

	PROCEDURE	Version:	2
	Kerbside Waste and Recycling Collection Service	Date Adopted:	25 Jan 2024
		Next Review Due:	Jan 2028

This procedure relates to Council's Waste Strategy and Annual Business Plan.

1. DEFINITIONS

2-Bin Service General waste (red) and Recyclables (yellow) bin collection service.

3-Bin Service General waste (red) and Recyclables (yellow) and Organic waste (green) bin collection service.

Annual kerbside waste collection charge an annual charge for the kerbside collections as displayed on the property assessment rate notice for eligible properties.

Exempt Premises are properties in the Kerbside Waste Collection Zones which do not receive the kerbside waste collection service.

Kerbside Waste Collection Zones identify properties that receive the kerbside waste collection service and are identified to have the 2-bin or 3-bin service.

Prohibited Materials are items which cannot be placed into the kerbside bins.

Services are the kerbside bin collections:

- General waste - 140 litre red bin, weekly collection
- Recyclables - 240 litre yellow bin, fortnightly collection
- Organic waste - 240 litre green bin, fortnightly collection (**3 bin service only**)

Vacant Land properties with a land use code of "vacant" will not receive any bins and will not receive a service or associated service charge.

2. PROCEDURE

This procedure applies to all properties within the designated kerbside waste collection zones.

All mobile bins are owned by the Wattle Range Council.

The kerbside collection zones and appropriate levels of service will be reviewed at least once every 5 years.

An annual kerbside waste collection charge is levied by Council each financial year and is applied to all eligible assessments in the respective kerbside collection areas.

Ratepayers cannot opt out of the kerbside waste collection service.

2.1 Kerbside Waste Collection Service

Bins may only be presented at the property they are allocated to and paid for.

For example, ratepayers with two (2) or more properties cannot present two (2) general waste bins at one (1) property. This also applies to Organic waste and Recyclables.

2.1.1 Bin Collection

Bins are to be out at the kerbside by 6am on the day of collection;

Collection will typically occur between 7am and 6pm with certain streets commencing collection at 6am;

Early starts are permitted in CBD areas;

There should only ever be a maximum of two (2) bins out on any given collection day;

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Bins are required to be one (1) metre apart where possible and one (1) metre from surrounding objects (such as poles, trees, cars, etc.) with plenty of clearance from overhead branches;

Residents are required to place the correct material in the correct bin; and

Residents' bins should not be packed too tightly and the bin lid should be closed.

2.1.2 Refusal of Service

The following examples will result in a refusal of services

- Prohibited materials present in any of the kerbside waste bins;
- Contamination in either green waste or domestic recycling;
- Bins exceeding 70kg in weight;
- If bins presented are not Wattle Range Council provided and stamped bins;
- If bins are unable to be accessed;
- Bins which are not out by 6am may not be collected.

Residents whose bins have been refused will receive a sticker on the bin or a letter from Council's contractor.

Residents' bins that have been refused will not be collected until the next scheduled run of that service.

2.1.3 Bin Repairs and Replacements

All bins have a limited life and their condition will progressively deteriorate with normal use.

Residents may contact Council's contractor, Cleanaway, to request repairs be conducted on damaged kerbside bins. Maintenance work on bins is undertaken at no additional charge.

Residents can request replacement bins due to the bin being substantially damaged, lost or stolen. Council's contractor, Cleanaway, may seek reimbursement from the residents for replacement bins unless it can be demonstrated that the damage requiring the bin to be replaced was the fault of contractor.

2.1.4 Requesting New or Additional Bin Service

Only ratepayers in a kerbside collection zone can request a new or additional bin service.

The process for requesting a new or additional bin service is:

- Ratepayer completes the Request for Kerbside Waste Collection Form located on the Council's website www.wattlerange.sa.gov.au;
- Engineering staff will assess the property's collection zone, development application status and wastewater application status (new services) to determine if the property is eligible. If the property is not eligible, Engineering staff will notify the ratepayer;
- If eligible, Engineering staff will provide the property assessment number and address to the contractor;

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- Engineering staff will notify the Rates Officer in writing to add a 2-bin or 3-bin service charge to the property;
- Council's contractor will provide the relevant bins and service depending on the kerbside waste collection zone;
- Additional bin services can only be requested in sets of either 2-bin or 3-bin services depending on the collection zone.
- New and additional services will be billed from the date of approval.
- Council will notify the ratepayer by issuing a letter of approval and a kerbside collection calendar.

2.2 Council Owned Properties

Council owned properties in a kerbside waste collection zone will be provided with a 2-bin or 3-bin service on request.

The tenant will be charged the annual kerbside waste collection charge either through rates (if applicable) or by a separate tax invoice if rates are not payable by the tenant.

Requests for exemption from waste service charge on Council owned property must be made in writing to the Director of Engineering Services.

2.3 Commercial and Industrial Bin Services

Businesses in a kerbside waste collection zone will receive and be charged for a 2-bin or 3-bin service as determined by the zone.

Businesses in a 3-bin zone may request a reduction to a 2-bin service by completing the Request for Kerbside Waste Collection Form located on the Council's website.

Businesses may request additional 2-bin or 3-bin services in accordance with section 2.1

Businesses are responsible for the appropriate disposal of waste in excess of this amount and may wish to consider waste collection through private arrangement with a waste contractor should they require skip bins or a variance away from a 2- or 3-bin set.

2.4 Annual Kerbside Waste Collection Charge

Pursuant to Section 155 of the *Local Government Act 1999*, Council may impose an annual service charge, on rateable land within its area, to which it provides, or makes available, a prescribed service.

Council will apply the kerbside waste collection charge for

- Assessments that are eligible for a 2-bin service.
- Assessments that are eligible for a 3-bin service.

The exception for this is Vacant Land and exempt premises.

2.5 Premises Exempt from Kerbside Service Provision

Premises exempt from the kerbside waste collection will not be required to pay the annual waste collection service charge and will not receive a kerbside collection service.

Ratepayers at exempt premises will need to utilise alternate waste and recycling disposal arrangements (i.e. Council's waste transfer stations or private contractor).

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Requests for exemption must be made in writing to the Director of Engineering Services. Exemption is only available in extenuating circumstances and approval is rare.

3. REVIEW

This procedure will be reviewed every four years in consultation with the Executive Leadership Team.

4. AVAILABILITY

This procedure is available on the Council website: www.wattlerange.sa.gov.au.

A copy of the procedure may be purchased from the Principal Council Office upon payment of a prescribed fee in accordance with Council's Fees and Charges Schedule.

5. REFERENCES & FURTHER READING

References	•
Relevant Legislation:	• <i>Local Government Act 1999</i> – Section 155
Relevant Policies / Procedures / Guidelines	• Waste Strategy • Annual Business Plan • Council's Fees and Charges Schedule • Request for Kerbside Waste Collection Form • Bin Collection Calendar

6. ADOPTION & AMENDMENT HISTORY

The table below sets out the adoption, review and amendment history of the procedure.

Version No:	Issue Date:	Authorised by:	Description of Change:	Minutes Reference:
1	11 June 2019	Council	Revised from Policy to Procedure	Folio 8495; Item 15.4.2
2	25 January 2024	ELT	Procedure reviewed and endorsed.	Item 11.2, page 3

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