

Council Policy



Kerbside Garbage, Recyclables and Food Organics & Garden Organics Collection

Introduction

This policy is designed to ensure the delivery of a safe, consistent, environmentally sustainable and economically viable kerbside garbage, recycling and food organics and garden organics (FOGO) collection services.

Purpose

To define the level of service provision and entitlements for Council's kerbside garbage, recyclables and FOGO collection services and outline the requirements for both Council and service entitled premises in providing this service.

Scope

This policy applies to all service entitled premises within the collection area designated by Council. It also applies to schools, community facilities, Council premises, commercial premises and events within the collection area designated by Council.

Definitions

In this policy –

“**Bin**” is a mobile bin used to collect and store garbage, recyclables or food organics and garden organics. Bins are 120 litre, 240 litre or 360 litre.

“**Collection Areas**” are areas designated by Council which receive a kerbside waste collection service.

“**Council**” refers to the Corangamite Shire Council.

“**Council Premises**” refers to premises owned by Council or Crown Land where Council has been appointed as the Committee of Management.

“**Food Organics & Garden Organics (FOGO)**” means:

- Prunings, cuttings and branches;
- Lawn clippings, leaves and cut flowers;
- Small non-treated timber offcuts;
- Vacuum cleaner dust and cold ash (wrapped in paper);
- Pet droppings (wrapped in paper);
- Food organics including but not limited to vegetable and fruit peelings, leftovers, bones, meat, dairy, prawn shells and fish scales;
- Soiled paper from wrapping food organics;
- Soiled pizza boxes; and

- Any other items as nominated by Council.

“Garbage” is the residual fraction of the waste stream remaining excluding the Recyclables and FOGO diverted and includes refuse and rubbish except Hazardous Wastes.

“Prohibited Waste” means contaminated FOGO or recycling waste, liquid waste, waste that exhibits characteristics of ignitability, corrosivity, reactivity or toxicity, batteries, pesticides, mercury-containing items and radioactive materials

“Property” refers to developed/habitable, school, industrial or commercial properties.

“Property Owner” refers to the owner of a property both habitable and/or vacant land.

“Recyclables” means the following containers, packaging and products:

- Recyclable Paper and Cardboard;
- Liquid paperboard cartons;
- Glass bottles and jars;
- Aluminium cans, packaging and foil;
- PET (1), HDPE (2) and PVC (3) rigid plastic packaging;
- Other rigid plastic packaging including LDPE (4), PP (5), PS (6), Other (7);
- Steel rigid packaging, including aerosol cans; and
- Any other items as nominated by Council.

“Service” refers to the provision of mobile garbage, recycling and FOGO bins and the collection of garbage, recyclables and FOGO.

“Service Entitled Premises” refers to premises entitled to receive kerbside waste collection services.

“Service Fee” refers to a fee to be charged by Council for the provision and collection of waste and recycling bins to schools, commercial premises, community facilities, Council premises and at events.

“Tenant” refers to a resident that is not the property owner.

“Unauthorised Bins” refers to a bin not allocated by the Corangamite Shire Council for the purpose of kerbside waste collection services.

“Waste” means any discharged object or material (whether or not it has any apparent value).

“Waste Service Fee” refers to the annual garbage charge defined annually and listed on Council’s rate notice.

References

Corangamite Shire Local Laws
Recreation Reserves Management Policy (INFRA 07)
Public Halls Management Policy (INFRA 09)
Property Leasing Policy (INFRA 32)

Policy Detail

Garbage, Recyclables and FOGO Collection

The Corangamite Shire kerbside garbage, recyclables and FOGO collection service provides for:

- Weekly garbage collection;
- Fortnightly recyclables collection; and
- Fortnightly FOGO collection from January to September and weekly FOGO collection from October to December.

Garbage, Recyclables and FOGO collection shall be undertaken between the hours of 6:00am and 3:30pm on the designated collection day, unless otherwise approved by Council.

Where there is a change to the designated collection day due to a public holiday, Council will notify all affected residents via a public notice in the relevant local newspaper.

Service entitled premises

Service entitled premises will only be eligible for a single kerbside collection service which consists of the following bins;

- One 120 litre garbage bin;
- One 240 litre recyclables bin; and
- One 240 litre FOGO bin;

Council will not supply alternative bin configurations.

Vacant land will not be eligible for kerbside waste collection services.

If a premise ceases to be entitled to a kerbside collection services, the property owner must notify Council and Council will adjust the premise Waste Service Charge and retrieve the bins from the property.

Schools may choose to opt in for a kerbside collection service which will consist of 360 litre garbage and 360 litre recyclables bins. Schools will be able to nominate the number of garbage and recycling bins to be serviced.

Provision of Additional Residential Kerbside Collection Services

In special circumstances, an additional residential kerbside waste collection may be provided to service entitled premises.

Premises wishing to gain access to additional kerbside collection services are required to submit a written application clearly stating the reasons why the additional service is required with evidence to support their claim (i.e. medical certificate). Decisions regarding the provision of additional kerbside collection services are made at the discretion of the Environment Coordinator. An additional kerbside collection service will only be provided where:

- A person living at the premise has a medical condition with treatment resulting in the generation of waste quantities exceeding those which can be reasonably accommodated by a standard kerbside waste collection service (i.e. dialysis) and the waste is non-hazardous.
- There are multiple dwellings (i.e. units) that are not rated separately by Council.
- There are circumstances beyond the resident's control, not relating to leisure, business, culture or other pursuit, where the Environment Coordinator deems that an additional kerbside collection service would be appropriate.

If medical circumstances apply, the Environment Coordinator may deem it appropriate to provide these additional kerbside collection services free of charge.

Premises must notify Council as soon as circumstances warrant the cessation of the additional services.

Additional kerbside waste collections services will generally not be provided in the following circumstances:

- Premises with a large number of residents permanently residing;
- Premises that have 'granny flats'; and
- Premises that contain additional vacant lots (i.e. large gardens).

Provision of New Kerbside Collection Services

New premises within the designated collection area will commence receiving garbage, recycling and FOGO collection services following issue of a Certificate of Occupancy and submission of a customer service request to Council to receive the new kerbside waste collection services.

Premises outside of the designated collection area wishing to receive kerbside garbage, recycling and FOGO collections must submit a written application to Council requesting an extension to the designated collection area.

Decisions regarding the extension of designated collection areas are made at the discretion of the Environment Coordinator. The designated collection area will only be extended where:

- The premise is located in close proximity to the existing designated collection boundary;
- There is support from all service-entitled premises in the proposed collection area extension;
- The waste collection contractor provides approval for the collection area extension; and
- There is sufficient access to provide the collection services.

The cost of extending the designated collection area will also be considered. Requests for on-route collections that do not meet the above criteria will not be considered.

Any request for new kerbside collection services must have written approval from the principal ratepayer.

Mobile bins for all new services will be supplied and delivered to the premise at Council's cost.

Mobile Bin Placement and Collection

Mobile bins must be placed on the kerbside by 8:00pm on the day prior to the designated collection day and should be removed within 48 hours of being emptied.

Mobile bins must be placed on the kerbside at the front the service entitled premise unless an alternative location has been approved by Council. Where no kerbing exists, the bins must be placed as close as practicable to the edge of the road shoulder. Where access is limited or collection is on one side of the road, mobile bins shall be positioned for collection as directed by Council.

Mobile bins must be placed with the wheels facing the property. Mobile bins should be placed one (1) metre apart from other bins and free of obstructions such as power poles, letter boxes, trees and parked cars. Where possible, bins should not be placed on the road surface.

Mobile bins must not be overloaded and the lid shall be closed prior to collection to reduce spillage.

Mobile bins must not be excessively compacted causing the contents to become jammed. Bins should not weigh more than 80kgs.

Only recyclable materials can be placed in the mobile recycling bins. Non-recyclable material, FOGO and garbage must not be placed in recycling bins.

Only FOGO can be placed in the mobile FOGO bins. Non-organic material, recyclables and garbage must not be placed in FOGO bins.

Where mobile bins were correctly placed for collection and the collection was missed by the contractor, the resident must contact Council to submit a customer service request. The bin must be left on the kerbside to be cleared by the contractor.

Council and the Contractor will investigate all complaints to ensure quality of service is improved and unfounded complaints are handled correctly.

Refusal of Service

Waste Collection Service may be refused for:

- Failing to use the approved bin;
- Additional unauthorised mobile bins;
- Placing prohibited waste out for collection;
- Placing a bin out for collection after the scheduled collection time;

- Placing a recyclables or FOGO bin out for collection on a non-scheduled collection day for that service;
- Placing a bin that weights more than 80kg out for collection;
- Placing a bin in a non-approved location that prohibits contractor access; and
- Failing to use the bins correctly, leading to contamination of recyclables or FOGO.

Council may issue warnings and take action including ceasing a collection service or issue fines under Council's Local Law where there is repeated misuse of the waste collection service. Services will recommence once the resident signs an agreement stating commitment to Council's Policy.

Ownership of Bins

Council will retain ownership of all garbage, recycling and FOGO bins supplied for the kerbside waste collection services. Residents must not remove or transfer mobile bins from the designated property. This includes the movement of bins from one property to another in the same ownership.

Unauthorised Bins

Only authorised mobile bins issued by Council for the purpose of the service are permitted to be used for the kerbside collection services. Mobile bins that have not been supplied by Council for the purpose of the service will not be collected. Other non-approved waste receptacles such as drums or excess waste materials, such as bags placed next to mobile bins, will also not be collected.

Where a premise is found to have unauthorised Council mobile bin(s), Council will take appropriate action to retrieve them. This includes premises that have additional Council mobile bins and have not received Council approval for additional kerbside collection services.

Missing, Stolen, Vandalised or Damaged Bins

Where a bin is stolen, vandalised or damaged from vehicular accident, residents must provide a statutory declaration or Police report to Council to secure a new Council bin(s) free of charge.

Where a statutory declaration or Police report is not supplied or the bin is missing, the resident will be required to pay the cost for the replacement bin(s). This includes bins that are missing when a premise changes ownership or tenancy and where there is a claim that the premise never had the bin(s).

If the mobile bin has been damaged by Council's contractor, manufacturing fault or general 'wear and tear', the bin will be repaired or replaced at no cost to the resident. Council will replace damaged or broken garbage, organics and recycling bins at no cost to the property owner or tenant in the following circumstances:

- Split bins
- Broken or damaged lids or pins
- Broken or damaged handles
- Broken or damaged wheels

If the mobile bin has been damaged by the resident, including fire damage, the bin will need to be repaired or replaced at the cost of the resident.

Council will manage all repairs and replacement of mobile bins.

Council and the contractor will not enter private property to deliver, repair or replace mobile bins. Residents must leave their mobile bin out on the kerbside for repair or replacement as instructed by a Council officer.

Bin Disposal

Council will not sell or donate second hand mobile bins to residents or community groups. All unserviceable bins will be retained by the contractor or Council or disposed of for recycling.

Council Properties

Council may provide waste collection services to Council owned and managed premises located in the designated collection area.

Council premises wishing to receive new or additional waste collection services must submit a written request to Council.

Where the Council premise is leased or managed by a third party and Council provides a waste collection service to the premise, a Service Fee will apply except where;

- the lease agreement or Council's *Property Leasing Policy* (INFRA 32) states that Council will be responsible for waste management costs for the premise;
- Council is responsible for waste management at the premise as per Council's *Recreation Reserves Management Policy* (INFRA 07) or Council's *Public Halls Management Policy* (INFRA 09); or
- There is an agreement between Council and the tenant to waive the service fee.

The third party will be responsible for payment of the Service Fee.

Records will be maintained of the number of collection services provided to Council premises for service costing purposes and to assist in the preparation of future waste collection contracts.

Schools

Schools are entitled to access kerbside garbage and recycling collection services. This service will utilise 360 litre Mobile Bins.

An annual Service Fee will be applied for each mobile bin serviced under the collection. Mobile Bins will be supplied and delivered at the school's cost. The school shall retain ownership of the Mobile Bin.

Schools wishing to access the kerbside garbage and recycling service must submit a written request to Council.

Council reserves the right to withdraw waste collection services from any school at any time.

Commercial Premises

Council may provide additional kerbside garbage and recycling collection services to commercial premises in designated collection area pending an investigation into the costs and options to provide this service.

Community Facilities

When requested, Council will provide garbage and recycling collection services to community facilities located in designated collection areas. This includes sporting facilities and recreational reserves. All requests for new or additional services must be made in writing to Council.

A Service Fee will be applied for each service provided to the premise except where Council is responsible for waste management as per Council policy or through other agreement with Council.

Additional services may be provided for special events when requested, such as finals matches at sporting reserves. Additional Service Fees will apply for the additional services provided.

Council will not service unauthorised mobile bins at community facilities.

Events

Event organisers may request garbage and recycling collection services for events held in designated collection areas. Requests for waste collection services at events must be made in writing to Council at least four (4) weeks prior to the event. Event organisers are to nominate the number of bins and collection frequency required for the event.

A Service Fee will be charged for the each collection service provided. The service fee will include delivery of bins, collection and disposal. Event organisers will be responsible for any additional costs associated with disposal of any additional waste that exceeds the bins supplied or disposal of contaminated recyclables.

Council will not service unauthorised mobile bins at events.

Responsibility for Implementing the Policy

The Manager Environment and Emergency, Environment Coordinator and Environment Project Officer shall ensure that requests by residents in relation to collection of waste, organics and recycling bins are responded to promptly and professionally.

The Environment Coordinator shall ensure that all waste collection, organics collection and recycling collection services are undertaken in a professional manner, in accordance with specified standards.

Exemptions

No service entitled premise in the collection area will be exempt from the Waste Service Charge.

Review Date

November 2020

Human Rights

The policy gives regard to relevant legislation, principles of natural justice and procedural fairness, community values and Council's resource capacity.

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act (2006).