

APPENDIX B

Melton Borough Council

Charging Table Options

Refuse and Recycling Wheeled bin price list 2013/14

All charges are for delivery and permanent loan only

New developments / New build properties from April 1st 2013

First bin only (including 1100 litre Euro bins) responsibility for developers and builders if policy is agreed as including developers and builders

Householders and or Domestic Residents or Tenants

All wheeled bin types (excluding 1100 litre Euro bins) First, Replacement and additional Large / Extra bins

First bin

240 (or 140*) litre Black bin -	£35
240 (or 140*) litre Brown bin -	£35
1100 litre Euro bin – communal bins for flats or to serve multiple Households based on requiring 2 x 1100 litre Euro bin (1 x refuse plus 1 x recycling) per four households	
1x 1100 litre bin	£180
2x 1100 litre bin	£360
Additional Large/ extra bin 240 or 140* -	£35 (per bin)

Replacement bin and or Additional Large/ Extra capacity bin

240(or 140*) litre Black bin -	£35
240(or 140*) litre Brown bin -	£35
Additional Large / extra	£35 per bin
Euro bins (as a communal bins)	£180 per bin

Delivery will be within 7 working days from receipt of payment

*140 litre bins are charged the same as 240 litre bins.

Applying Policy / Exemptions

New Developments

If members agree a policy that includes developers and builders: They will be asked to cover the cost initially for all refuse and recycling containers, including 1100 litre Euro bins if required. Once the developments / new builds have their containers, replacements would be provided by residents as per the householder's resident or tenant responsibility in the table above that details the proposed charges for 2013/14.

New Residents /Residents / Tenants /Occupiers/ Private tenants new or existing

If members agree to a policy that introduces a charging regime for residents / tenants to be responsible for the provision of containers. Those contacting the authority asking for containers will be informed of the charging regime and politely informed as to how it applies to them. The table above details the charges proposed for 2013/14.

Concessions

All properties/households where the named owner/signatory to lease or rental agreement is in receipt of an income related benefit will receive as a concession a full discount from all the charges proposed.

Exemptions for Black or Brown 240 or 140 litre wheeled bins

- All damaged containers not caused by the resident will be replaced or repaired /delivered and loaned - free of charge
- Fired bins are replaced /loaned and delivered- free of charge.
- Stolen bins replaced/ loaned and delivered free of charge (police incident number required).

Exemptions for Euro 1100 litre wheeled bins

- All damaged containers not caused by the resident(s) replaced or repaired /delivered and loaned - free of charge
- Fired bins are replaced loaned and delivered- free of charge.
- Stolen bins replaced/ loaned and delivered free of charge (police incident number required).

FAQ's

Section 1 Why is the Council charging for waste bins?

Flats / Apartments

I have built a new development and require some waste containers; can you send me some out?

The Council provides a wide range of refuse and recycling services across the Borough. The black bin for residual waste, the brown bin for mixed recyclable materials

The Council now charges new developments for their first set of waste containers. Recovering some of the cost for the provision of new waste containers helps the Council to maintain its other waste services such as recycling. The Council only aims to cover its costs with the charge.

A member of the Waste Management team will come to assess your property, as each development differs in terms of waste storage, recycling and waste collection arrangements. There is a charge at new developments for the first set of waste containers.

Section 2 newly built property (excluding flats / apartments)

I have just moved into a newly built property can I have some waste containers?

The Council now charges for the first set of containers to residents of newly built properties. Every year the Council distributes high numbers of refuse and recycling wheeled bins containers and unfortunately they can no longer afford to provide this service free of charge. Recovering the cost of wheeled bins helps the Council to maintain its whole range of services.

Section 3 Black bin requests

I have moved house and there is no black bin can you send me one out?

We can send you one out, the charge for the black wheeled bin is £35 for permanent loan and delivery

Someone has set fire to my black bin can I have a replacement?

Yes we will send you out a replacement. There is no additional charge

My black bin has been stolen; can you send me another one out?

Have you checked that it hasn't been left at a neighbour's property?

Have you checked that it hasn't been left further down the street?

We can send you a replacement bin out free of charge as long as you can provide us with a police incident number.

My black bin has been damaged; can you send me one out?

Provided we are satisfied that the damage was not caused by or contributed to by the resident - we will send you a replacement bin free of charge.

Can I have an extra 140 litre black bin as I have a family of 5 or more?- and what about extra brown recycling bins

We will send you out a form to apply for an extra black bin provision. If your application is successful we will ask you for the relevant payment following which we will deliver an additional black bin of an agreed size. Your application was successful because you started you use your brown recycling bin to the maximum regularly and your non recyclable waste (refuse) genuinely cannot be fitted into the black refuse containers you currently have, accordingly should you require an additional recycling brown wheeled bins this will be provided at no charge.

Can I buy my own waste container?

You can as long as they fully conform to our waste container specification. If the container doesn't conform to our standards our refuse collection crews will not collect your waste.

For a wheeled bin to meet the councils specification , It must be either black for refuse or brown for mixed recyclables , 240 litre or 140 litre in size and conform to quality standard EN 840.

Width – 580 mm
Depth – 740 mm
Height - 1100 mm

If you choose to buy a bin directly you must be certain and able to prove it meets this specification , it will be your property and not the property of the Council. Any other container will not be collected. i.e. different colour, different size.

Developers and Builders communal bins ?

Developers may purchase their own 1100 Euro bins if they so wish but they must comply with the councils required specification , which will be provided to developers , depending upon the specific requirement size and type on a case by case basis.

Will you collect black bags of waste from my property?

Unless we have provided you with sacks for a specific reason, we would not normally be able to collect black bags from your property as the waste would not be contained in a specified container. There are health and safety issues with respect to the handling of sacks and any such service provision is strictly limited to those meeting stringent criteria

There are specific properties that are designated as requiring sack services (usually pink sacks for refuse and brown sacks for recyclables) these properties will be supplied with the required and agreed number of sacks – they will have been designated for a sack service mostly for operational reasons ,only these can expect sacks to be collected under normal circumstances.

What happens if I don't pay for my bin?

The Council has a duty to collect household waste in a designated container that the council can specify. You will be likely to disqualify yourself from a collection service if you do not abide by council policy , which is that you are now under current legislation required to pay for the wheeled bins you need to engage with the collection service the council provides.

The designated standard container that Melton Borough Council use are 240 litre wheeled bins, black for residual waste and brown for mixed recyclables Waste that is presented in containers that do not conform to the Council specification will not be collected.

You can however take your own waste to any of the Counties Household Waste Recycling Centres free of charge. Please separate your recyclables from your waste prior to taking to one of those sites. These are controlled and managed by Leicestershire County Council who will be able to tell you where they are, what materials they can take, and their opening hours.

I am on assisted collection; do I have to pay for my black wheeled bin?

If you are in receipt of an income related benefit, a full discount concession will apply. If you are not, the charging policy still applies

Why is the Council making money by charging for wheeled bins?

The Council is not making money by charging for wheeled bins, it is only trying to offset its costs. Every year the Council issues high numbers of waste containers free of charge and unfortunately the Council can no longer afford to provide this service free of charge. A black wheeled bin from the Council will cost £35, a privately purchased one could cost from £55 up to £120 (for a 240 litre black wheeled bin).

I pay my Council Tax why don't I get a free bin?

The Council can make a charge for the provision of the waste receptacle under Section 45 of the Environment Protection Act 1990. Melton Borough Council has provided free containers for a number of years. Recovering the cost of wheeled bins helps the Council to maintain its whole range of services.

No other Council charges for wheeled bins?

There are a growing number of Councils all over England that have in place or are introducing charging regimes for wheeled bins.

Including: Barnsley, Bassetlaw, Glasgow City Council, North Down Borough Council, Cambridge City Council, Wirral MBC, Cornwall Council, Redcar & Cleveland Borough Council, Oldham Council, Flyde Borough Council and many others.

My black bin has split can I have a new one?

Provided it was not caused by yourself or you did not contribute to the damage -We will send you a replacement bin out free of charge.

I have moved into a property (it is not a newly built house) and my black bin was not here when I arrived. Why can't I have a free one automatically

The current Council policy is to charge residents for their black bin (as a first bin) at their property where none exist and thereafter if the bin is stolen a replacement would be issued free of charge (on provision of a crime incident number). If you feel it was stolen you should contact the police to report it, ask for an incident number, and then contact us with that number and we will send you out a black bin at no charge.

I have ordered a bin and it has not arrived, if I put my waste out in bin liners at the kerbside will you collect it?

Yes please place bags of waste at the kerbside, please leave them where you would normally present a wheeled bin i.e. on the cartilage of your property so as not to cause an obstruction - and the bags of waste will be collected

Your bin should be delivered within 7 working days from receipt of payment.

Section 4 General Issues

Does a tenant pay for the bin or the landlord?

The tenant pays as they are the occupier of the property.

What happens if customer services receive a call from a developer asking for waste containers?

Contact details should be e mailed to Waste Management to enable them to contact the developer and assess his requirements. A member of the Waste Management team would then visit the property and provide a list of bins required, organise payment from the developer and arrange delivery.

Can 1100 Euro bins be bought from other suppliers?

Yes as long as they conform to our required specifications.

Will alternate suppliers for bins be offered to customers?

We cannot recommend suppliers for bins to customers. The information is readily available.

If a customer purchases a bin do they own it?

Yes.

If a customer has bought their 240 litre black bin and decides to move house can they take their 240 litre black bin with them?

Yes. However please note only one black bin will be emptied per household.

If a bin falls in the waste collection vehicle would we replace it?

Yes. Free of charge.

Will an inspection be required for a fired bin claim?

Under normal circumstances, no.

Is a crime number required for a fired bin?

A crime number will not be required.

Is there a time limit to report a stolen bin?

No.

How long will it take for the bins to be delivered?

Normally provided they are in stock -Within 7 working days of payment being received.

