2025/26, the Council will implement an annual leasing charge for every existing council supplied 4-wheeled bin over 4 years old and new bins that may be required at existing properties (i.e. excluding new developments). This fee covers the maintenance (excluding cleaning), repair and replacement of the containers (except where malicious damage has occurred).

Managing agents have the option of opting out of the annual leasing arrangement. Once opted out, the council will serve notice (6 months) to remove any 4 wheeled bins previously supplied (that are older than 4 years old.). This Notice will also specify the number, size and types of containers that are required. The Council will work with the managing agents to arrange removal and emptying of council stock to ensure space in the bin stores for arrival of new stock.

Where a landlord has opted out of the leasing option, managing agents will become responsible for the outright purchase of the bins, maintenance and repair. The Council will not be responsible for damage arising from wear and tear to purchased bins.

Bins will not be emptied by the council if the bin becomes unsafe to manoeuvre or lift.

Approval must be sought from the Council for any bins provided externally. Guidance around the container specifications can be obtained from the Council, along with the approval application forms.

The Council will only empty bins that have been leased through the council or approved by the Council to ensure they meet appropriate design and safety criteria. There is an administration fee for container approvals that are not supplied by the Council (£150 plus VAT in 2025/26). This includes one site visit, a feedback report, bin stickers and one re-submission should approval not be granted in the first application.

All 4-wheeled bins supplied through the Council will support appropriate labelling to help residents recycle correctly. The Council will be responsible for ensuring instructional labelling is legible and up to date.

Instructional labelling/ stickers will be provided to managing agents who purchase their own bins as part of the approvals process.

The Council will write to all relevant property managing agents / landlords to inform them of the leasing option.

## **16.2 Two wheeled containers**

Replacement costs are set out in the annual fees and charges schedule and may be subject to VAT if ordered through a business. [Fees and charges schedule 2025-26](#)

## **17.0 Dispute resolution**

There is no appeal route for challenging the charge for waste containers. Waivers are at the discretion of the Head of Service or appropriate delegated officer. A customer's unwillingness to pay for a bin or disagreement with the policy will not be grounds for appeal but may be submitted as a comment through the Council's online Comment form [Submit a comment or compliment | Cheshire West and Chester Council](#) These comments will be acknowledged, retained and used to inform future reviews of this policy.

If a resident disputes the council decision to charge as they consider they have a right to a free replacement under the terms of the Policy, this may be done through the council's official complaints procedure [Make a complaint | Cheshire West and Chester Council](#)

Following receipt of the complaint, details of previous requests for bins for that property will be gathered. This will be used to establish if there is a pattern of requests and over what timescale. Evidence may also be gathered from the in-cab devices and on-board camera systems.

A decision to uphold the charge or provide a free replacement bin (new or used) or offer a refund will be made by the Head of Service.

Decisions will be made and confirmed in writing within 21 days of receipt of the complaint.

There will be no further avenues of complaint once the Council's official complaints process is exhausted. An annual update on the number of comments and complaints and the outcome will be presented to the Executive Member responsible for the Waste and Recycling Service. The dispute process will be reviewed no later than 12 months from initial implementation by the relevant Head of Service

Customers wishing to report dissatisfaction with the container repair service, this may be done through the council's official complaints procedure [Make a complaint | Cheshire West and Chester Council](#)

## **18.0 Alternative Arrangements**

If the Council become aware that a customer chooses not to pay for a replacement container, they will be given notice requiring them to provide the correct waste receptacles under Section 46 of the Environmental Protection Act 1990. To use the Council's waste and recycling service, it is necessary for the correct containers (as stipulated within this policy) to be utilised by the customer.

## **Appendix 1**

### **Fees and Charges 2024/25 and 2025/26 (Reviewed annually thereafter)**

A charge will be applied to requests made for the supply and delivery of replacement containers. The containers remain the property of the Council.

Residents in receipt of full council tax reduction (FCTR) at the time of making a request will be able to pay a reduced rate. All rates will be reviewed on an annual basis to ensure the whole container management service operates on a full cost recovery basis.

Costs are shown below:

Container Type	Reason	Cost without FCTR	Cost with FCTR applied
180L Black Domestic	Damaged/lost/moved to another property/remove	40	30
	Replacement parts (Lid, wheels, axels)	15	10
240L Black Domestic	Damaged/lost/moved to another property	45	35
	Replacement parts (Lid, wheels, axels)	15	10
180L Blue or Red Recycling	Damaged/lost/moved to another property/additional/remove	30	20
	Replacement parts (Lid, wheels, axels)	15	10
240L Blue or Red Recycling	Damaged/lost/moved to another property/additional/remove	30	20
	Replacement parts (Lid, wheels, axels)	15	10
55L Green or Grey Box & Lid	Damaged/lost/moved to another property/additional/remove	15	10
Box Lid	Damaged/lost/moved to another property/remove	9	4
Dustbin for storage	Damaged/lost/moved to another property/remove	25	15

The charges have been set to ensure full cost recovery of the service relating to the containers above. The cost of the black domestic bins is higher than the recycling containers to enable a small subsidy on the recycling containers in order to encourage pro-recycling behaviours amongst residents. The Charges will be reviewed annually to ensure full cost recovery is met. The charges have been based around recent demand levels for replacement and additional containers.