# Croydon residents face £39 bins and declining services amid council’s cost-cutting drive



Croydon residents are once again being hit where it hurts — their wallets — as the local council quietly introduced new charges up to £39 for replacement wheelie bins in August 2025. This move, pushed through without fanfare, represents yet another attempt by the council to pass the buck onto households already battered by rising taxes and failed services. Meanwhile, it’s clear that instead of building a waste management system that serves the community, the council is choosing to exploit residents’ frustrations to boost revenue, further undermining public trust.

The latest scheme layers additional costs onto households, demanding up to £39 for a new general waste bin — even when damage is caused by the very contractors the council hired to do the job. Residents who can document the fault with photos or videos are spared the fee, but those who aren’t able to jump through bureaucratic hoops are left footing the bill for failures outside their control. This is just another example of a council that prefers to burden the taxpayer rather than take responsibility for its own mismanagement.

This punitive move follows a previous, more modest proposal to charge residents a £5 administration fee per replacement, which was ultimately scrapped amid public outrage. Yet, since Mayor Jason Perry’s administration took office in 2022, they’ve pushed through a 27% hike in Council Tax, adding insult to injury for those already struggling under austerity measures. The backlog for bin replacements has ballooned—residents face waits of up to 12 weeks—leading many to resort to illegal dumping or bagging rubbish outside their homes, worsening the very litter and hygiene issues the council claims to be addressing.

All of this comes after Croydon awarded Veolia a new £40 million, eight-year waste management contract in April 2025, despite previous performance concerns that led to their removal in 2023. The new deal includes cuts that reduce the number of bins delivered each month from around 4,000 to just 2,500—a clear cost-cutting move that leaves residents with fewer bins and longer waits. Meanwhile, Veolia’s responsibilities include street cleaning and waste collection, with promises of improved recycling and night-time waste collection, but the reality on the ground is a grim picture of service decline and frustration.

Community groups like Litter Free Norbury have voiced their anger at these policies, condemning the council’s failure to take responsibility for damage caused by contractors. Tony Hooker of the group warned that charging residents for bin replacements, especially when damage is contractor-related, risks increasing fly-tipping, theft, and neighbourhood filth. With Croydon already labelled ‘the biggest dump in Britain’ by national media, these new policies threaten to deepen the decline and promote an environment of neglect.

Insiders blame systemic issues — outdated IT systems, poor management, and restrictions on bin delivery — for these delays and chaos. With households often forced to keep multiple bins, cluttering pavements and exacerbating urban disarray, the council’s approach seems designed to squeeze the last penny from residents rather than improve services.

While Veolia claims to expand recycling and improve waste collection, the fallout from service cuts and new charges speaks volumes about a council more interested in balancing books than serving its citizens. Shifting the financial burden onto residents for bin replacements is a clear sign of a council prioritising cost-cutting over community wellbeing. This isn’t just mismanagement — it’s a deliberate squeeze on the already-struggling taxpayer, promising fewer services at a higher cost.

As Croydon faces the consequences of these failed policies, plans are underway to renegotiate future waste contracts, with hopes that residents’ voices will eventually be heard. But until then, many local households are left paying more for less, enduring the fallout of a council that seems more interested in penny-pinching than providing decent rubbish disposal for its communities — a stark reflection of the neglect at the heart of this Labour-led administration.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://insidecroydon.com/2025/10/14/binmageddon-perry-sneaks-out-charges-for-wheelie-bins/> - Please view link - unable to able to access data
2. <https://www.croydon.gov.uk/rubbish-and-recycling/bins/new-bin-fees> - Croydon Council introduced new fees for waste and recycling containers on 19 August 2025. The charges are £8 for a 55-litre recycling box, £33 for a 240-litre recycling wheelie bin, and £39 for a 180-litre general waste wheelie bin. Residents can order these containers through the council's website. If a container is damaged or lost by the collection crew, residents can request a free replacement by providing evidence such as photos or video footage.
3. <https://www.croydon.gov.uk/rubbish-and-recycling/terms-and-conditions-bin-delivery-services> - Croydon Council's terms and conditions for bin delivery services outline that the standard service uses a 180-litre grey wheelie bin. Charges may be subject to annual inflationary increases, and all charges are available on the council’s website under 'fees and charges'. The container remains the property of the London Borough of Croydon, and the charge applies to single dwelling households and flats with four or fewer units that use the kerbside household service.
4. <https://news.croydon.gov.uk/veolia-confirmed-as-new-waste-contract-partner/> - Croydon Council awarded a new eight-year waste contract to Veolia UK, starting on 1 April 2025. The contract aims to improve street cleaning, introduce a new night-time waste and cleansing service, and enhance waste collection for flats above shops. Resident feedback was integral to the new contract, which includes retaining the current alternate weekly waste and recycling collections. The contract also focuses on reducing pesticide use for weed removal and implementing a more dynamic street cleaning schedule across the borough.
5. <https://www.london.veolia.co.uk/croydon> - Veolia has a 15-year contract with Croydon Council, which began in 2003, responsible for emptying bins of 139,000 households and street cleansing. The company has expanded the recycling service to include the collection of mixed plastics and food waste, helping residents recycle more. Veolia operates a food waste collection and provides information on recycling guidelines for residents in Croydon.
6. <https://www.veolia.co.uk/about-us/veolia-uk/recycling-and-waste-services/residents> - Veolia UK partners with Croydon Council to provide recycling and waste collection and street cleansing services. Residents can check their bin collection day, report missed collections, or order a new bin through the council's website. The services aim to enhance and maintain the community by offering efficient waste management and street cleaning solutions.
7. <https://news.croydon.gov.uk/croydon-plans-for-a-new-waste-and-street-cleaning-contract/> - Croydon Council is considering plans for a new waste management and street cleaning contract, following a recommendation not to extend the current contract with Veolia when it ends in 2025. The council aims to involve residents in shaping a new contract that meets Croydon’s needs, ensuring a good quality, reliable service and the best possible value for money. An online survey will be launched to gather residents' views on waste management and street cleaning.