

# Collection Requirements

## **Council Provided Mobile Garbage Bin(s)**

Each residential property being provided with the collection service has been provided with a heavy duty 240L yellow top and 140L red top Mobile Garbage Bin (MGB). Each MGB is branded with a DCMR logo and a unique identification number. This number has been recorded on the rate assessment for the property to which it has been assigned.

Should the MGB(s) be stolen and found, Council will be able to return it to their correct location.

Land owners have each paid a service charge for the provision of the MGB(s). As such the MGB(s) should remain with the property upon sale. An owner can seek compensation from the new owner should they wish to do so through the settlement process.

If any MGB(s) are lost, stolen or damaged, it is the responsibility of the resident to replace the MGB with another. These can be purchased from the Council.

MGBs will be replaced where breakage has occurred due to the Contractors handling of the MGBs. The cost of replacement is to be borne by the Contractor. However, any MGB older than 8 years shall not be deemed acceptable for replacement.

## **Maximum Weight of Bin Contents**

The maximum weight that can be lifted by a robotic arm is 85kg - please ensure that the contents of your MGB(s) do not exceed this weight.

## **Collection Position within Townships**

Place the MGB(s) adjacent to the front of the property access.

Where the Contractor identifies a collection position as inaccessible he will in the first instance notify the resident and should this not be resolved, he will then notify the Council.

The MGB(s) should be placed with the logo facing the roadway with the wheels furthest away from the road verge.

In the event that MGBs are not placed in an appropriate location, or are found to contain material which should not be placed out for removal, the Contractor may refuse to collect the waste and shall leave the MGBs unemptied and attach a notice explaining why the particular waste was not collected.

The Contractor is required to return the empty MGB(s) to the collection point and leave it in an upright position with the lid closed, so that there is no obstruction to the driveway of the property or to pedestrian's access along the footpath.

It is a resident's responsibility to ensure that their MGB(s) are placed at the collection point prior to the date and time of the relevant collection service.

## **Overfilling of Approved Containers**

It is the responsibility of each resident to ensure that their MGBs are not filled beyond their capacity, with the lid in the fully closed position.

Where the Contractor identifies an over filled MGB, the Contractor is not obliged to empty the MGB and may attach a notice explaining the reasons for non collection. In this instance, the Contractor must inform the Council of all details of the residence and the nature of the incident.

## **Bin(s) to be kept in a clean and hygienic condition**

It is the responsibility of each resident to maintain their MGBs in a clean and hygienic condition at all times.

If the MGB(s) are determined by the Contractor to be in an unsatisfactory condition, then they shall be emptied of the contents and the Contractor will attach a notice to the MGB(s) advising the resident that the MGB(s) are unsatisfactory and providing the reasons for the notice.

If the MGB(s) are in an unclean and / or unhygienic state over two successive collections, the Contractor is not required to provide the service for that residence on the third collection, and will contact the Council and the resident to resolve the issue.

### **Missed Collection**

Where the Contractor has failed to carry out a collection service for premises entitled to the service and where the MGB(s) were correctly located prior to the stated collection time on the collection day, the Contractor is required to provide a collection service to such premises by the end of that day (provided the missed collection has been reported and logged prior to 2.00 pm on that day.)

Should any reports be received after 2.00 pm, these collections will be allocated for the following day or other arrangements will be made.

**\*\*\* Please note that you will require a 140L Red Top MGB for General Waste collection as any other colour or sized MGB placed out on General Waste collection day will not be collected.**

### **Bins Obstructed by Vehicles**

Residents are requested to ensure that they do not park vehicles in a manner which will obstruct access by the collection vehicle or hinder the automated operation of the robotic arm.

### **Multiple Bins at a Pick-up Location**

The Contractor is required to note and advise the Council if a resident places more than one (1) MGB out for the weekly general waste or fortnightly recycling collection and the landowner will be appropriately charged for such multiple collections.

### **Bins Without Council Logo**

The Contractor is required to note and advise the Council of all MGB(s) placed for collection that are not imprinted with the Council logo and these will be checked against the Council register and appropriate charges applied to the relevant landowner.

## **RURAL AREAS**

### **Individual Property Location**

Pickup locations for individual properties are adjacent the front of the property access and on the left hand side of the designated route. Any landowner who is uncertain of the direction of the collection route can obtain a map from the Council Office.

### **Multi MGB Pick up Localities**

Multi MGB pick up localities will be provided on request to Council at identified locations in order to provide the opportunity for outlying residents to utilise the service.

### **Augusta Highway**

Bins are not to be placed on the verge of the Highway because of the danger that the bins could present to vehicular traffic and the possibility of spillage caused by the vacuum of road trains.