

Domestic Kerbside Collection Policy



Title of Policy	SMRC DOMESTIC KERBSIDE COLLECTION		
Responsible Department	Resource and Waste Services	Document Register ID	250.2020.587.1
Policy Owner	Resource and Waste Services	Review Date	19 December 2022
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Legislation, Australian Standards, Code of Practice	Protection of the Environment Operations Act 1997 Protection of the Environment Operations (Waste) Regulation 2014 Waste Avoidance and Resource Recovery Act 2001		
Aim	To define the level of service provision and entitlements for the Council's kerbside collection of non-recyclable waste, recyclable materials and organic waste material services to be provided by Council and outline the requirements for both Council and customers in providing this service.		

1 Introduction

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

2 Scope

This Policy applies to all kerbside collection entitled premises in the collection areas designated by Council. It applies to (and is not limited to) domestic (residential) customers, commercial businesses, government enterprises (e.g. schools), community facilities, Council premises (including halls) and any other regular users of the kerbside waste collection service.

3 Objectives

Council's objectives for this Policy are:

- a) To provide an efficient and effective waste collection service to maintain a clean and healthy local environment and amenity;
- b) To reduce the amount of waste going into landfill;
- c) To promote the identification and kerbside collection of materials suitable for re-use and recycling;
- d) To develop and maintain a supply stream of organic material suitable for conversion into compost;
- e) To ensure Council's waste disposal system is consistent and fair for all who receive the service.

4 Definitions

For this Policy:

- a) 'Council' is the Snowy Monaro Regional Council (SMRC);
- b) 'Contamination' means the placement of materials other than organics into a mobile organics bin or placement of materials other than recyclables into a mobile recyclables bin;
- c) 'Domestic premises' as defined in Council's Revenue Policy.
- d) 'Dual Land Use' Where there is a dual land use at the property the predominate use will be used to determine the service type provided;
- e) 'Kerbside waste collection service' includes a putrescible household general waste (non-recyclable garbage) collection, a comingled recyclables collection and a Food Organics and Garden Organics (FOGO) collection service (where the service is provided);
- f) 'Kerbside Collection Area' includes the towns of –
 - i. Bombala, Bibbenluke, Cathcart, Delegate and surrounding areas
 - ii. Cooma, Bredbo, Michelago and Nimmitabel
 - iii. Jindabyne, Berridale, Adaminaby, Dalgety and surrounding areas
- g) 'Landfill Waste' means waste that is sent to landfill. It includes any discarded object or material (whether or not it has any apparent value);
- h) 'Mobile Garbage Bin' means the wheeled receptacle used to collect and store all forms of domestic and commercial waste, a bin is either a 120, 140, 240 or 360-litre capacity mobile waste red-lidded and recycling yellow-lidded bins (MGB);
- i) 'Multi-Unit Development' means properties with multiple domestic premises forming a high-density cluster. It may include multiple flats, residential units or houses on a single property or be in multiple ownerships, for example, strata titles;
- j) 'Prohibited Waste' means material not to be accepted into the specific Bin. This includes (but is not limited to) placement of hot coals, dangerous chemicals, asbestos, syringes or any other items which may cause injury to persons within the Waste Service or items not permitted to go into landfill;
- k) 'Recyclables' means the following containers, packages and products: newspapers, magazines, junk mail, stationery, office paper, envelopes, telephone books, egg cartons, cardboard, liquid paperboard cartons, glass bottles and jars (excluding crockery), aluminium rigid and semi-rigid packaging, steel rigid packaging including empty aerosol cans, and any other items or variations to this list as nominated by Council and which may be published on the Council's website;
- l) 'Domestic Premises' is developed land and includes houses, individual rateable Strata and Community titled townhouses, units or flats (as defined in Council's revenue policy);

5 Domestic Kerbside Waste Collection Service

Council will provide a kerbside collection service to each domestic premise within the Kerbside collection area. The standard kerbside service will consist of 1 x 120-litre waste bin serviced weekly and a 1 x 360-litre recycling bin serviced fortnightly. Also, properties within Cooma (and other areas which receive FOGO service) will receive 1 x 240-litre green FOGO bin serviced fortnightly.

Where a property comprises of several units/flats (domestic premises) the Council may vary the service arrangements as outlined within section 5.1 of this policy.

Service arrangements to domestic premises may also be varied upon request.

Vacant land will not be eligible for kerbside waste collection.

If a premise ceases to be entitled to a kerbside collection service the property owner must notify Council and the Waste Service Charge will be adjusted and the bins collected from the property.

As of the implementation date of this policy, SMRC is still in the process of harmonising the waste collection services to the region. Presently the former Snowy River Council region has been issued 240-litre waste MGBs. This bin size will remain as the default service arrangement until such time Council resolves to implement a 120-litre waste MGB as the standard bin size to the former Snowy River Council region.

5.1 Variations and Provision of Other Sized Bins

With the exemption of vacant allotments, the relevant Standard Kerbside Collection Service will be provided to all properties except as provided below:

- a) Multi-Unit Developments may share bins or change bin sizes subject to a waste management agreement, developed, altered and regulated by the owner/building management, for example, Strata Management Company, Housing Trust or relevant Body Corporate and subject to Council approval. The intent will be to provide a service capacity similar to that the standard service applied to each Domestic premises.
- b) Where Council has approved the use of alternative sized bins or additional bins.

It is acknowledged that some residents may require a different combination of bin sizes. Variations to the Standard Kerbside Collection Service or other variations, additional services or commercial and industrial requirements will be subject to approval upon application. Additional and charges may apply.

Currently available service choices are:

Urban Areas		
Landfill Waste – Weekly (Red Lid)	Recyclables – alternate fortnights (Yellow Lid)	Food and Garden Organics – alternate fortnight to recyclables (Lime Green Lid)
120 Litre	120 Litre	240 Litre
140 Litre	140 Litre	
240 Litre	240 Litre	
	360 Litre	

Outside Urban Areas		
120 Litre	240 Litre	Not available
240 Litre	360 Litre	

5.2 Provision of Additional Bins for Residential Properties

Additional Bins beyond the Standard Kerbside Collection Service may be provided in the sizes listed above. Up to one additional Landfill Waste Bin and two additional Organic and/or Recyclable Bins may be provided. Both Delivery and Administration Charges (to be paid at the time of application) and additional annual Kerbside Collection Services Charges (pro-rata invoicing will be sent with rates) apply.

The Owner or Owner's Agent must formally advise Council if they wish to cease an existing Additional Bin service.

5.3 Infirm kerbside collection service

An infirm collection service may be provided where the resident is unable, due to a physical condition, present their MGB at the kerb for collection.

A request for an infirm collection service may be made in writing to Council outlining the reasons for the request (form 250.2016.24.2). The request will be subject to consideration by the Group Manager of Resource and Waste.

5.4 Collection Schedule

The schedule for collection of the three distinct waste collection services will be published by Council via the 'Resource and Waste Calendar' and made available on Council's web page. This schedule may be altered at Council's discretion by providing an adequate period of notice and advice through local media and mail outs.

The schedule will only detail the day of collection. Timing of collection can vary on any particular collection day.

MGBs should be placed as close as possible to the kerbside with the wheels facing the property. Multiple MGBs should be spaced one (1) metre apart and free of obstructions such as power poles, letterboxes, trees, low hanging branches and parked cars. Where possible, bins should not be placed on the road surface (including driveway crossovers).

In rural situations, the MGBs should be placed one (1) metre off the sealed road and well clear of traffic.

MGBs are to be removed from the kerbside within 24 hours of garbage collection.

5.5 Approved Collection Routes

Council may, from time to time consider altering the day of collection and/or extending or altering the Approved Collection Routes. These changes will be properly communicated to the affected properties.

5.6 Requests from Residents to Extend Collection Routes

Extension in rural areas will only be considered where:

- a) The ratio of homes to the distance involved makes provision of services economically feasible; and
- b) Requests can be considered within the scope of any contract agreement Council has with its service provider.

Existing collection routes will only be extended after thorough investigation. Council will only provide services via roads listed on Council's Register of Public Roads or via private roads, where there is a formal agreement that the private road may be used for the provision of the service.

The Group Manager Resource and Waste will review the request to extend a collection route, making a recommendation to the Waste Management Committee. Once the Waste Management Committee has reviewed the recommendation the application will be informed of the outcome.

5.7 Exemption of kerbside collection service

Exemptions from being eligible for a kerbside collection service are subject to consideration by the Group Manager of Resource and Waste Management.

Exemptions may be considered based on but not limited to the following:

Category 1 - Council cannot provide the service

In some instances, Council may not be able to provide a collection service to a domestic property. This may include, but is not limited to;

- a. difficult access issues
- b. physical characteristics of the land that make access difficult or costly;
- c. unsafe for Council workers to provide the service to land;
- d. uneconomically viable to service the property;
- e. unacceptable risks involved in providing the service.

5.8 Private property collection service

Any requests for the collection vehicles to enter private property such as group title unit developments must be considered by the Group Manager of Resource and Waste.

Consideration shall be given to:

- Public liability issues
- Serviceability
- Public safety
- Infrastructure suitability
- Risk assessment outcomes

Prior to the commencement of any such service Council will need to be indemnified for any damaged caused by the service vehicles to the carriageway.

5.9 Refusal of Service

Waste collection service may be refused for the following reasons:

- a) Failure to use the approved bin supplied by Council;
- b) Additional unauthorised mobile bins;
- c) Placing contamination or prohibited waste out for collection;
- d) Placing a bin that weighs more than 80kgs out for collection;
- e) Placing a bin which is overflowing (the lid should be able to close);
- f) Part of a load is jammed within the bin and will not release;
- g) Placing a bin in a position that inhibits the waste collection truck from easy access;
- h) Failure to place the correct types of materials in the designated bins leading to contamination bins.
- i) Failure to remove bins from the kerbside within 24 hours of being emptied.

Council may issue warnings and take action including ceasing a collection service or issuing fines where there is repeated misuse of the waste collection service.

Snowy Monaro Regional Council reserves the right to cease a collection service where there is repeated misuse of the collection service.

If a bin is found to trigger the refusal of Service clause, an educational and enforcement process will commence, escalating as follows:

- First occurrence, the bin will not be collected. The bin will be stickered to inform the resident of the service issue.
- Second occurrence, the bin will again be stickered, a letter sent to inform the resident of the service issue.
- Third occurrence, Council will send a follow-up letter to the property occupier informing them that the Bin was again presented for collection with a continuing service issue. An outline of the actions that will transpire will be provided should a further occurrence occur.
- Fourth Occurrence, The Bin collection will be suspended for the property. The user must commit to abide by the requirements in using the Bin appropriately. Both the property owner/occupier will be notified based on Councils rating information; and
- Fifth Occurrence, the Bin will be removed from the property and not replaced until the user commits in writing to abide by the requirements to use the Bin appropriately. Please note that should the Bin collection be suspended or removed, the waste service charges will continue to accrue on the property until the user commits to use the service as intended.

If extreme levels of service issues occur Council may suspend or remove the Bin at any time.

The Council's staff will support the household to change behaviours to use the Bins correctly as far as practical to avoid escalation of the problem.

Council reserves the right to refuse service where it is impractical to collect, store or present Bins or where through planning approval conditions, responsibility for waste management is passed to the owner/occupier.

Bins will not be collected from anywhere other than a kerbside/roadside location unless prior arrangement, including a signed agreement indemnifying Council and the Collection Contractor against any claims for damage from the property owner or occupier, are in place.

5.10 Ownership of Bins

Council retains ownership of all MGBs supplied for the kerbside waste collection services. Residents must not remove or transfer MGBs from one property to another in the same ownership.

5.11 Missing, Stolen, Vandalised or Damaged Mobile Garbage Bins

Residents will be required to pay the cost for replacement MGBs in situations where they are missing following a change of ownership or tenancy and where there is a claim the premise never had MGBs. The resident is responsible for the costs to repair or replace non-Council related damage to the MGB's.

If a MGB has been damaged through normal 'wear-and-tear' or by the service provider the MGB will be repaired or replaced at no cost to the resident. Typical examples of this type of damage include:

- a) Split bins;
- b) Broken or damaged lids or pins;
- c) Broken or damaged handles;
- d) Broken or damaged wheels;

6 Food Organics and Garden Organics Waste (FOGO) Collection

Council is gradually introducing a wider-range organics collection program known as Food Organics and Garden Organics Waste (FOGO). As this program is rolled out across the Snowy Monaro Region it will be accompanied by an education and advice campaign. The program has initially commenced in the Cooma township area.

The organic materials which can be included in the FOGO Green-Bin include:

- a) Prunings, cuttings and small tree branches;
- b) Lawn clippings, leaves and cut flowers;
- c) Small non-treated timber offcuts;
- d) Vacuum cleaner dust and cold ash (wrapped in paper);
- e) Pet droppings (wrapped in paper);
- f) Food organics including (but not limited to) vegetable and fruit peelings, leftovers, bones, meat, dairy, prawn shells and fish scales;
- g) Soiled paper from wrapping food organics;
- h) Soiled pizza boxes;
- i) Any other items as nominated by Council.

FOGO materials will be converted into compost and made available for sale to the general public and commercial users (e.g. landscape suppliers).

7 Ownership of Waste

MGB contents become Council's property once that bin is placed in its normal collection point. Once collected, Council or residents cannot retrieve items of value accidentally placed into a bin. Council may also check bins for contamination or audit bin contents to contribute to its understanding of users' waste and resource recovery practices.

Variation

Council reserves the right to review, vary or revoke this policy and should be reviewed periodically to ensure it is relevant and appropriate.
