

Bin Charging Questions and Answers

Why have the Council introduced a charge for wheeled bins for new occupants?

Rochford District Council spends in excess of £60,000 each year on bins. As with all other local authorities, the Council has experienced severe budget cuts and is having to make difficult decisions about the cost of service provision.

What happens when I move into a new or converted¹ property?

If the set of three bins are present, there is no need to do anything if:

- **you are moving into a Housing Association property** – Contact the Housing Association to find out if they pay for your bins. If they do not, contact the developer;
- **you are moving into a privately rented property** – Contact your landlord to find out if they pay for your bins. If they do not, contact the developer;
- **you are buying your property** – Contact the developer to find out if they pay for your bins.

If the Housing Association, private landlord or developer is not paying for your bins, then you are liable for the £171.90 charge. Please contact the Council's Customer Services Team on 01702 318111 or customerservices@rochford.gov.uk to arrange for the payment and delivery of the wheeled bins

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.

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

If there is not a communal bin area, please follow the advice as per above for houses.

If there is a communal bin area please contact Customer Services who will advise you.

¹ A converted property 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.

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

If you have built a new property or carried out a conversion² you are liable for the charge. Please contact the Council to arrange for the payment and delivery of the wheeled bins.

How do I pay?

Payment is required in advance of the delivery of bins and can be made by debit or credit card, which is the quickest way to pay and to receive your bins.

If this is not possible you can pay by cheque, but may incur a longer waiting time for delivery.

A receipt for payment will be provided.

Can I pay in part payments?

Unfortunately the Council cannot accept part payment.

What will happen if I refuse to pay for the wheeled bins?

If you chose not to pay for the wheeled bins, the Council will not collect your waste and you will need to make alternative arrangements for disposal.

Under the Environmental Protection Act 1990, Rochford District Council has a legal obligation to collect household waste but can specify the containers that need to be used.

Waste is only collected from bins provided by the Council.

Can I appeal or complain about the charge?

The charge for wheeled bins has been agreed as Council policy. You may wish to raise your concerns with your local ward Councillor.

Will I have to sign for delivery of the receptacles?

No. However if you are not at home when we deliver the containers, we will leave a card to say they have been delivered.

Please note that the Council or SITA cannot be held responsible for any item going missing if it is delivered in your absence.

Can I collect the wheeled bins from the Council?

No. It is the Council's responsibility for delivering its wheeled bins.

² 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

Can I buy my bins from somewhere else?

No. The Council will only empty wheeled bins which have been supplied by Rochford District Council.

The Council specifies the type of bins to be used for Health and Safety purposes.

Can I pay for additional bins?

No, the Council only provide three wheeled bins per property.

What happens if my wheeled bin goes missing or is broken?

We will attempt to repair the bin, and if this is not possible then we will issue a replacement bin. There is no charge for this.

Can I take my wheeled bins with me when I move house?

No. Wheeled bins remain the property of Rochford District Council and must remain at the property they have been issued to.

If you are moving to an existing property (rather than a new property) the set of three bins will already be available at the property. If they are not, please contact the Council to arrange for delivery of the bins. There is no charge for this.

Why doesn't my Council Tax cover the cost of the bins?

The cost of the collection and disposal of your waste is included within your Council Tax, but the cost for the bins themselves is not.

Will everybody have to pay the same?

Yes. There are no concessions for elderly residents or those in receipt of benefits.

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.

Alternative Waste Arrangements

Recycling Centre for Household Waste

This is located at Castle Road, Rayleigh and a wide range of materials are accepted here.

Please contact Essex County Council on 0845 603 7625; email wastemanagement@essex.gov.uk or visit www.essex.gov.uk for further details.

Recycling Banks

Recycling banks are located throughout the District, and materials which can be recycled here are:

- paper
- tins and cans
- glass bottles and jars
- plastic bottles
- textiles
- small electrical items

Please contact Customer Services or visit www.rochford.gov.uk/recycle for further information on the location of the banks located within the Rochford District.

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, or in very serious cases imprisonment.

For further information please visit www.keepbritaintidy.org