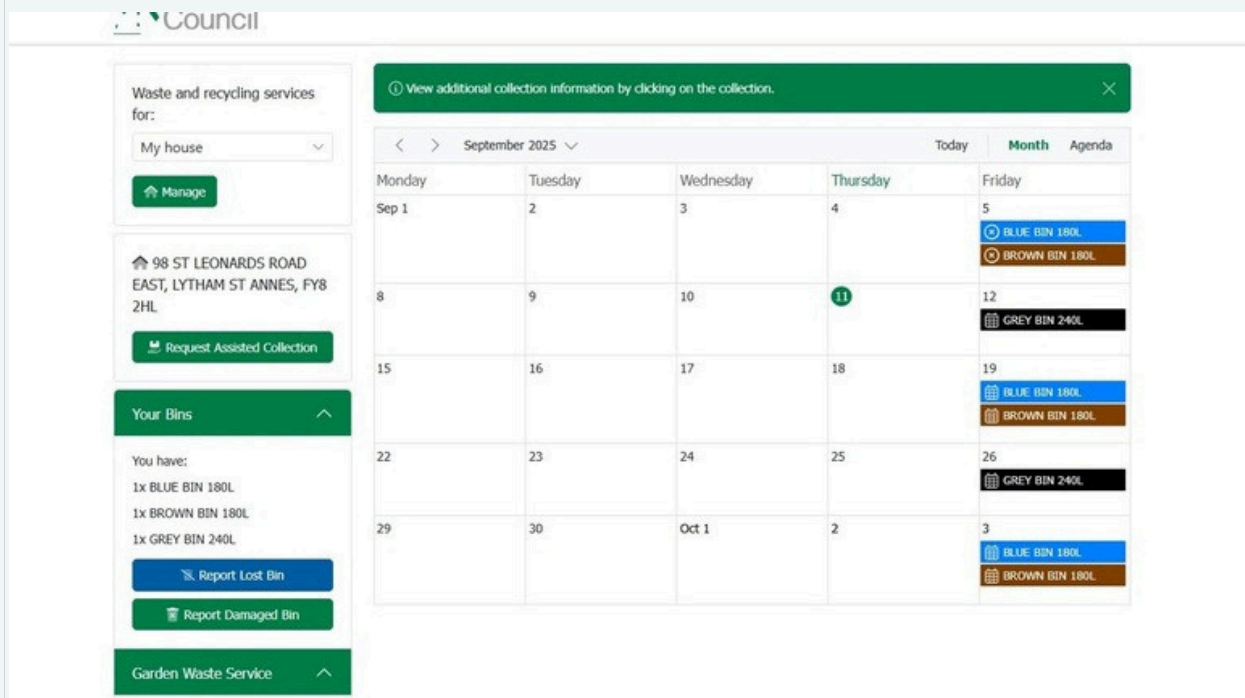


Report a Lost Bin

If one of your bins have been lost, you can report a lost bin and order a replacement using this guide.

- 1 Log in to your account and select the address you would like to report a lost bin for out of the properties you have registered. Then, go to "My Services".



The screenshot shows the 'My Services' page on the Fylde Council website. On the left, there is a sidebar with the following sections:

- Waste and recycling services for:** My house (with a Manage button)
- Address:** 98 ST LEONARDS ROAD EAST, LYTHAM ST ANNES, FY8 2HL (with a Request Assisted Collection button)
- Your Bins:** You have: 1x BLUE BIN 180L, 1x BROWN BIN 180L, 1x GREY BIN 240L. Below this are buttons for 'Report Lost Bin' and 'Report Damaged Bin'.
- Garden Waste Service**

The main content area features a green banner: 'View additional collection information by clicking on the collection.' Below this is a calendar for September 2025. The calendar shows collection dates for Blue Bin 180L, Brown Bin 180L, and Grey Bin 240L. The 'Report Lost Bin' button is highlighted in blue.

2

Click "Report Lost Bin".

The screenshot shows a user interface for managing waste services. On the left, there are sections for 'Waste and recycling services for: My house', '98 ST LEONARDS ROAD EAST, LYTHAM ST ANNES, FY8 2HL', 'Your Bins' (listing 1x BLUE BIN 180L, 1x BROWN BIN 180L, and 1x GREY BIN 240L), and 'Garden Waste Service'. A red circle highlights the 'Report Lost Bin' button. On the right, a calendar for September 2025 shows collection dates with icons for Blue Bin 180L, Brown Bin 180L, and Grey Bin 240L. A green banner at the top of the calendar says 'View additional collection information by clicking on the collection.'

3

Select the bin you would like to report as lost from the drop down list.

The screenshot shows the 'Report Lost Bin' page on the Fylde Council website. The page header includes the Fylde Council logo and navigation links for 'My Services', 'My Subscriptions', 'My Profile', and 'Logout'. The main heading is 'Report Lost Bin' with the address '98 ST LEONARDS ROAD EAST, LYTHAM ST ANNES, FY8 2HL'. Below this, it says 'You are reporting a Lost bin at your property.' The 'Select Lost Bin' section features a dropdown menu with 'BLUE BIN 180L' selected. A red circle highlights the dropdown menu.

4

Click "Proceed".

Fylde Council My Services My Subscriptions My Profile Logout

Report Lost Bin

Address: 98 ST LEONARDS ROAD EAST, LYTHAM ST ANNES, FY8 2HL

You are reporting a Lost bin at your property.

Select Lost Bin

BROWN BIN 180L

Back Proceed

5

Enter your first name, surname, billing address and contact phone number into the text boxes.

Fylde Council My Services My Subscriptions My Profile Logout

Order Details

Address: 98 ST LEONARDS ROAD EAST, LYTHAM ST ANNES, FY8 2HL

Enter your name

First name: John

Surname: Smith

Enter your billing address

Use Registered Address as Billing Address

Address Line 1 (House Number/Name & Street): 98 ST LEONARDS ROAD EAST

Address Line 2 (Optional):

Locality (Optional):

Town:

6

Click "Proceed to Order Summary".

98 ST LEONARDS ROAD EAST

Address Line 2 (Optional)

Locality (Optional)

Town

LYTHAM ST ANNES

Postcode

FY8 2HL

Enter your contact phone number

Contact number

01253 658658

[← Back](#) [Proceed to Order Summary →](#)

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[Cookies](#)
[Accessibility](#)
[Privacy](#)

7

Review your order summary. Then, click "Proceed to Payment". Please allow up to 2 minutes for our payment system to load.



[My Services](#) [My Subscriptions](#) [My Profile](#) [Logout](#)

Order Summary

Address: 98 ST LEONARDS ROAD EAST, LYTHAM ST ANNES, FY8 2HL

Item	Quantity	Cost (per unit)	Total cost
Lost Bin Replacement (BROWN BIN 180L)	1	£41.00	£41.00
Total to pay			£41.00

[← Back](#) [Proceed to Payment →](#)

8

Click "Checkout now".

The screenshot shows the 'Shopping Basket' page. At the top, there are navigation buttons for 'Home', 'Payment History', and 'My account'. On the right, a shopping cart icon shows 'Qty: 1' and 'Amount: 41.00'. Below the navigation, there is a breadcrumb trail: 'Home > Basket'. The main heading is 'Shopping Basket'. Underneath, it says 'Your Items' and provides instructions: 'If you wish to pay now, confirm the contents of your basket and click the checkout now button.' A table lists the items in the basket:

Description	Quantity	Item price	Amount to pay
Miscellaneous-4355/94100 ID: 47 - Lost Bin Replacement (BROWN BIN 180L) 98, ST LEONARDS ROAD EAST, FY8 2HL	1	41.00	41.00

Below the table, it states 'Items in basket: 1' and 'Shopping basket amount to pay: 41.00'. At the bottom of the basket section, there are two buttons: 'Cancel Transaction' and 'Checkout now'. The 'Checkout now' button is circled in orange. At the very bottom of the page, there is a footer with the text 'Provided by Civica UK Limited', 'Privacy Notice', and 'Data Controller: Fylde Borough Council'.

9

Select either "New credit card" or "New debit card".

The screenshot shows the 'Payment options' page. At the top, there are navigation buttons for 'Home', 'Payment History', and 'My account'. On the right, a shopping cart icon shows 'Qty: 1' and 'Amount: 41.00'. Below the navigation, there is a breadcrumb trail: 'Home > Basket > Payment options'. The main heading is 'Payment options'. Underneath, it says 'Select your payment option' and 'You are about to make a payment of: 41.00'. It then asks the user to 'Please choose one of the payment options from the list below then click the next button.' There are two radio button options: 'New credit card' and 'New debit card'. The 'New credit card' option is circled in orange. Below the options, there are three buttons: 'Back', 'Cancel Transaction', and 'Next'. At the bottom of the page, there is a section titled 'Your items' with a table:

Description	Quantity	Item price	Amount to pay
Miscellaneous-4355/94100	1	41.00	41.00

Below the table, it states 'You are about to make a payment of: 41.00'.

10

Click "Next".

Home Payment History My account Qty: 1 Amount: 41.00 Login

Home > Basket > Payment options

Payment options

Select your payment option

You are about to make a payment of: 41.00

Please choose one of the payment options from the list below then click the next button.

New credit card

New debit card

Back Cancel Transaction Next

Your items

Description	Quantity	Item price	Amount to pay
Miscellaneous-4355/94100	1	41.00	41.00

You are about to make a payment of: 41.00

Provided by Civica UK Limited

11

Enter your card details into the text boxes.

Home Payment History My account Qty: 1 Amount: 41.00 Login

Home > Basket > Payment options

Card details

Enter card details

An asterisk * denotes a mandatory field

Please complete the following form and click the next button

Card number *

Expiry date *

Card security code: * Enter 3 or 4 digit security code

Name on card *

Email address By default, if you enter an email address a receipt will be automatically emailed to you.

Back Payment Options Cancel Transaction Next

Provided by Civica UK Limited

12

Click "Next". Then, confirm your payment. Please allow up to 2 minutes for your payment to go through. Do not refresh the page during this time.

The screenshot shows a web interface for a payment process. At the top, there are navigation buttons: 'Home', 'Payment History', and 'My account'. On the right, there is a shopping cart icon with 'Qty: 1' and 'Amount: 41.00', and a 'Login' link. The main content area is titled 'Card details' and contains the following text: 'Enter card details', 'An asterisk * denotes a mandatory field', and 'Please complete the following form and click the next button'. The form fields are: 'Card number' (text input), 'Expiry date' (two dropdown menus showing '09' and '25'), 'Card security code:' (text input with the instruction 'Enter 3 or 4 digit security code'), 'Name on card' (text input), and 'Email address' (text input with the note 'By default, if you enter an email address a receipt will be automatically emailed to you.'). Below the form are four buttons: 'Back', 'Payment Options', 'Cancel Transaction', and 'Next'. The 'Next' button is highlighted with an orange circle. At the bottom left, there is a link for 'Privacy Notice' and a note 'Provided by Civica UK Limited'.

Our team will review your order and deliver a replacement bin to your address.