

POLICY NAME: KERBSIDE BIN ENTITLEMENT AND SERVICE
POLICY REF: K01
MEETING ADOPTED: 15 December 2022
Resolution No. 151222/18
POLICY HISTORY: 251018/27; 240714/28



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OBJECTIVE

The purpose of this policy is to clarify the entitlement of mobile garbage bins (MGBs) and waste, recycling and organic bin collection services for residents and businesses. This will ensure a consistent approach and delivery of kerbside collection services.

POLICY

MGB Entitlement

1. Residential Properties
 - a. Urban residential properties that have been levied an annual Domestic Waste Management charge are entitled to a 3-bin waste service (one landfill waste bin, one recycling bin, and one organics bin) on the commencement of service at the eligible property.
 - b. Rural properties that have been levied an annual Rural Domestic Waste Management charge are entitled to a 2-bin waste service (one landfill waste bin and one recycling bin) on the commencement of service at the eligible property.
 - c. Rural properties are to display a Council issued current rural domestic waste services charge waste and recycling sticker on the front of the applicable bin. All bins without stickers will not be collected.
 - d. Urban and Rural residential properties that have been levied an Additional Domestic Mixed Waste, Recycling or Organics charge are entitled to an additional one bin per charge on the commencement of service at the eligible property.
2. Commercial Properties
 - a. Commercial properties that have been levied or who have paid an annual Non-Domestic Waste Management charge for either a landfill waste, recycling and/or organics bin waste service will be entitled to one bin per charge on the commencement of service at the eligible property.
 - b. Commercial properties are to display a Council issued current non-domestic waste services charge sticker on the front of the applicable bin and are to ensure that the stickers are attached no later than 31 July each year. All bins without stickers after that date will not be collected.

MGB Provision, Presentation and Collection

3. All properties are only entitled to present one MGB per service unless an additional service charge has been added for the property. All residents must comply with Council's current bin collection guidelines available on Council's website. Failure to comply with these guidelines may result in a non-collection of the MGB for that property.
4. Council will only collect MGB's from the kerbside road reserve. Where this is not possible, Council may, subject to approval, conduct an onsite collection service.

5. Council may not provide a kerbside bin collection service at properties where it has been assessed to be unsafe or impractical.

MGB Specifications

6. MGBs provided by Council include 120 litre waste & recycling, 140 litre organics, 240 litre waste, recycling & organics and 360 litre recycling. All MGBs conform to Australian Standards, remain the property of Council and must remain at the property of issue.
7. Council's Resource Recovery section will maintain data for collection services including new/removed services and replaced/repared bins. MGBs provided by Council have a serial number that is recorded against the property to assist in the identification of bins that are removed/repared or recovered.

MGB Repair and Replacement

8. Council is responsible for the repair or replacement of MGBs associated with conducting its kerbside collection service. Bins will be repaired where possible before being fully replaced.
9. Council will replace MGBs free of charge if damaged due to operational, disaster or warranty damage.
10. Council may apply charges to a property where bin replacement is a result of a resident's wilful damage, neglect or non-compliance with council's bin collection guidelines, unless special circumstances justify not charging. In such cases, the applicant may be required to submit appropriate documentation stating the special circumstances.
11. Repeated lost/stolen bin issues will be investigated to ensure the property owner is returning the bin to within the property boundary after service. Failure to return a bin to the property after service may negate eligibility of a free bin issue.
12. Council will undertake bin delivery and maintenance on a weekly basis. Wherever possible, MGBs and components (MGBs, lids, pins, wheels and axles) will be provided to residents at the Ballina Waste Management Centre to allow the repair to be undertaken by the resident. However, repair and/or replacement of damaged bins may be undertaken by Council Staff at the residential or commercial property.
13. Council will deliver, remove and conduct maintenance on MGBs at a safe location within the immediate entrance to a property, unless an alternate location has been agreed with the resident.
14. Bins and components will only be available from the Ballina Waste Management Centre during office hours (8:00am – 4:00pm Monday to Friday).
15. Damaged or stolen MGBs must be reported to Council's Waste Management Centre on (02) 6686 1287 or waste@ballina.nsw.gov.au for repair or replacement.

BACKGROUND

On 27th October 2011, Council endorsed the issue of free MGB to all residential and commercial properties that are charged a waste collection service by Council, pursuant to the Local Government Act 1993.

The urban domestic kerbside collection of ~~mixed~~ landfill waste and recycling is conducted by Council on a fortnightly alternate schedule. The rural domestic kerbside waste service is undertaken weekly and recycling is collected on a fortnightly basis.

Council has an external contract in place for the weekly kerbside collection of food and garden organic (FOGO) waste for urban domestic and urban commercial services.

This policy is relevant to all kerbside landfill waste, recycling and organic bin services provided by Council.

DEFINITIONS

Council	Ballina Shire Council
Disaster Damage	Damage that has occurred due to weather or natural disaster event that has been declared by Government
Eligible Period	Eligible period is the period 24 months after the date of issue or replacement
Eligible Property	A property that is levied charges under the Local Government Act 1993
MGBs	Mobile garbage bins
Operational Damage	Damage which has occurred during servicing of the bin either by the plant or due to exposure to the elements
Other Special Circumstances	The General Manager or nominated delegate is authorised to issue bins free of charge where the circumstances of the particular case make it appropriate
Tenanted Property	A property where services new or additional are paid by the tenants
Warranty	Bins damaged under manufacture warranty

SCOPE OF POLICY

This policy applies to

- Council employees
- Residents
- Businesses
- Consultants/Contractors

RELATED DOCUMENTATION

Related documents, policies and legislation:

- Local Government Act 1993
- Australian Standard 4123.7-2006 Mobile Waste Containers
- Kerbside Bin Collection Guidelines
- Waste Management for Multi-Unit Policy - W04
- Kerbside Collection Contamination Management Procedure - P633
- Annual Delivery Program and Operational Plan

REVIEW

This policy is to be reviewed every four years.