

# Kerbside Bin Services Guidelines

*These Guidelines are an addendum to the Kerbside Bin Services Policy and apply to all residents and businesses receiving kerbside bin services.*



## Introduction

Mildura Rural City Council provides a kerbside bin service to each residential and commercial property within the designated Mildura, Ouyen to Murrayville and Nangiloc/ Colignan collection areas of the municipality. Council is responsible for the collection of kerbside bin services from authorised Council bins.

The standard kerbside system is configured as:

- 120 litre landfill bin collected fortnightly
- 240 litre food and garden waste bin collected weekly
- 240 litre recycling bin collected fortnightly



There may be circumstances where designated bin collection days must change, such as on Christmas Day, New Year's Day or where the CFA declare a fire rating of Code Red or Extreme. To the best of our ability, Council will inform residents/property owners of changes to service collection when required. Where a change of collection is required it will be the responsibility of the resident/property owner to adhere to the change.

## Kerbside Bin System

Your kerbside bin options will be determined on how your property is rated. Kerbside bin services are paid for through the waste management service charge.

For properties that are vacant and have kerb and channel, they will be charged a non-collection fee. This waste fee is for other waste management services that the waste charge pays for excluding kerbside services. These include street sweeping, public litter bin collection, landfill and transfer station operations, landfill rehabilitation and aftercare, and illegal dumping collection.

### Commercial bin options

Commercial properties will be allocated one of each bin for landfill, recycling and organics.

Commercial properties can purchase additional bins at the current years waste management charges.

Council supplies bins to new residential and commercial properties once the new service or additional bin/s have been paid for. These services are usually provided within 10 working days of Council receiving notification.

The property owner must notify Council of changes in circumstances or property ownership where additional bin/s are present.

### Residential bin options

Residential properties will be allocated one of each bin for landfill, recycling and organics.

Residential properties will be able to purchase additional bins if they can demonstrate they meet one or more of the following criteria:

- Medical needs that produce additional waste
- Seven or more permanent residents living in one residential dwelling
- Two or more permanent residents in nappies in one residential dwelling

All of the above criteria are conditional on justification of what additional waste is produced. Applicants will need to describe and justify what type and volumes of additional waste is being produced to justify the need for additional bins.

The cost of the additional service will be through the properties' rates at the current years waste management charge for the service.

Applications for additional bins will be made each year by the resident using the Additional Bin Application Form.

Some residents may be eligible for a smaller 120 litre size organics bin where it is demonstrated they produce less organics waste (such as in retirement villages).

Council supplies bins to new residential and commercial properties once the new service or additional bin/s have been paid. These services are usually provided within 10 working days of Council receiving notification.

The resident/property owner must notify Council of changes in circumstances or property ownership where additional bins are present.

### Kitchen caddy and compostable liners

All properties will be supplied with a kitchen caddy and one year's supply of compostable liners to use for the diversion of food waste from the landfill bin and into the organics bin.

Compostable liners will be supplied to properties once a year. If households require additional liners, they are to contact Council or can purchase their own as long as they meet AS 4736 for compostable liners that can be used for commercial compost facilities.

If your kitchen caddy and liners are damaged or are no longer with the property please contact Council to replace, however repeated requests for caddys and liners will be monitored and Council has the right to refuse resupply.

Caddys and liners are to stay with the property.

## Roles and Responsibilities

Providing a kerbside bin service is the responsibility of both Council and the property owner or tenant. By all of us working together we can provide a safe, effective and sustainable kerbside collection service.

It is Council's responsibility to:

- Ensure there are sufficient operational resources to meet the safe, timely and professional delivery of the service in line with Council principles and values.
- Ensure requests by property owners or tenants relating to the provision and collection of bins are responded to in a timely and professional manner.
- Not empty bins containing medical or hazardous materials, liquid or hot coals.
- Not empty recycling or organics bins that are deemed by Council or their representatives to be unacceptably contaminated with non-recyclable materials.
- Undertake a waste education program.
- Maintain a bin collection issues register to be used to answer any enquiries relating to collection issues.

It is the property owner/tenants' responsibilities to:

- Ensure bins are placed on the kerbside or as directed by Council the night before collection.
- Ensure hot ashes, medical waste, liquids, dangerous or hazardous materials and electronic waste is not disposed of in kerbside bins.
- Ensure only recyclable materials are disposed of in recycling and organics bins.
- Retain all bins, caddys and compostable liners at the designated property during any transfer of property ownership or occupancy.
- Do not put your waste into other people's kerbside bins. This is so contamination of recycling or organics bins do not occur.

Please refer to the Council Policy for Kerbside Bin Services (CP055) for more information on the principles of the kerbside service.

### **How to ensure your bin is emptied**

Bin placement may sound like a simple concept and here are some tips to make sure your bin is collected for emptying:

- Place your bins out the front of your property directly behind the kerbing or as directed by Council with the handles facing the property.

- Place your bins out for collection the night before your scheduled collection day. Collection vehicles are not always emptying bins on the same schedule and may arrive earlier or later than you are used too.
- Maintain your bins so they are in a useable condition and do not impact collection or become an issue for community health and safety.
- Remove your bins from the collection point after they are emptied no more than one day after the collection day as per Part 3 Environment in Community Local Law No. 2 (April 2017).
- Do not overload or compact your bins. Any bin that is unable to be emptied by the collection vehicle due to excessive weight will be the responsibility of the resident/property owner to empty.
- If any contamination is detected in the recycling, organics or landfill bin, Council and its representatives reserve the right to not empty the bin. More information on what can and cannot be placed in your bins and how Council is going to manage contamination can be found in the non-conformance section of this document.

### **What do I do if my bin is lost or broken?**

Council's kerbside bin service includes minor repairs to bins as required. If your bin has a broken lid, a wheel has come off or there is a crack in the side of the bin and this has been through general wear and tear and not the fault of the property owner/tenant, then you can ring Council to request the bin be repaired.

If a bin is misplaced, stolen or damaged (through no fault of Council or not from general wear and tear) the property owner/tenant is required to pay for a replacement bin. This also applies if a bin goes missing during changeover of property ownership or tenancy. Bins should stay with the property. If bins are located, the tenant/ property owner must notify Council and may be eligible for a refund.

## Kerbside Bin Collection Issues

### **What are bin collection issues?**

This refers to incidents where the placement or use of kerbside bins does not follow Mildura Rural City Council's Kerbside Bin Service Guidelines and may prevent your bins from being emptied. This can include disposal of inappropriate items in bins and incorrect or ill-timed bin placement. These are described further in *Descriptions of Bin Collection Issues*.

These issues are a problem for Council, their representatives and the property owner or tenant. If a bin is unable to be collected, Council and the property owner/tenant have to take a number of actions to remedy the problem. Inevitably any remediation will cost Council and the ratepayers more, from increasing staff time to address the issue (such as getting out of the collection vehicle to move a bin away from an obstruction so it can be collected), to the property owner/tenant facing the inconvenience of not having their bin emptied.

Recycling and organic bin contamination is an issue because it leads to double-handling. If non-recyclable items are put straight into the landfill bin, the ratepayer would only pay for collection, and then the landfill levy for disposal. When contaminants are put in recycling or organics bins, the ratepayer pays for collection, sorting, transport to the landfill and landfill disposal. By putting more energy and processing into contamination, we are increasing our carbon footprint as well.

### **What is the bin collection issues register?**

The bin collection issues register is a Council-maintained database that stores information about non-conformance incidents. When the collection vehicle detects any issues, the incident is reported, along with the address of the bin, the time of the report and what the issue is. This database is then used to answer any customer enquiries and identify any ongoing issues.

## Types of Bin Collection Issues

### Bin placement

Kerbside bins need to be placed so that there are no obstructions to stop the truck collecting the bins. Obstructions can include letter boxes, trees, signs, power poles or vehicles (see Photo 1). Placing bins close to obstructions increases the risk of the collection vehicle damaging property.

Bins need to be placed at least 50 -100cm away from any obstruction, including your other kerbside bin (see Photo 2).

The wheels and handles of your kerbside bin must face your property and bins placed directly behind your kerbing, or as directed by Council. A fact sheet explaining the placement of bins on kerbs, rural properties with no kerbing and in courts is available from Council.



Photo 1



Photo 2

### Unauthorised MRCC bins

Unauthorised Mildura Rural City Council bins are classified as additional kerbside bins that have not been approved by Council, or are not being paid for by the property owner.

Council budgets for a weekly and fortnightly collection of these bins and if a property is using extra bins that Council has not approved, then this forms an additional cost to ratepayers.

### Foreign bins

Bins that have not been issued by Mildura Rural City Council and that the resident/tenant has placed out to be emptied (see Photo 3) are classified as foreign bins. Examples of foreign bins include bins that have been purchased from retailers (such as hardware stores) or bins that are from another Council.



Photo 3

### **Knocked over bins**

Collection vehicles are unable to empty bins that have been knocked over. Bins can be knocked over due to bad weather, scavenging animals, vandals, other vehicles, uneven ground and also by your bin being overfull (see Photo 4). If Council or its representatives are the cause of the knocked over bin, then we will upright the bin and pick up any spillage.



**Photo 4**

### **Bins too heavy**

A bin is too heavy when the collection vehicle physically cannot pick it up to empty it. Generally, if a person struggles to or cannot drag their bin out to the kerb for collection, this means their bin may be too heavy for the collection vehicle to empty.

### **Overfull Bins**

An overfull bin is when the lid is not flush on the bin (see Photo 5). An overfull bin has a higher chance of spillage when being emptied (see Photo 6) and is more susceptible to scavenging animals or bad weather. Spillage is the responsibility of the property owner or tenant to clean up.



**Photo 5**



**Photo 6**

### **Bin not out for collection**

This means that your kerbside bin was not out at the collection point prior to the collection vehicle servicing your property on your designated collection day. Bins are to be placed out for collection the night before your scheduled collection day.

### **Contamination in rubbish bin**

Contamination in a rubbish bin occurs when prohibited items are disposed of in a 120L rubbish bin. Prohibited items include:

- Hot ashes
- Liquids including oil, paint and solvents
- Soils and rocks
- Gas bottles
- Medical waste
- Timber, concrete, bricks and building material including asbestos

These items can cause health and safety risks to the bin collection and cause operational and environmental impacts from their disposal to landfill.

### **Contamination in recycling bin**

Contamination in a recycling bin occurs when prohibited items are disposed of in a 240L recycling bin (see Photo 7).

Items that can be recycled in a 240L recycling bin include:

- Cardboard
- Glass bottle and jars
- Milk and juice cartons
- Aluminium and steel cans, foil trays and aerosols
- Rigid plastic containers and bottles
- Newspapers and magazines
- Letters, envelopes and office paper
- Advertising material
- Telephone books

Items that cannot be recycled in a 240L recycling bin include but are not limited to:

- Food scraps
- Green/garden waste
- Nappies
- Plastic bags and soft plastics
- Medical waste including syringes and syringe disposal containers
- Crockery
- Clothing and textiles
- Polystyrene
- Household rubbish
- Hard waste
- Bagged recycling or rubbish

This list may be updated. An up to date list can be found on Council's website.



**Photo 7**

### **Contamination in organics bin**

Contamination in an organics bin occurs when prohibited items are disposed of in an organics bin. Items that can be recycled in an organics bin include:

- Fruit and vegetables
- Meat
- Dairy
- Leftovers
- Lawn clippings
- Branches
- Weeds
- Newspaper
- Pizza boxes
- Animal poo
- Human and animal hair

Items that cannot be recycled in an organics bin include but are not limited to:

- Vacuum dust
- Nappies
- Plastic bags and packaging
- Medical waste including syringes and syringe disposal containers
- Clothing and textiles
- Household rubbish

This list may be updated. An up to date list can be found on Council's website.

## Contamination Management

Contamination in the recycling and organics bins will be managed by the contractor (Council's representative) undertaking the collection. Once contamination is detected the process involves letters to educate the resident on how to use the bins properly and increases to temporary removal of the recycling or organics bin and finally permanent removal of the recycling or organics bin if no improvement is made to reduce contamination.

The aim is to encourage property owners and tenants to recycle as much as possible in a bid to reduce the amount of waste going to landfill. This process aims to educate people to continue to recycle the best they can while also managing those residents or property owners who make little effort to recycle properly or at all.

The step-by-step process is as follows:

### First contamination

1. All identified contaminations receive a red contamination sticker over their bin lid advising that the truck driver has identified wrong material/s in the recycling bin. This usually occurs as the bin is being emptied into the truck.
2. The truck driver then uses GPS capabilities to identify the property address and reports these details in to the system. A letter is sent to the property owner/tenant outlining in more detail what can and can't go in their recycling or organics bin.

### Second contamination

3. If contamination is found in the same bin again, a second letter is sent to the resident, outlining the two offences and again letting the household know what can and cannot be placed in their recycling or organics bin. This letter is also accompanied by a fridge magnet and strongly encourages the resident to contact us if they are unsure of anything.

### Third contamination

4. After a third contamination offence, a Final Warning Letter is sent to the resident. It again outlines the previous contaminations and warnings and states that no further warning will be provided and the next offense will result in bin removal.

### Fourth & Fifth contamination

5. If a fourth contamination offense occurs, the bin is removed from the residence for a minimum of two weeks. The bin is returned only upon receipt of a signed acknowledgement by the resident who agrees to do their best not to contaminate in the future. From this point the resident gets one final chance before the bin is permanently removed (fifth contamination).

### Sixth contamination

6. This is where the bin is removed permanently. The Contractor will notify the resident and Council of the address this is applicable to.

### Reset Activity

7. In some cases the contamination record for that particular tenement is reset. This could be for a number of reasons such as incorrect address, change of tenant, etc.
8. The Contractor will submit a monthly report to Council that outlines the number of first, second and third offences as well as temporary or permanent bin removal.