

Lost, stolen or damaged bin replacement - frequently asked questions

Is there a charge for replacement bins?

Yes, there is a charge for the replacement of lost or stolen bins.

How much will I be charged for a replacement bin?

The cost of replacing a lost or stolen bin is £33. This charge is to cover the cost and delivery of the bin.

Why do I have to pay for a replacement bin?

West Suffolk Council is spending an increasing amount each year purchasing and delivering wheeled bins and is no longer able to sustain this.

How do I get a replacement bin for one which has been lost or stolen?

You can call Customer Services on 01284 757320 or email customer.services@westsuffolk.gov.uk and one of our advisors will be able to help you. Please make sure you have a good look round for your bin prior to calling us for a replacement as once payment has been made, we will not issue any refund.

Do I have to pay for bins if I build or move into a new property?

Yes, bins for all new properties and annexes must be paid for.

If you build the property yourself the charge is as above per bin. You can call Customer Services on 01284 757320 or email customer.services@westsuffolk.gov.uk and one of our advisors will be able to help you.

If you move into a house which has been built by a developer, please speak to the site office about the supply of bins.

If you are a developer, you are responsible for the supply of bins. The charge is the same, however you will be subject to VAT at the prevailing rate. You should contact waste.support@westsuffolk.gov.uk to discuss further. Please note, only developers should use this email address.

My bin has been stolen, can I have a replacement free of charge?

No, you will need to pay for a replacement.

How can I stop my bin(s) being stolen?

Please remember it is your responsibility to look after the wheeled bins at your property.

There are ways you can help avoid your bin being taken:

- Clearly mark the bin with your address or at least the house name or number
- Do not put the bin out too early on collection day (but it must be out by 6.15am)
- Bring the bin in as soon as possible after collection
- Check with your neighbours after collection if your bin is missing

What if my bin is damaged by fire or arson?

Damage to bins caused by fire or arson will need to be paid for at the normal cost. You might be able to claim this back from your insurance if you have a police crime number

If my bin went into the back of the collection vehicle, do I still have to pay for a replacement?

No, the crew will mark on their in-cab tablet that the bin has gone into the back of the collection vehicle. You will be sent a replacement out free of charge which we will aim to deliver within 20 working days. Where practical for the crews, they will leave sacks for you to use whilst you are waiting for your replacement bin.

If I buy a replacement bin, does it then become my property?

No, the bin will remain the property of West Suffolk Council. You are paying for the cost of a replacement bin.

If I don't want to pay for a replacement bin, can I take my waste to the household waste recycling centre?

Yes, you can. Please note that the collection crews will be notified that you are no longer eligible for a kerbside collection.

Can I pay for a second bin for my waste?

No, you cannot pay for a second bin. If you think you might be eligible for help with additional waste, please check our website – [Missing bins, recycling sacks and larger bins](#)