

Additional information on bin and box fees

Financial sustainability

The decision to introduce the admin fees comes as part of our work to improve services and make financial savings where possible.

We are also keen to encourage residents to maximise the lifespan of their containers and increase recycling and the use of recycling containers as much as possible.

Our fees compared with other boroughs

Our fee meets the bin fees that many other councils charge for various container sizes.

Where savings of the administration fees will be spent

The income will help to offset the costs associated with providing new and replacement containers.

Legal requirement

Under [the Environment Protection Act](#), local authorities are permitted to specify the size and type of container used for rubbish and recycling collections, and to fees when new and replacement bins are required.

Our statutory duty on waste collection

There is no statutory duty to provide any free rubbish or recycling containers. We can decide which containers should be used for collection, including the size and colour required. Please visit [the Environment Protection Act](#) for further information.

Responsibility of waste and recycling disposal

We expect residents to make sure they have all the required containers to recycle fully. All non-recyclable rubbish should fit into the rubbish. [You can find more information on what goes in your recycling bin.](#)

Impact on Croydon's recycling rate

We encourage all residents and businesses to recycle as much as possible. We will continue to monitor the recycling rate in the borough and promote people recycling and reusing ahead of putting things in the general waste disposal.

Replacement food caddies will continue to be issued free of fees.

Owners of new replacement containers

The containers remain the property of the council.

If my container has taken longer than 20 days to arrive

In a vast majority of cases, containers are delivered in less than 20 days. If there are any temporary delays to timescales for operational reasons, this will be highlighted on our website. The fees will still need to be paid.

What to do if you move into a new build or development and there are no containers

Managing agents, developers and owners of new builds and conversions need to purchase or hire the bins from us or a third party. They can contact the team at hirebins@croydon.gov.uk.

When someone's container is lost or stolen

It is the responsibility of the householder to ensure that waste & recycling containers are stored securely or clearly marked with the relevant house number. If containers are lost or stolen, they will need to be replaced, and the standard fees will apply.

As containers are outside, they can get rummaged through and damaged by animals. If the container is no longer usable, either through animal damage or general wear and tear, it will need to be replaced, and the standard fees will apply.

When a new container has been delivered, and it is broken

A new replacement container will be provided where it has been reported as faulty within 7 days of delivery.

If the Veolia collection crew breaks a container and how it is investigated

If a container is broken during collection or accidentally ends up in the lorry, the collection crew will record it, and a free replacement bin will be issued. This excludes any damage caused by overfilling the containers or placing inappropriate items in it.

If you feel your container has been damaged by the collection crew, you can report it on the [contact the council form](#).

Why can't my recycling bin be repaired?

Your bin is an older refuse bin that was repurposed for recycling. Unfortunately, the parts needed for repair are no longer available because this bin type is no longer manufactured. In order to replace the bin with a new one. We recommend replacing it as soon as possible to ensure it meets current standards and avoids service issues.

When residents do not replace their container and instead leave bags out

If rubbish is not within the correct container, it will not be collected.

According to, [Section 46 of the Environment Protection Act](#), we may require occupants to use specific numbered containers for waste collection.

Actions residents must take when previous occupants take their set of containers

Containers are required to stay at the address and are not to be taken when residents move address.

If you move to a property and there are no bins you will need to [order a bin](#).

- Food waste caddies are free.
- Residents will be charged for a new or replacement general waste or recycling containers.