

Useful Questions and Answers



Do I have to use the seagull proof bags?

Yes. For the seagull proof bags to be effective it is essential that everyone in the area uses the bags. Any refuse sacks left outside the seagull proof bag will not be collected and you will be responsible for any resulting spilt rubbish.

Will all suitable properties receive a seagull proof bag?

Only properties in your road assessed as suitable by our inspectors will receive a seagull proof bag. Some properties, particularly in high profile areas such as High Streets and the sea front, will not be provided with seagull proof bags. This is because of concerns arising from the trial scheme that some residents leave bags out between collections and make the area look untidy. We will not collect rubbish sacks from seagull proof bags outside the approved areas.

Can I have an additional bag?

If you have four or more residents permanently living in your property you would be eligible for an additional bag. Please contact Customer Services on 01843 577115 to discuss your individual circumstances.

Who does the seagull proof bag belong to?

The seagull proof bag remains the property of Thanet District Council, but it is your responsibility to look after it.

What happens if my bag is stolen, lost or damaged?

Thanet District Council will replace one bag free of charge for each property. Additional replacement bags will be charged £6.00 each. Please report lost, stolen or damaged bags immediately.

Please contact us by calling Customer Services on 01843 577115 or e-mailing amenities@thanet.gov.uk.



Seagull Proof Bag Service

Thanet District Council has recently surveyed the properties in your area. As we are unable to include your property on our wheeled bin scheme we have provided you with a seagull proof bag.

A trial of the bags in an area of Ramsgate resulted in cleaner streets and was popular with residents.



How will it work?

- Your normal black refuse sacks of rubbish should be tied at the top and placed into the seagull-proof bag. Our collection crews will remove your refuse sacks from the seagull proof bag and load them straight into the refuse vehicle.
- The lid should be pulled over the seagull proof bag to protect the refuse sacks but **please don't tie the handles over the lid** – it makes it difficult for our crews to empty.
- Do not put loose rubbish into the seagull-proof bags as the crews will not take it.

- Put your seagull proof bag out for collection last thing at night after 9pm or before 6am on your normal collection day.

- Do not leave additional black sacks to the side or on top of the seagull proof bag. They are likely to be attacked by seagulls and you will be responsible for clearing the spilt rubbish.

- Please mark the outside of your seagull proof bag with your house number or property name.

- The seagull proof bag has ties for attachment to railings or other suitable anchorage point to prevent it from blowing away once emptied. If you don't have a suitable anchorage point you may like to put a ring/eyelet on your property wall, or put a brick or similar weighty object in the bottom of the sack.



It is most important that you take the seagull proof bag back inside your property as soon as reasonably possible after collection. It is not acceptable to leave the bags out on any other day of the week.



When will it start?

Please use your new bag for your next rubbish collection.