

POLICY NAME: KERBSIDE WASTE BIN ENTITLEMENT
POLICY REF: K01
MEETING ADOPTED: 25 October 2018
Resolution No. 251018/27
POLICY HISTORY: 240714/28



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OBJECTIVE

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

POLICY

MGB Entitlement

1. Urban residential properties that have been levied an annual Domestic Waste Management charge are entitled to a 3 bin waste service (one mixed waste bin, one recycling bin, and one organics bin) free of charge on the commencement of service at the eligible property. The rural Domestic Waste Management charge entitles eligible properties to a 2 bin waste service (one mixed waste bin and one recycling bin).
2. Residential properties with services paid annually (not levied) for either mixed waste, recycling or organics will be entitled to one free bin per charge on the commencement of service at the tenanted property.
3. Commercial properties that have been levied the annual Non Domestic charge for either mixed waste, recycling and organics will be entitled to one free bin per charge on the commencement of service at the eligible property.
4. Commercial properties with services paid annually (not levied) for either mixed waste, recycling or organics will be entitled to one free bin per charge on the commencement of service at the tenanted property.
5. As non-domestic services are optional, businesses and business residents are to display a current waste services charge sticker on the front of their 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.
6. All properties will only be entitled to present one MGB per service unless an additional waste or recycling charge has been added.
7. Bins are to be returned to inside of property boundary on the day of service as soon as practicable following servicing.

MGB Specifications

8. Mobile garbage bins (MGBs) - 120 litre (waste & recycling), 140 litre (organics), 240 litre (waste, recycling, organics) and 360 litre (recycling) provided by Council conform to Australian Standards and remain the property of Ballina Shire Council. MGBs must remain at the property of issue. MGBs in use (mixed waste) not issued by Council must conform to Australian Standards.
9. Council's Waste Management section will maintain data for bin services, recording details of new, replacement and/or maintenance of bins. MGBs provided by Council are issued with a serial number which is recorded against

the property to assist in the identification of the property address with recovered bins.

MGB Repair and Replacement

10. Replacement of bins due to operational, disaster or warranty damage is free of charge.
11. Council policy for the re-issue of the bins is to limit free replacement to one of each bin, within a 24 month period, to avoid excessive wastage of bins.
12. Replacement of a bin due to wilful damage or neglect may incur Council charges against the property unless there are special circumstances that justify not charging. In some cases the applicant will be required to submit appropriate documentation stating the special circumstances.
13. Repeated stolen bin issues are to be investigated to ensure the property owner is returning the bin to within the property boundary after service. Failure to return bin to the property after service may negate eligibility of a free bin issue.
14. Council will continue to provide 360 L recycling bins to residents upon request.
15. Council is responsible for the repair or replacement of MGBs associated with Council's waste and recycling collection services. Bins will be repaired where necessary before replacement.
16. MGBs that have been damaged or stolen must be reported to either Council's Waste Management Centre on (02) 66861287 or request@ballina.nsw.gov.au to arrange repair or replacement of damaged bins.
17. Damaged garbage bins will not be serviced if there is any possibility that the contents may be spilled kerbside or that the bin may be further damaged or lost into the truck by the bin lifting action. Bins must be presented kerbside in good repair (free from cracks and holes), both wheels attached and lid closed.
18. Bin distribution and repairs will be undertaken on a weekly basis. Wherever possible, bin components 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 when available.
19. MGBs, lids, pins, wheels and axles will only be available from the Ballina Waste Management Centre during office hours (8 am – 4 pm Monday to Friday).

BACKGROUND

On 27th October 2011, Council endorsed the issue of free kerbside waste and recycling bins to residential and commercial properties that were being charged for this service by Council under the relevant sections of the Local Government Act 1993.

The urban domestic kerbside collection of mixed waste and recycling is conducted by Council on a fortnightly alternate schedule (the rural domestic kerbside waste service is undertaken weekly).

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

This policy is relevant only to the kerbside mixed waste and recycling services that Council directly provides.

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

REVIEW

The Bin Entitlement Policy is to be reviewed every four years.