**CHARGES FOR REPLACEMENT BINS**

Your first bins are free. This applies if you are moving into a property that doesn’t have any. You can order your bins at the same time you change the Council Tax of your new property into your name.

Replacement bins and boxes are however subject to charge.

- **Why do I have to pay for a replacement bin?**

  We have introduced this charge to help cover the rising costs of replacing lost or stolen refuse and recycling containers. We issued more than 7,000 containers, including wheeled bins, caddies and recycling boxes in 2015.

- **Doesn’t my Council Tax cover this cost?**

  No, Council Tax covers the cost of us emptying your bins. We were one of the last councils in England to implement this replacement charge.

- **What happens if my bin is damaged by the collection crew or it falls into the back of the vehicle?**

  If we have an accident with any of your containers the crew will place a sticker on your bin or post one through your letterbox to let you know. The accident will be reported to a supervisor and a replacement will be delivered within 10 working days. No action is required by you.

  If you believe we have damaged one of your containers and not left a sticker email us at streetscene@darlington.gov.uk and we will investigate, including using the cameras on our wagons.

- **How much do I have to pay for a new or replacement bin?**
The charge for a replacement standard 240l refuse or recycling bin is £19.80 inclusive of VAT. 360l bins are £50.30. This charge also covers administration and delivery. As this is a replacement for the bin we already provided, it remains our property.

☐ What are the charges for other replacement equipment?

Paper Caddy - £5.10
Glass Recycling Box - £3.25
General Recycling Box (Scheme B) - £1.60
Lid for Recycling Box - £1.35

☐ I am on benefits/ a council tenant do I get a concession?

No. All residents will be charged if we need to provide a replacement bin.

☐ I don’t need a new bin as it is only the lid/wheel that is broken. Can I order these?

Yes. Spares are available:

Lid for wheeled bin (each) - £4.95
Wheeled bin wheel (individual) - £1.24

We will provide spares but you must fit them yourself.

☐ How do I order and pay for a new bin?

You can order a new bin and pay for it by ringing Street Scene on 01325 405111. Payment must be made at the time of request and bins will not be supplied before payment.

☐ If I order and pay for a bin where will you deliver it to?

We will deliver it to your home. Ideally we would like you to be home when we deliver the bin so that you can sign for it. However, we understand that this may not be possible so please let us know if there is a safe place on your property where we can leave your bin or you can nominate a neighbour to take delivery for you. When your bin is delivered we will post a delivery note through your letterbox.

If you have a broken item to take away then please leave it for us to collect labelled “to be removed” then our crew will take it away.
Can I collect the equipment from you?

We have a small number boxes, paper caddies, lids and wheels at the Customer Service Centre at the Town Hall. You are welcome to pop in to pay for these and take them away with you. Unfortunately we can’t stock wheeled bins as they are too big.

How can I stop my bin being stolen?

When we deliver your bin please put your property number on it. We also advise putting your bin out for collection first thing in the morning (by 7am), rather than the night before, and returning it to your property as soon as possible after emptying. For extra security you may also want to put your postcode on your bin.

I am moving house. Shall I take my bins with me?

No. The bins have been provided to the property and should be left there for the next resident. Some landlords, including the Council, may charge you if the bins are missing or damaged.

I have recently moved house and there are no bins at my new address, what should I do?

We provide your property with the first bin at no charge, even if the property has had one before. You must however agree to us making checks with Council Tax and/or Electoral Register to verify you are a new occupier.

I have built a new house, do I have a pay for my bins?

No. The first bins to a new property are free of charge. You must agree to us making checks with Council Tax, Planning and/or Electoral Register to verify this is new build.

We have a communal bin arrangement and they have been stolen. What should I do?

For flats, multi-occupancy properties etc. where communal bins are provided, the residents or landlord will need to take a collective responsibility for them. Please ask the person responsible for the communal store to call us on 01325 405111 to discuss the situation.

I am not willing to buy a replacement bin and will just put out black bags on collection day. Will they be collected?

This waste will not be collected. For health and safety reasons we have to minimise the likelihood of injury to the crew. This means the manual handling of waste is a last resort.
If you refuse to pay for a replacement wheeled bin you may be served with a Section 46 notice under the Environmental Protection Action 1990 and/or other relevant legislation. The notice will require you to provide the necessary container for your waste. Failure to comply with this notice may lead to us issuing a fixed penalty notice and/or prosecution.

If you don’t want to pay to replace the bins we have provided to the property you need to make alternative arrangements to recycle and dispose of your waste.

What other arrangements are there for recycling and disposal of refuse?

The Household Waste Recycling Centre is open from 8am until 6pm every day (with the exception of Christmas Day and New Years Day). There is a height barrier of 6ft at the entrance so any vehicle over this height requires a permit which can be ordered from Customer Services at the Town Hall on 01325 405111.

We can also carry out bulky waste collections for you. The cost of this is £16.50 to collect up to six items or 12 black bags of household waste.  [More information here.](#)

Please be aware that if you pay someone to take away waste for you (such as ‘a man with a van’) you must check they have the relevant licenses and are planning to dispose of your waste properly. If they go onto fly tip your waste you could be held responsible even if you have paid them in good faith.