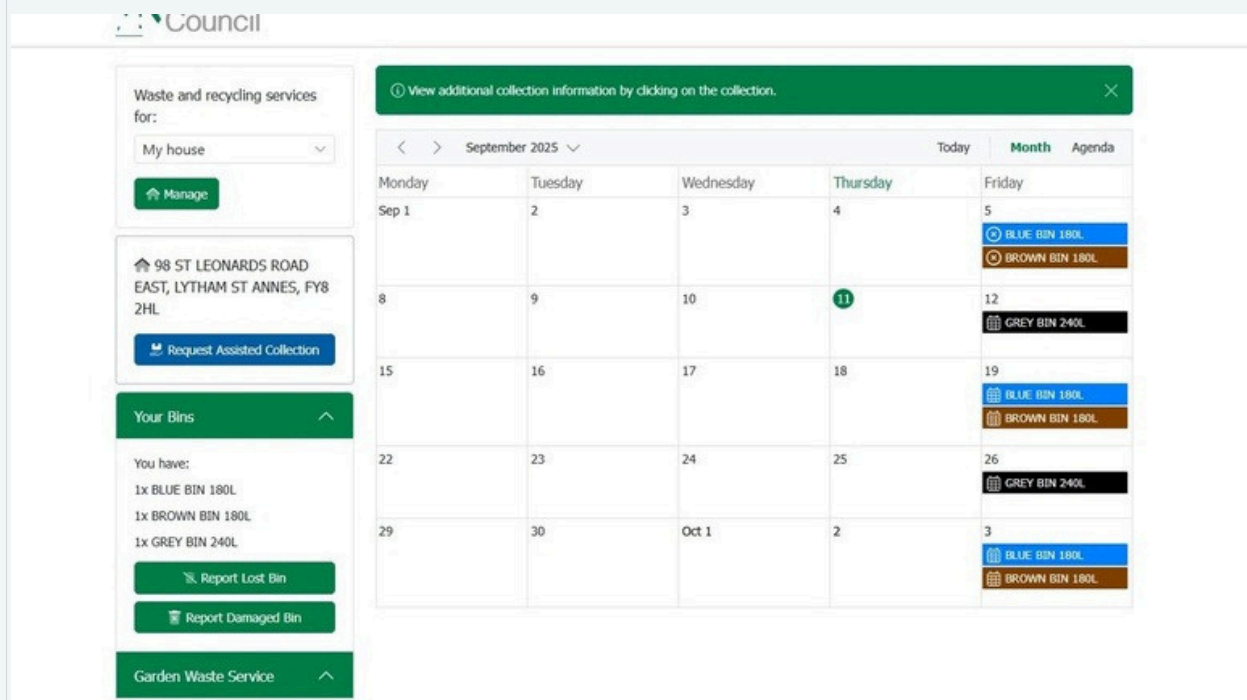


Request an Assisted Collection

Sign up for an assisted collection on any of the three properties you have registered to your account. Whether it's due to a hospital stay, illness or accessibility requirements, you can request a permanent or temporary assisted collection for your waste.

- 1 Log in to your account and select the address you would like the assisted collection for. Then, go to "My Services".



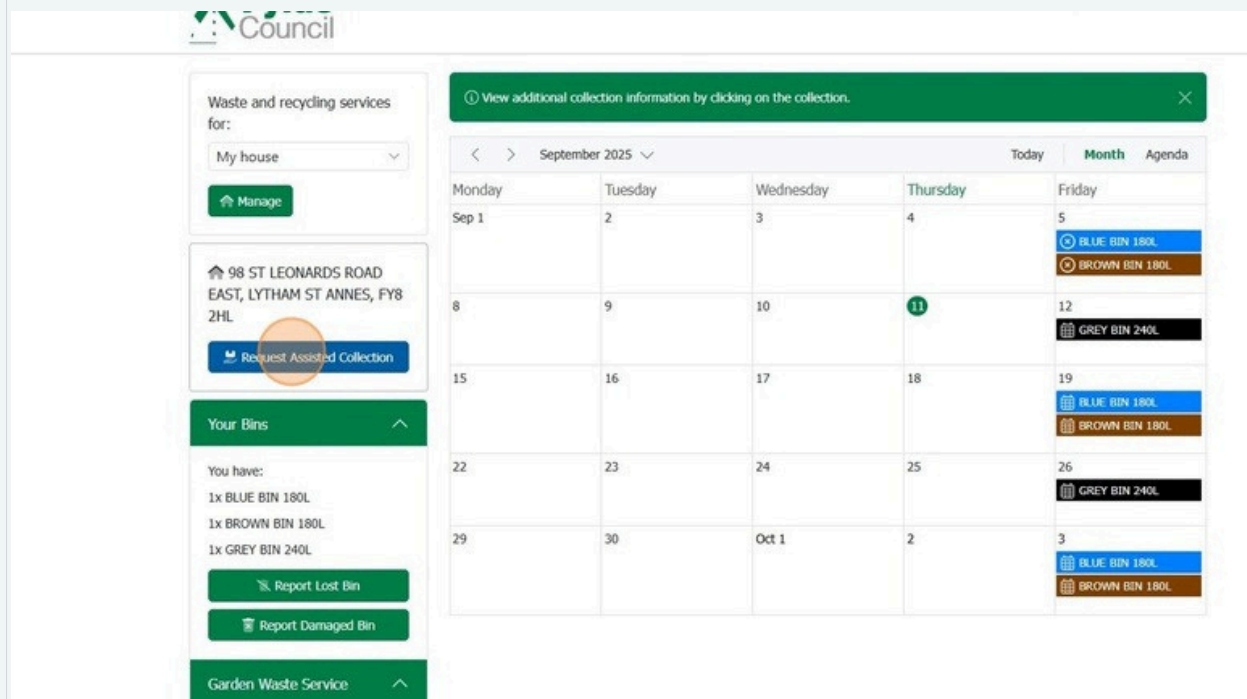
The screenshot shows the 'My Services' page on the Fylde Council website. On the left, there's a sidebar with a dropdown menu for 'Waste and recycling services for:' set to 'My house'. Below this is a 'Manage' button. Further down, the address '98 ST LEONARDS ROAD EAST, LYTHAM ST ANNES, FY8 2HL' is displayed, followed by a 'Request Assisted Collection' button. A section titled 'Your Bins' lists the user's bins: '1x BLUE BIN 180L', '1x BROWN BIN 180L', and '1x GREY BIN 240L'. Below this are buttons for 'Report Lost Bin' and 'Report Damaged Bin'. At the bottom of the sidebar is a link for 'Garden Waste Service'.

The main content area features a green banner at the top that says 'View additional collection information by clicking on the collection.' Below this is a calendar for September 2025. The calendar shows collection dates for the user's bins. For example, on Friday, September 5th, there are collections for the 'BLUE BIN 180L' and 'BROWN BIN 180L'. On Friday, September 12th, there is a collection for the 'GREY BIN 240L'. This pattern repeats for the following week. The calendar also shows the start of October on the 1st.

Monday	Tuesday	Wednesday	Thursday	Friday
Sep 1	2	3	4	5 BLUE BIN 180L BROWN BIN 180L
8	9	10	11	12 GREY BIN 240L
15	16	17	18	19 BLUE BIN 180L BROWN BIN 180L
22	23	24	25	26 GREY BIN 240L
29	30	Oct 1	2	3 BLUE BIN 180L BROWN BIN 180L

2

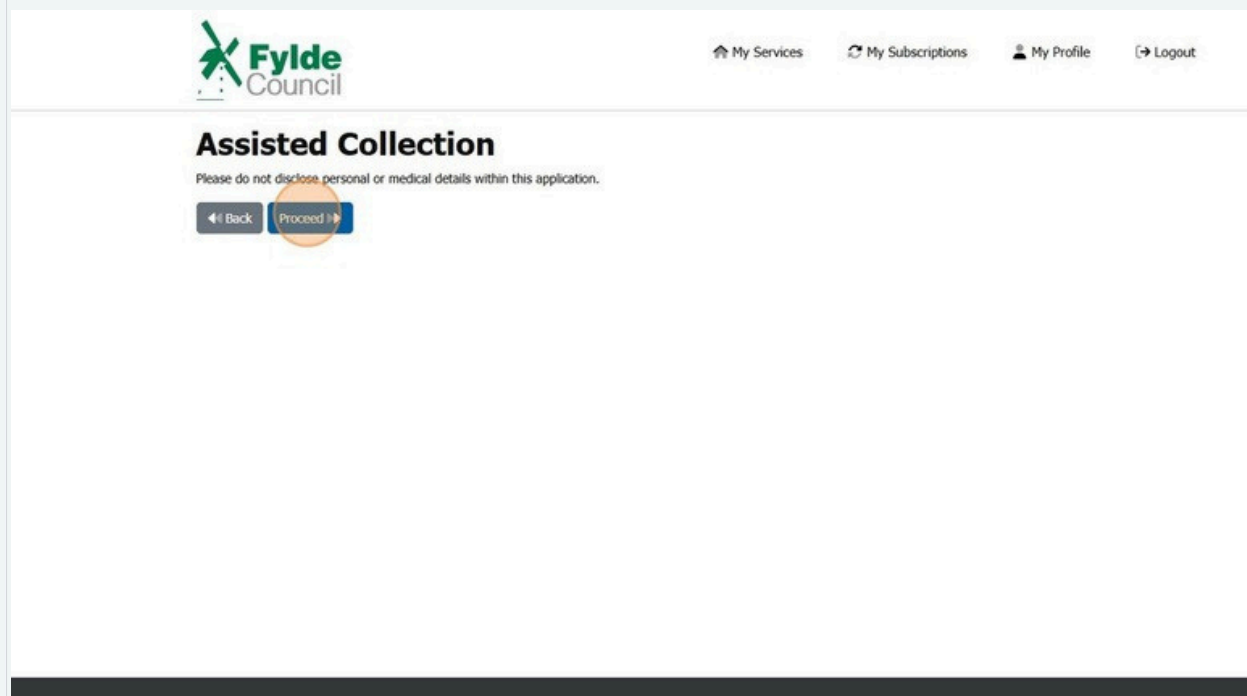
Click "Request Assisted Collection".



The screenshot shows the Fylde Council website interface. On the left, under 'Waste and recycling services for:', there is a dropdown menu set to 'My house' and a 'Manage' button. Below this, the address '98 ST LEONARDS ROAD, EAST, LYTHAM ST ANNES, FY8 2HL' is displayed, with the 'Request Assisted Collection' button highlighted by an orange circle. Further down, under 'Your Bins', it lists '1x BLUE BIN 180L', '1x BROWN BIN 180L', and '1x GREY BIN 240L', with buttons for 'Report Lost Bin' and 'Report Damaged Bin'. On the right, a calendar for September 2025 is shown, with a green banner at the top stating 'View additional collection information by clicking on the collection.' The calendar displays collection dates for various bins, with the date '11' highlighted in a green circle.

3

Click "Proceed".



The screenshot shows the 'Assisted Collection' 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 'Assisted Collection', followed by a disclaimer: 'Please do not disclose personal or medical details within this application.' Below this, there are two buttons: 'Back' and 'Proceed', with the 'Proceed' button highlighted by an orange circle.

4

Select a reason for your assisted collection from the drop down list.

Fylde Council

My Services My Subscriptions My Profile Logout

Assisted Collection Sign-Up

Assisted Collection Reason

Select a reason

- Unable to move bin
- Hospital Stay
- Medical
- Elderly
- Other

Where do you want your containers collected from?

Temporary

☐ Yes ☒ No

Select an Expiry Date

Back Submit

5

Type where you would like your bins to be collected from in the text box.

Fylde Council

My Services My Subscriptions My Profile Logout

Assisted Collection Sign-Up

Assisted Collection Reason

Hospital Stay

Where do you want your containers collected from?

Additional Information

Temporary

☐ Yes ☒ No

Select an Expiry Date

Back Submit

6

If you would like a temporary assisted collection, click "Yes" and select how long you would like it for from the drop down list. If you would like your assisted collection to be permanent, click "No."

Assisted Collection Sign-Up

Assisted Collection Reason

Hospital Stay

Where do you want your containers collected from?

By the back gate

Additional Information

Temporary

☒ Yes ☐ No

Select an Expiry Date

1 Month

3 Months

6 Months

12 Months

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7

Click "Submit" to submit your request. Our team will then review your request and email you with a response.

Assisted Collection Sign-Up

Assisted Collection Reason

Hospital Stay

Where do you want your containers collected from?

By the back gate

Additional Information

Temporary

☒ Yes ☐ No

1 Month

Back

Submit

Fylde Council

R22.1.0.0 (25.06.26)

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