New and replacement Black Wheeled Bins - FAQs

This page contains a list of Frequently Asked Questions relating to new and replacement black wheeled bins.

How much do I have to pay for a new or replacement black wheeled bin and what does it cover?

The charge for a new or replacement black wheeled bin is £33 per bin inclusive of VAT and is applicable to new, lost, stolen and damaged bins. This charge covers the administration and delivery costs of the black wheeled bin. It does not cover the sale of the black wheeled bin to the householder as all waste containers always remain the property of the Isle of Anglesey County Council. There are no concessionary charges for new or replacement black wheeled bins.

How do I order a replacement black wheeled bin if mine is lost, damaged or stolen?

You can order a replacement black wheeled bin by contacting the Council’s Waste Management Section on 01248 752860 or by filling in an online form and paying online on our portal – My Account.

How can I pay for a new or replacement black wheeled bin?

The easiest ways to pay are by using a debit or credit card by online payment on the Council website or by telephone; these are the most efficient methods and mean that you should receive your black wheeled bin in the shortest amount of time. In special circumstances you can request an invoice to allow you to pay by cash or cheque, although this does take longer for a black wheeled bin to be delivered to you as we need to ensure that payment is received and that any cheque is cleared before a delivery date can be issued.

When do I need to pay for a new or replacement black wheeled bin?

You will need to pay the charge in full before we deliver your new or replacement black wheeled bin.

I need a replacement black wheeled bin but cannot pay right now, what shall I do?

Unfortunately, we will not be able to provide a black wheeled bin before payment has been received and you will need to dispose your waste legally in the interim. You can use one of the Household Waste Recycling centres at Penhesgyn or Gwalchmai to dispose of your household waste free of charge (subject to operational terms and conditions).

Can I pay for the black wheeled bin in part payments?

Unfortunately, we cannot take part payment; a black wheeled bin can only be delivered once the full payment has been received.

Can I collect the black wheeled bin myself instead of paying the delivery charge?

No, it is the responsibility of the Isle of Anglesey County Council to deliver replacement black wheeled bins. The charge is for the administration costs associated with requests for black wheeled bins as well as the delivery. All replacement black wheeled bins will be delivered to the property or to a nominated neighbour.

Why do I have to pay for bin delivery - doesn’t my Council Tax cover this cost?

We have introduced this charge to encourage residents to take responsibility for the safekeeping of their black wheeled bins and to reduce demand for new and replacement containers.
How should I present my damaged black wheeled bin ready for collection?

Following payment the Council will arrange for your replacement black wheeled bin to be delivered and your damaged bin to be collected during the same visit. The Council will only collect your damaged black wheeled bin if it does not contain any refuse; therefore it will be the householder’s responsibility to empty any damaged bin of refuse prior to its exchange. If a damaged black wheeled bin has not been emptied of refuse and the Council has to arrange a further visit to organise its collection then an additional charge will be made to the householder.

How long will it take you to deliver my new or replacement black wheeled bin?

We will provide you with an appointment date once payment is confirmed in full; delivery of the new or replacement black wheeled bin will be within 5 working days after payment is confirmed.

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

We will deliver it to your home address. Ideally we would like you to be home when we deliver the black wheeled bin so that you can sign for its receipt. However, we understand that this may not be possible so please indicate if there is a safe place on your property where we can leave your bin or alternatively you can nominate a neighbour where we can deliver to. When your black wheeled bin is delivered we will post a delivery note through your letterbox. If the delivery staff think that they are unable to leave the wheeled bin in a safe place we will put a note through your door to this effect, but will not deliver the bin; you will need to contact the Council to arrange re-delivery which will be at an additional charge. If you require delivery to any back yard gate or door, please ensure that it is marked with your property name/number to ensure that we deliver to the correct location.

How can I prevent my black wheeled bin from being stolen?

When we deliver your black wheeled bin you should mark your property number/name on it. This will help identify which bin is yours and help prevent it from being stolen. We also advise you to put your black wheeled bin out for collection first thing in the morning by 7am rather than the night before and to return it to your property as soon as possible after emptying. If your black wheeled bin is usually emptied after you have left for the day your neighbours may be able to help with this. For extra security you may also want to mark the black wheeled bin with your postcode.

My black wheeled bin has gone missing, how soon should I order a replacement?

We advise you to check the area around your property and speak with your neighbours before ordering a replacement black wheeled bin. This is because we know from experience that missing bins often turn-up again. If you are still without your black wheeled bin after checking you should order a replacement.

If I order a replacement black wheeled bin and then my original bin turns up, what will happen?

This is a non-refundable charge as the charge covers administration and delivery of the black wheeled bin rather than the actual purchase of the bin. If you find your black wheeled bin before we have delivered a replacement you must call 01248 752860 as soon as possible so that we can cancel your order and offer a refund. If you find your old black wheeled bin after the replacement has been delivered we will not be able to give you a refund but we will return to collect the replacement bin.

How many black wheeled bins can I have?

One black wheeled bin per property is permitted. Any additional black wheeled bins will be collected by the Council.
Can I buy a wheeled bin from somewhere else and use this instead if I want to?

No, you may only use an Isle of Anglesey County Council provided black wheeled bin. These are marked with the Council logo so they are clearly identifiable.

Can I change to using black bin bags instead?

No, your waste must be presented in an Isle of Anglesey County Council provided black wheeled bin only.

Can I use my green garden waste wheeled bins instead?

No. In your green wheeled bin we will only collect garden waste. If you put household rubbish in your green wheeled bin we will not be able to empty it until you have removed the contaminated items.

I have recently moved onto the Island from another area, can I use the wheeled bin I have brought with me?

No. The wheeled bin from your old property belongs to the Council for that area and should not be removed from that location. You may only use an Isle of Anglesey County Council provided black wheeled bin.

If I move house can I take all my waste containers and black wheeled bin with me?

No. Your waste containers and black wheeled bin remain the property of the Isle of Anglesey County Council at all times. If you move house either somewhere else in the Anglesey area or beyond you should leave them where they are.

I have recently moved house and there is no black wheeled bin at my new address, what should I do?

You will need to order a replacement black wheeled bin and pay the administration and delivery charge as required. If you have moved to accommodation rented from a private or social landlord you should check your tenancy agreement to see if this states that a black wheeled bin will be provided.

I have moved into a newly built house, do I have to pay for my black wheeled bin?

Yes. You will have to pay the £33 administration and delivery charge for the black wheeled bin you require. It may be worth checking with the developer as they may be making arrangements for your first black wheeled bin to be delivered free of charge.

What happens if my black wheeled bin falls into the back of the collection vehicle?

If there is an accident with your black wheeled bin the crew will report it to their supervisor and a replacement will be delivered to you free of charge. An order will be raised and you will be contacted and given an appointment date for delivery.

What happens if I don’t pay for a replacement black wheeled bin?

If you don’t have a safe and serviceable black wheeled bin to put your rubbish in we will not collect it. Damaged black wheeled bins that are deemed too dangerous to empty by the Council’s waste collection contractor will not be collected. The Council has a legal requirement under section 46 of the Environmental Protection Act (EPA) 1990 to collect household waste. Section 46 says that the
local authority can define the kind of container to be used and require the occupier to pay for it. However, residents may prefer to dispose of their rubbish themselves. Residents could take their rubbish to one of the Household Waste Recycling Centres rather than pay for a replacement black wheeled bin.

**Why have I received a previously used black wheeled bin when I have paid for a new bin?**

The payment you have made covers the administration and delivery costs of the black wheeled bin; it is not payment for the actual bin. As such the black wheeled bin remains the property of Isle of Anglesey County Council and in an effort to minimise costs, the Council cleans and reissues wheeled bins that are re-useable.

**I am not willing to purchase a black wheeled bin and will be putting out black bags on collection day - will these be collected?**

No. This waste will not be collected by the refuse crew and you will have to make your own arrangements for the disposal of your waste. Dumping rubbish is an offence and you may be issued with an enforcement notice, which could lead to a Fixed Penalty Notice or prosecution if not complied with.