Domestic Waste Service Collection Policy

Sutherland Shire Council
Document review and approval

This document has been approved by

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<tr>
<th>Name</th>
<th>Minute No</th>
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<tr>
<td>Infrastructure, Works &amp; Emergency Services Committee WKS105-08</td>
<td>742</td>
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Revision history

<table>
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<tr>
<th>Version</th>
<th>Author</th>
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<tr>
<td>1</td>
<td>Manager Waste Services</td>
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<td>2</td>
<td>Manager Waste Services</td>
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<td>3</td>
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To replace POLICY FOR THE PROVISION OF ADDITIONAL DOMESTIC WASTE CAPACITY FOR SINGLE RESIDENTIAL DWELLINGS Minute No. 709 - 31/01/00 and Previous domestic waste service collection policy

DOMESTIC WASTE COLLECTION SERVICE POLICY

This policy outlines the service provided to residents as part of their Domestic Waste Management Charges as specified in the annual ‘Schedule of Fees and Charges’.

The policies and procedures have been defined on the basis of the following categories:
- Single unit residential dwellings
- Multi occupancy residential flat
- Multi occupancy townhouse/villa
- Vacant land

As required under Section 496 of the Local Government Act 1993, Council levies annual charges for the domestic waste management service. The amount of the annual charge is limited to recovering the cost of providing the service to that land. Each year the fee is reviewed and agreed to by Council and is outlined in the Schedule of Fees and Charges.

Service Capacity and Frequency

**Single unit residential dwellings** are charged the ‘regular service’ domestic waste management charge adopted by Council in the ‘Schedule of Fees and Charges’ for the following services:
- Weekly collection of putrescible waste using a 120 litre container.
- Fortnightly collection of garden waste and co-mingled recyclable materials in 240 litre bins on alternate weeks.
- Twice-yearly kerbside clean-up service. For details of service standards see the ‘Clean Up Collection Service Policy’.

Residents are eligible for two 240 litre co-mingled recycling and greenwaste bins as part of their ‘regular service’ charge as long as they have no contamination offences for the six months prior to ordering the bin. Up to three 240 litre greenwaste bins are permitted for residents in the ‘fire risk’ area as outlined on the e-View system.

If residents require three or more co-mingled recycling or greenwaste bin a commercial waste service charge will be applied.
Multi-occupancy residential flat buildings are charged the ‘shared service’ domestic waste management charge adopted by Council in the ‘Schedule of Fees and Charges’ for the following services:

- Weekly collection of putrescible waste on the basis of 100 -120 litres per unit using shared 240 litre bins in accordance with the adopted bin matrix. Refer to the Development Control Plan - Waste for further details.
- Weekly collection of co-mingled recyclable materials using shared 240 litre bins on the basis of up to one bin for every 2 units in the complex (or equivalent of 100 -120 litres capacity per unit).
- A separate collection of garden waste is not provided to residential flat buildings however a fortnightly service will be provided if specifically requested by the body corporate/ strata manager as part of the shared service charge for up to 120 litres capacity equivalent per unit.
- Twice- yearly kerbside clean-up service. For details of service standards see the ‘Clean Up Collection Service Policy’.

The total number of bins allocated to a residential flat building is determined by the Waste Operations Controller and Strata Manager/Body Corporate based on adequate storage room, access for servicing the bins and maximum bin capacity per unit. If additional bins are required (to a maximum capacity as specified above) a request is required in writing from the strata manager or body corporate.

Multi-occupancy town house/villa complexes are charged the “shared service” domestic waste management charge adopted by Council in the ‘Schedule of Fees and Charges’ for the following services:

- Weekly collection of putrescible waste on the basis of one 240 litre bin for every two villas/townhouses in accordance with the adopted bin matrix.
- Fortnightly collection of co-mingled recyclable materials and garden waste using shared 240 litre containers in accordance with the adopted bin matrix.
- Twice- yearly kerbside clean-up service. For details of service standards see the ‘Clean Up Collection Service Policy’.

A number of existing townhouse/villa complexes are provided with individual putrescible waste services for each unit using 120 litre bins and are charged the “regular service” domestic waste management charge. This “regular service” charge includes fortnightly collection of co-mingled recyclable materials and garden waste using shared containers in accordance with the adopted bin matrix. If additional bins are required (to a maximum capacity as specified above) a request is required in writing from the strata manager or body corporate.

If a multi-occupancy dwelling requires additional capacity beyond the Council allocation it is recommended that they arrange a service with a commercial waste provider.
**Vacant land charge**
It is mandatory under Section 496 of the Local Government Act 1993 for a Council to make a charge for vacant residential land, where the service is available but not actually used. The service is deemed to be available if the land is within Council's normal collection area. The charge also applies to situations where premises have a mixture of Business and Residential eg a residential flat above a shop and the Domestic waste service is not actually being used. These charges are amended annually and are available in the 'Schedule of Fees and Charges'.

**Service availability land charge**
Where a multi-occupancy complex arrange a private contractor to collect the putrescible waste, a service availability charge will apply to each unit where recycling, greenwaste and clean up services are available. This fee also applies to newly registered strata developments. These charges are amended annually and are available in the ‘Schedule of Fees and Charges’.

**Wheel in- Wheel Out service – Shared Service, Regular Service**
Each of these services covers the manual wheeling out to the kerb and back, of the resident’s mobile garbage bin, by Council’s operators, in order for the bin to be emptied. All bins are to be located within five metres of the property boundary.

This service is in addition to the to the services covered by the normal ‘regular’ and 'shared' services and only applies where council has agreed to provide the wheel out/wheel in service.

**Department of Housing**
Arrangements can be made by negotiation with the Department of Housing for their properties.

**Woronora River Barge Collection Service**
Properties provided with this type of services are charge the ‘regular service’ domestic waste management charge adopted by Council for the following services:
- weekly collection of putrescible waste using 2 x 55 litre bag equivalents
- fortnightly collection of garden waste and co-mingled recyclable materials in a supplied garden waste or co-mingled recycling bag on alternate weeks. Each property is entitled to the equivalent of 240 litres each fortnight of greenwaste and co-mingled recyclables.
- Twice yearly clean up service. Residents are required to bring materials for the twice-yearly service on designated date and time to the waste services collection vehicles based at Woronora River Boat Ramp. The types of materials accepted for clean up are those in the annual waste management booklet distributed to households.

The provision of putrescible waste collection service, the co-mingled recycling collection service and the greenwaste collection service involves the operation of a
council barge on Tuesday and Friday. The collection times may vary as this service is affected by tides and weather.

Additional garbage bags will be charged at the Specific Period Bin rates outlined in the schedule of fees and charges.

Additional Garbage Capacity

Where residents require additional garbage capacity there are a number of options:

Option 1: Specific Period Bin
Option 2: Special Circumstances – Additional Service Requirement
Option 3: Additional Garbage Capacity

Where an additional service of the type listed above has been requested and approved by Council, the additional bin should be serviced in accordance with normal procedures for that collection type and on the scheduled collection day.

Option 1: Specific Period Bin
An extra-ordinary garbage service is available for a specific period. Where a household requires additional capacity for a limited period of time for example visitors staying, excessive nappies, events etc. The fee for this service is based on a delivery charge and a per pick up charge. The pick up is on a weekly basis with the ordinary garbage service. The fees are detailed in Council’s ‘Schedule of Fees and Charges’.

Payment is required prior to the service being delivered. Requests for a specific period bin should be received by phone or in writing and detailed on a CRMS under the ‘Waste Management, Garbage Service, Additional Capacity Specific Period’.

A coloured ‘SPB’ sticker will be mailed to residents eligible for the bin. The sticker is to be placed on the lid of the bin or it will not be serviced.

Option 2: Special Circumstances - Additional Service Requirement
Some households require additional capacity due to special circumstances or because they are a low income household with more than six permanent residents.

Recipients of this service will be required to provide evidence of
- more than 6 people in the household AND a pension or health care card; or
- a medical certificate outlining a requirement for additional capacity.

Request for additional garbage capacity will only be considered after the lodgement
of a formal application and the **non refundable application fee** in accordance with the form, statutory declaration and conditions of use. This application fee is for the duration of the financial year. If the application is received part way through the year the full application fee still applies. If the application is received after the 1st April the resident will not be required to pay the fee for the remainder of the financial year. Their fee will carry over to the following financial year.

Those with medical needs should not be placing any special clinical waste – such as sharps or blood soaked material in the domestic garbage bin.

Successful applicants will be delivered a bin within one month of their application being received. The bin lid will have an ‘ASR’ sticker on it.

Residents are required to renew the application for the bin in July each year. A coloured ‘ASR’ sticker will be mailed to residents eligible for the bin. The sticker is to be placed on the lid of the bin or it will not be serviced.

If an application for renewing a special circumstances bin is received after the due date on the application form, a late fee will be charged – as specified in the Schedule of Fees and Charges.

Where an applicant has multiple properties each property is required to apply separately and pay the administration charge.

**Option 3: Additional Garbage Capacity**

Households that require a second 120 litre bin for a minimum of twelve months - but do not fall into the ‘special circumstances’ category are required to pay an additional garbage capacity charge as outlined in the Schedule of Fees and Charges.

If the household applies for a specific period bin partway through the financial year they will be required to pay a pro-rata fee to the end of June of that year. Then pay the full year fee from the beginning of following financial year.

Residents will be given the opportunity to renew the application for the bin in July each year. A coloured ‘AGC’ sticker will be mailed to residents eligible for the bin. The sticker is to be placed on the lid of the bin or it will not be serviced.

**Waste Container Placement**

- All mobile waste bins provided to a property by Sutherland Shire Council are to be placed at the kerbside for collection no earlier than the evening prior to the specified service day and be ready for collection by 5am on the collection day.

- All mobile waste bins are to be returned from the kerbside to within the private property boundaries as soon as possible following service on the specified service
day.

- Any deviation from this requirement would need to be approved by the Manager Waste Services.

- All mobile waste bins presented for service at the kerbside are to be placed directly in front of the property unless otherwise requested by Council’s Waste Services Unit.

- All mobile waste bins presented for service at the kerbside to be at least 50 centimetres apart and have the front of the collection container facing the road (handles & wheels facing the property).

- All waste containers must be stored in an appropriate location within private property boundaries. Storage of any waste containers in the road reserve area is not permitted under any circumstances.

**Overweight Waste Collection Containers**

- No service will be rendered to any waste collection container which is found to be overweight. The maximum allowable weight for 120 & 240 litre bins is 80 kilograms.

- The appropriate waste services tag with the overweight box ticked to be placed on the container by the driver to inform the resident of the situation. It is the responsibility of the property owner, tenant or body corporate to return the container to below the maximum allowable weight prior to the service being rendered.

- No special missed service collection will be provided to a property with an overweight waste container, except in special circumstances which have been assessed and approved by the Waste Services Unit.

**Overflowing Waste Collection Containers**

- No service will be rendered to any overflowing waste collection containers until the material has been removed and the container returned to standard capacity (lid closed).

- No special additional service will be provided to a property with an overflowing waste collection container, except in special circumstances which have been assessed and approved by the Waste Services Unit.

- The appropriate waste services tag with the overflowing box ticked to be placed on the waste container by the driver to inform the resident of the situation.

- All overflowing waste is to be removed at the expense of the property owner, tenant
or body corporate before the service is rendered.

**Waste Placement Beside and Surrounding Waste Collection Containers**

- No service will be rendered to any waste collection container which has uncontained waste beside or surrounding the container.
- All uncontained waste must be removed at the expense of the property owner, tenant or body corporate before the service is rendered.
- No special additional service will be provided to a property with this situation, except in special circumstances which have been assessed and approved by the Waste Services Unit.

**Access Blockage To Waste Collection Containers**

- No service will be rendered to any waste collection container where the access has been hampered due to the placement of other items, other waste collection containers or uncontained waste.
- Access to waste collection containers must be restored by the property owner, tenant or body corporate before a service will be provided.
- No special additional service will be provided to a property with this situation, except in special circumstances which have been assessed and approved by the Waste Services Unit.

**Recycling Bin Contamination**

Refer to Council’s Bin Contamination Policy for more information.

**Prohibited Items**

- Only waste generated from domestic activities will be collected as part of the domestic waste service.
- The following waste collection types are prohibited for collection in the weekly domestic waste collection service:
  - Waste generated from commercial, industrial, building or demolition activities.
  - All vehicle parts (including truck, ute, car, motor bike)
  - Large household furniture and equipment such as mattresses, beds, whitegoods & lounge suites.
- All hazardous waste products as defined under The Protection of the Environment Operations Act 1997 which includes the following:

1. Any waste that meets the criteria for assessment as dangerous goods under the National Dangerous Goods Policy, and which is categorised as any of the following:
   - Explosives
   - Gases (compressed, liquefied or dissolved under pressure)
   - Flammable solids (excluding organic waste, and all physical forms of carbon such as activated carbon & graphite),
   - Substances liable to spontaneous combustion (excluding organic waste, and all physical forms of carbon such as activated carbon & graphite),
   - Substances which in contact with water emit flammable gases,
   - Oxidising agents and organic peroxides
   - Poisonous (toxic) substances Corrosive substances.

2. Poisons (being waste generated by activities carried out for business or other commercial purposes and that consist of pharmaceutical or other chemical substances specified in the Poisons Lists under the Poisons and Therapeutic Goods Act 1966 and Regulation 2002).

3. Special clinical waste (ie clinical waste that contains any infectious waste, bulk blood, cytotoxic waste, laboratory chemicals, recognisable body parts or sharps).

4. Radioactive substances listed in Schedule 1 to the Radiation Control Regulation 1993

5. Any declared chemical waste (except asbestos waste) that is the subject of chemical control order under the Environmentally Hazardous Chemicals Act 1985, and which is not permitted to be disposed of to a landfill site by such an order.

   - An appropriate waste services tag with the prohibited item box ticked to be placed on the waste collection container by the driver to inform the resident of the situation.
   - Information regarding any prohibited item (in the hazardous waste category) and address of the property should be recorded on the drivers run sheet and referred to Waste Services Unit. A letter will be sent to the property concerning the hazardous waste.
   - It is the responsibility of the property owner, tenant or body corporate to remove the
prohibited waste from the waste collection containers and dispose of the items through the appropriate disposal method at their expense.

Replacement Bins
At the Council’s discretion a fee, as outlined in the Council Schedule of Fees and Charges, will be charged for the loss of any bins from a redeveloped site or through damage caused by a resident through willful misuse of a bin.

Operating hours
The general operation of the collection services is Monday to Friday from 5.00am to 5.00pm, however weekend operations may occur due to excess work requirements, weather conditions or special events. On public holidays drivers begin at 3.00am.

No one other than Council waste collectors or contracted operators are authorised to collect council waste.