

Rubbish Container Policy

October 2024



Waste Containers can be hired from the Council by residents, provided the property is suitable for wheeled bin collections. Bins remain the property of the Council and should never be removed from the property except by the Council or its agent. In limited cases the Council may provide alternative containers to properties not suited to wheeled bin collections.

We, the Council, WILL:

- charge for wheeled rubbish bins (charges vary and must be paid in advance of delivery: [Bin charges - Exeter City Council](#));
- determine the size of the wheeled rubbish bin to be issued to each property;
- replace or repair, free of charge, a wheeled bin that has been verified by the Council as having been damaged either during the collection process, through normal wear and tear, or through manufacturing error, provided that the bin was originally supplied by Exeter City Council;
- remove wheeled bins, static dustbins or seagull deterrent sacks that are reported as being left out on a public highway on non-collection days (if the resident requests the return of a waste container removed under this policy point, the Council will charge in advance for the re-supply of each waste container required);
- provide wheeled bins for rubbish, free of charge, to those properties where the Council changes the collection point for a street, or part of a street, from back lane to front boundary collections, provided the resident agrees to ensure such wheeled bins are not left on pavements or any other public highway on non-collection days;
- charge for reusable seagull-deterrent bags where wheeled bins are deemed by the Council as being unsuitable (these bags should be used to contain rubbish sacks for presentation on collection days);
- aim to deliver or collect all waste containers within 10 working days from the date service requests are made, subject to staffing resources;
- provide an Assisted Waste Collection service to households that are registered for this service;
- charge for the supply of communal bins by arrangement with the managing agent of purpose built flats or houses of multiple occupation (charges vary and must be paid in advance of delivery: [Bin charges - Exeter City Council](#));
- ensure that pre-used bins have been refurbished/cleaned to a suitable standard before supplying them to a household / communal bin area.

We, the Council, WILL NOT:

- empty rubbish bins that contain garden waste or non-household waste;
- replace, free of charge, any damaged container not supplied by Exeter City Council;
- replace, free of charge, rubbish containers that are stolen or lost;
- replace, free of charge, any rubbish containers supplied by the Council that are damaged by any means than through normal wear and tear or through the actions of Council staff or machinery.

As the householder you are responsible for:

- storing your rubbish securely on your property, or in the communal bin for your property, between rubbish collections;
- using wheeled bins or seagull-deterrent sacks, as specified by the Council, to present your waste (seagull-deterrent sacks should be used to present rubbish sacks for collection; rubbish left loose in dustbins or seagull-deterrent sacks will not be collected);
- marking your wheeled bin or seagull-deterrent sack with your house number or house name;
- presenting your rubbish at the collection point for your property, unless you use a communal storage area (you can find your collection point here: [When is my bin collected? - Exeter City Council](#));
- informing the Council that you have changed the collection point on your property, if you are registered for Assisted Waste Collections (failure to do so may result in your rubbish not being collected);
- putting your rubbish out for collection no sooner than 6pm on the day before collection, and no later than 6am on the day of collection;
- not putting out extra rubbish in sacks, if you use a wheeled bin, or seagull-deterrent sack;
- not overfilling your wheeled bin;
- presenting your rubbish in a sack (supplied by you) strong enough to hold your rubbish without tearing, if your property is not suitable for wheeled bin collections;
- returning your seagull-deterrent sack, dustbin or wheeled bin to your property by 8pm on collection day, for storage until the next collection day for rubbish;
- ensuring that wheeled bins returned by you to the Council are empty and left at the designated collection point for your property until the delivery crew is able to collect them;
- ensuring that any wheeled bins hired for your property remain at the property, if and when you move, so that they are available for use by the next occupant.

As the owner or manager of properties that use shared facilities you are responsible for:

- ensuring all residents of the building have access to the communal bins / bin store;
- educating all residents in how to store their rubbish in the communal bins;
- liaising directly with the Council to arrange the hire of suitable containers for the designated bin storage area;
- ensuring you manage and maintain the cleanliness of the bin storage areas and take reasonable measures to prevent fly tipping in and around the bin storage areas;
- reporting damaged bins to the Council;
- arranging for the return of unused wheeled bins to the Council.