

Request for Kerbside Waste Collection

Frequently Asked Questions

Below are some frequently asked questions on kerbside collection services. If you require further information, please contact Council's Engineering Services Office on (08) 8733 0901.

What is Kerbside Waste Collection?

A kerbside waste collection service is a waste management service provided by Council to eligible properties within township areas. A kerbside collection service may include:

- Red Bin - 140 litre general waste, weekly collection
- Yellow Bin - 240 litre recyclables, fortnightly collection
- Green Bin - 240 litre organic waste, fortnightly collection (3-bin service only)

This service is paid for by the ratepayer, with a separate charge on their Council rates notice. Different charges apply for the 2-bin (red & yellow bins) and 3-bin (red, yellow & green bins) service.

Who is eligible for Council Kerbside Waste Collection Services?

Properties must be within a kerbside collection zone and have an approved dwelling or business on the property. If your property is in a rural or remote area you may not be eligible for this service provided by Council and may need to arrange for private waste collection through a service provider such as Cleanaway or Veolia.

What is a Kerbside Collection Zone?

Kerbside collection zones are designated service areas generally within township limits. Zones also determine what day of the week your bins will be emptied and the type of bins a property is eligible for; these are referred to as 2-bin and 3-bin zones. To view the collection zones, please refer to Council's webpage *Kerbside Collection Service*.

What is a 2-bin zone?

Properties in a 2-bin zone are eligible for a red general waste bin and a yellow recycling bin. Properties must have the corresponding service for what zone they are in, for example, a property in a 2-bin zone cannot have a 3-bin service (*exemptions for green waste may apply to businesses within CBD areas*). To view the collection zones, please refer to Council's webpage *Kerbside Collection Service*.

What is a 3-bin zone?

Properties in a 3-bin zone consist of a red and yellow bin, plus a green organics bin. Properties must have the corresponding service for what zone they are in. The only instance where a property in a 3-bin zone could have a 2-bin service is where the 2-bin service is an additional service. Refer to the section *What is an Additional Service* for further information.

What is a New Service?

New waste collection service requests are for eligible, new dwellings where construction is completed, and residents now require waste collection. Prior to submitting a request for a new service, construction *must* be completed, and a Statement of Compliance received by Council. Bins will not be issued whilst a building is still under construction as construction waste is not accepted through the kerbside service, and there shouldn't be anyone living at the property to generate waste. The cost of a new service will be added as an annual charge on the property's rates notice, therefore, only the property owner can request this service.

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What is an Additional Service?

Additional services may be available for eligible residents or businesses that require multiple sets of bins. To be eligible for an additional service, the property must be in a collection zone, and there must already be an existing waste collection service at the property. Additional bins are only offered in sets of 2 or 3 depending on the collection zone for the property (*exemptions for green waste may be granted for additional services*). The cost of an additional service will be added as an annual charge on the property's rates notice, therefore, only the property owner can request this service. All kerbside services will be charged separately on rates notice.

What is a Statement of Compliance?

A Statement of Compliance is a document the property owner and builder sign at practical completion of a new build. It is an agreement between the owner and builder that the building work has been carried out to the relevant building standards and according to the approved specifications and plans. Until this document is received by Council, a request for a new waste service will not be approved unless there are extenuating circumstances.

Is a Statement of Compliance needed to request an Additional Service?

A Statement of Compliance is not required to request an additional service.

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Request for Kerbside Waste Collection Form

Please ensure that your property is in a kerbside waste collection zone before submitting this form.

This form relates to Council's Kerbside Waste and Recycling Collection Service Procedure.

This form can be submitted to any Council Office, posted to PO Box 27 Millicent SA 5280, or emailed to engineering@wattlerange.sa.gov.au

Applicant Name _____
(must be property owner)

Property Address _____

Postal Address _____

Property Assessment Number _____ A _____
(from rates notice)

Phone Number _____

Email Address _____

Service Requested: (please tick one option)

☐ **New Service**
A Statement of Compliance for new builds must be received by Council before a new service can be issued. Vacant land, or land that does not contain an approved dwelling or business, is not eligible for Council waste collection.

☐ **Additional Service**
Request additional set(s) of 2 or 3 bins depending on the collection zone for your property.

☐ 2-bin Service

☐ 3-bin Service

☐ **Remove an Additional Service**
Request to remove an additional service, i.e. when a property already has multiple services which may no longer be required. Properties must retain the minimum collection service in accordance with their kerbside collection zone, i.e. must retain at least one 2-bin or 3-bin set.

☐ Minimum Service

☐ Other: _____

Number of services to be retained: 2-bin / 3-bin (please circle) _____

Please Detail your Reason for this Request _____

Declaration / Sign

I acknowledge that:

- If I am eligible for a service, the cost of this new or additional service will appear annually on my Rates Notice.
- Individual bins will not be provided. They will be in sets of 2 or 3 based on the kerbside waste collection zone for my property.
- For new services, this application is dependent on Council receiving a Statement of Compliance for new dwellings.

Signature _____ **Date** _____

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Office Use Only

Date Received:

____/____/____

Is the property in a collection zone?

☐ No☐ 2 bins☐ 3 bins

Statement of Compliance received?

☐ Yes☐ No☐ N/A

Status of application:

☐ Approved☐ Declined _____

Notified

☐ Applicant☐ Rates Officer☐ Contractor**Form to be retained on relevant file.**

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