

New Build Properties Wheeled Bins – FAQs

I have moved into a new property; how do I get wheeled bins?

Complete the form Wheeled bin request form for new dwellings which will be available from December 2017. On completion of the form you will be advised whether you are required to pay for the bins. Once payment has been received we can arrange for wheeled bins to be delivered to your property. For standard domestic bins, there will be a charge of £69.00 for delivery and provision of two bins, a green one for recycling and a black one for household waste. In some instances, your developer will have pre-paid for the bins as part of the development.

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

South Norfolk Council has historically covered this cost for new home owners but as our funding from central government has reduced and the demand for bins continues to increase, like many other authorities, we have had to take the decision to charge for the supply of new bins.

What is the charge actually covering?

The charge covers the costs for us buying the bins plus administration, storage and delivery. This transaction does not constitute a sale and the wheeled bins remain the property of South Norfolk Council and must be left with the property if you move house.

Doesn't my council tax cover the provision of wheeled bins?

The collection and disposal of your waste will still be paid for out of your council tax, just not the one-off cost for the wheeled bins when a property is first occupied. This policy is becoming increasingly common amongst Councils as we have to manage our finances even more carefully.

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/builder.

My neighbour had bins delivered free of charge – why is this?

It may be that the house builder pre-paid for the bins as part of the development build. It may be an existing property and they had been delivered free of charge. Or if the household has requested replacement bins these are provided at no cost.

How can I pay for my bins?

Payment will be accepted by online payment via the Wheeled bin request form for new dwellings which will be available from December 2017

I'm on benefit/low income are there any reductions?

No, there are no reductions for any residents. There are no concessions or payment plans available and payment will need to be made in full in order for us to deliver the bins.

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 Councillor.

Will I have to sign for delivery of the wheeled bins?

No. However if you are not at home when we deliver the containers, South Norfolk Council cannot be held responsible for any item going missing if it is delivered in your absence.

What happens if I don't pay for the bins?

If you choose not to make payment then we will be unable to deliver wheeled bins to your property and will not be able to collect your waste. If you refuse to pay for the supply of wheeled bins you will be served with a section 46 notice under the Environmental Protection Act 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.

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, for example the recycling centre for household waste follow this link [to find your nearest centre](#). Recycling banks are located throughout the District, and materials which can be recycled here are clothing/textiles, glass, paper/card, lightbulbs, batteries, use cooking oil/fats, books, CDs, toys.

Can I use bins I have bought from a shop?

No, we will only be able to collect waste which is presented in wheeled bins which meet the Council's specifications including South Norfolk Council logo.

Can I use black sacks instead?

No, we will only be able to collect waste which is presented in wheeled bins which meets the Council's specifications including South Norfolk Council logo and ensuring that they are compatible with the lifting equipment on our refuse vehicles to prevent injury to staff and/or damage to the refuse vehicle. Black sacks will not be collected by the refuse team.

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.

My house builder has left some bins at the new property but they are not South Norfolk bins, what do I do?

You must apply for and purchase a set of standard bins from South Norfolk Council. Please complete the attached form Wheeled bin request form for new dwellings which will be available from December 2017

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, then your bins should already be provided.

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

If you have built a new property or carried out a conversion (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) you are liable for the charge for bins £69.

Can I collect my wheeled bins from the Council?

Wheeled bins are available by delivery only – we have no arrangements available for residents to collect wheeled bins.

Can I take the bins with me if I move house?

No, if you move house the bins will need to remain at the property you are moving from, as they remain the property of South Norfolk Council and are issued to the property for us to provide a waste collection service to you.

Is there a charge for replacement bins?

No currently we will replace bins if they have been lost or damaged through no fault of your own.

Can I have larger bins?

The standard size bins should provide enough space for the waste produced by an average family.

The larger recycling bins are provided on request to try and encourage an increase in recycling. These bins will be provided in place of your current green bin. [Additional Bin Request](#)

Additional black rubbish bins are only provided where residents meet a certain set of criteria which justifies the creation of additional waste. This helps to ensure that the amount of waste generated in South Norfolk is kept to a minimum.

Does the council provide a service to clean my wheeled bin?

The council does not offer a wheeled bin cleaning service, but there are bin cleaning services available within the South Norfolk area.

Can you help me put my bin out?

We provide an assisted collection service for elderly, infirm or disabled residents who can't manage to put their bins out for collection. For more information on this service and how to apply please see [Assisted bin collections](#).

I have medical waste collected from my property.

We collect clinical waste from **homes** free of charge. For more information on this service please see [Clinical Waste](#).

My bins have been stolen, what do I do?

We will replace bins if they have been lost or damaged through no fault of your own.