

# *Council Policy*

## Waste & Resource Recovery Service



# COUNCIL POLICY

 <p><b>Adelaide Hills</b> COUNCIL</p>	<h2>WASTE &amp; RESOURCE RECOVERY SERVICE</h2>
--	--

<b>Policy Number:</b>	ENV-05
<b>Responsible Department(s):</b>	Waste Health & Regulatory Services
<b>Other Relevant Policies:</b>	Nil
<b>Relevant Procedure(s):</b>	Nil
<b>Relevant Legislation:</b>	<i>Local Government Act, 1999</i> <i>Environment Protection Act 1993</i> <i>Environment Protection Regulations 2009</i> <i>Environment Protection (Waste to Resources) Policy 2010</i>
<b>Policies and Procedures Superseded by this policy on its Adoption:</b>	Kerbside Green Organics Service Implementation. Policy number: ENV-02 (23 May 2017, Item 14.3, 110/17) Community Groups Access to Waste Disposal Sites. Policy number: COM-03 (10 June 2014, Item 12.4, 37)
<b>Adoption Authority:</b>	Council
<b>Date of Adoption:</b>	27 March 2018
<b>Effective From:</b>	10 April 2018
<b>Minute Reference for Adoption:</b>	Item 12.5, 71/18
<b>Next Review:</b>	No later than April 2021 or as required by legislation or changed circumstances

---

## WASTE & RESOURCE RECOVERY SERVICE POLICY

### 1. INTRODUCTION

The Adelaide Hills Council provides numerous waste and recycling services to the community. These services aim to reduce the volume of material consigned to landfill by maximising recycling and reuse. The Waste and Resource Recovery Service Policy will assist to meet this aim and also provide for the provision of cost effective, sustainable and efficient waste management services for the community.

### 2. OBJECTIVES

The objective of the Waste and Resource Recovery Service Policy is to define Council's level of service provision and entitlements for waste and recycling services including:

- Kerbside waste, recycling and green organics
- Street litter bins
- Community groups
- Event waste collection services

The Waste and Resource Recovery Service Policy outlines the requirements for both Council and the community in providing these services. The kerbside service defined within this policy applies to each occupied rateable assessment within the Adelaide Hills Council area, excluding properties that have been assessed as vacant land.

This policy relates to domestic waste and recycling, event waste, community groups, sporting facilities, street litter waste bins and not for profit community/opportunity shops. The Policy does not include waste management services provided through the Heathfield Resource Recovery Centre and the free green organic days provided by Council.

### 3. DEFINITIONS

For the purposes of this policy:

**"MGB"** is a Mobile Garbage Bin, either 140L or 240L.

**"Religious / Public Worship Site"** is land containing a church or other building used for public worship (and any grounds), or land solely used for religious purposes.

**"Solely"** means the religious purpose must be the only and exclusive use.

**"Council"** is the Adelaide Hills Council.

**"Council owned"** is properties owned by Adelaide Hills Council.

**"Property Owner"** is a person who owns the property.

**"Occupant"** is the person who resides at the property.

**“Property or Properties”** is occupied residential, commercial, industrial, primary production (must have occupied residence), or other property (other property includes Churches, Schools, Kindergartens, Sporting clubs, Cemeteries and Local Government).

**“Occupied/residential”** is any property that has a home that is not vacant.

**“Kerbside waste/recycling collection”** is a bin presented on the verge for collection of waste by Council’s waste management contractors.

**“Kitchen Caddy”** is a small container for collection of green organics material.

**“Designated collection area”** is the area defined by Council for green organics service collection area.

**“Community shop”** is a retail facility e.g. ‘not for profit/opportunity shop’ or similar, operated by a community group to raise funds for the betterment of the Adelaide Hills Council community.

**“Community group”** means a not-for-profit community based organisation with objectives relating primarily to the social, economic, environmental and cultural needs of the Adelaide Hills community.

## 4. POLICY STATEMENT

### 4.1 KERBSIDE WASTE & RECYCLING COLLECTION SERVICE

Each property is entitled to:

- One weekly 140L blue lidded MGB kerbside waste collection.
- One fortnightly 240L yellow lidded MGB kerbside recycling collection.

Council is required under the *Environment Protection (Waste Resources) Policy 2010* to provide a weekly general waste collection service to residential properties.

Bins will be collected from the kerbside verge area unless specified by Council.

In addition to the above, each occupied property within the designated green organics service collection area is entitled to the above-mentioned service plus one fortnightly 240L lime green lidded MGB kerbside green organics collection. A property may request a green organics service using the green organics request form, which will only be approved if they are on route and the truck is collecting from the street and neighbouring properties. Green bins will not be approved or provided where it is deemed by Council administration that an extension of service area is required. Where it is deemed that a kerbside service is not practical or reasonable, an alternative service provision may be considered in consultation with affected properties.

### 4.2 COMMERCIAL AND INDUSTRIAL PROPERTY KERBSIDE WASTE & RECYCLING COLLECTION SERVICE

Each commercial, industrial and primary production property is entitled to:

- One weekly 140L blue lidded MGB kerbside waste collection.
- One fortnightly 240L yellow lidded MGB kerbside recycling collection.

It is not Council's responsibility to collect waste generated by the activities of industrial or commercial businesses. Kerbside services are provided within this policy to encourage correct disposal and recycling of domestic quantities of waste and recycling material.

Where it is deemed that a kerbside service is not practical or reasonable, an alternative service provision may be considered in consultation with affected properties.

Commercial or industrial businesses may access the fortnightly 240L MGB lime green lidded organics service for a fee as outlined in Councils Fees and Charges register if they are within the designated collection service area. The service will only be provided upon written request and subject to demonstrated need using the request form.

Where Council deems that a kerbside or alternative service is not appropriate, commercial or industrial properties will be required to provide their own waste and recycling collection and disposal method.

#### **4.3 COUNCIL OWNED PROPERTY KERBSIDE WASTE & RECYCLING COLLECTION SERVICE (Excluding ovals and sporting facilities)**

Unless otherwise specified in a lease, licence, management agreement or any other agreement with Council, Council owned properties are entitled to:

- One weekly 140L blue lidded MGB kerbside waste collection
- One fortnightly 240L MGB yellow lidded kerbside recycling collection

In addition to the above, each Council owned property within the designated service collection area may access one fortnightly 240L lime green lidded MGB kerbside green organics collection service. This service will only be provided upon written request, using the request form, and is subject to demonstrated need.

#### **4.4 SPORTS FACILITIES WASTE & RECYCLING COLLECTION SERVICE**

MGB's at sporting facilities are of various sizes and lid colours. They are positioned around the sporting areas in a variety of ways e.g. on stands, stand alone, in sheds etc. Progressively, they will be replaced with 140L red lidded MGB's on lockable stands or locked with a cable and locks. This policy intends to bring the number of bins at sporting facilities into line with provisions of this policy progressively over time.

Each oval is entitled to the following, subject to resources:

- Up to 10, 140L red lidded MGB's to be located around the oval perimeter attached to security poles or secured with a cable and locks
- Additional MGB's may be applied for in writing for special occasions such as sporting finals
- Collection of additional red and orange lidded MGB's will be on the first business day after the special occasion, from a prior agreed designated area

Each oval clubroom is entitled to:

- Up to five weekly 140L blue lidded MGB's kerbside waste collections. Bins must be presented at the kerbside for collection
- Up to five fortnightly 240L yellow lidded MGB's kerbside recycling collections. Bins must be presented at the kerbside for collection
- Additional blue lidded waste and yellow lidded recycling MGB's may be applied for. An annual service fee, per bin, will apply as per Council's Register of Fees and Charges

Other sporting facilities:

- Assessment of the waste requirements to be made for each individual facility
- Recycling of waste encouraged at all times
- Requests for additional services must be made in writing using the request form

#### **4.5 SCHOOLS/KINDERGARTENS AND CHILD CARE FACILITIES KERBSIDE WASTE & RECYCLING COLLECTION SERVICE**

Each school/kindergarten and child care facility is entitled to:

- One weekly 140L blue lidded MGB kerbside waste collection
- One fortnightly 240L yellow lidded MGB recycling collection
- One fortnightly 240L lime green lidded MGB green organics collection, upon request if within the designated green organics collection area
- Requests for additional services must be made in writing using the request form. An annual service fee, per bin, will apply as per Council's Register of Fees and Charges

#### **4.6 RELIGIOUS / PUBLIC WORSHIP SITE KERBSIDE WASTE & RECYCLING COLLECTION SERVICE**

Each Religious / Public Worship Site is entitled to:

- One weekly 140L blue lidded MGB kerbside waste collection
- One fortnightly 240L yellow lidded MGB kerbside recycling collection
- One fortnightly 240L lime green lidded MGB green organics collection, upon request, if within the designated green organics collection area
- Requests for additional services must be made in writing using the request form. An annual service fee, per bin, will apply as per Council's Register of Fees and Charges

#### **4.7 EVENT WASTE AND RECYCLING COLLECTION SERVICE**

Requests for event bins are to be made in writing using the Event Application form. The Adelaide Hills Council Event Coordinator, in consultation with the Waste Management Coordinator, will assess the application and inform the applicant of the outcome.

#### **4.8 BIN PROVISION INCLUDING NEW AND ADDITIONAL SERVICES**

All MGB's are the property of Adelaide Hills Council and shall remain with the premises at which the bin(s) is issued should a change of occupancy or ownership occur.

Additional service:

- Where a service already exists a Property Owner or Occupant may receive additional bins. Additional bins must be applied for using the request form. An annual service fee, per bin, will apply as per Council's Register of Fees and Charges
- Additional waste, recycling and green organics MGB's will only be issued if the Property Owner/Agent of the property applies for the service using the request form

Cancelling an additional service:

- Requests for the cancellation of an additional MGB must be completed in writing
- The MGB must be presented on the verge area, empty of waste, for Council to collect

New service:

- Property Owners may apply for a new waste, recycling or green organics service using the request form
- MGB's will only be provided to new homes or businesses two weeks prior to occupancy
- Approval for a green organics service will be dependent on the designated collection area

#### **4.9 GREEN ORGANIC DISPOSAL VOUCHERS**

Occupied residential properties that are not eligible to receive a fortnightly 240L lime green lidded MGB organics service will be provided with up to two disposal vouchers per financial year upon request.

Each voucher entitles the Property Owner or Occupant to take one caged 7x5 trailer load of domestic green organics to the Heathfield Resource Recovery Centre free of charge. Loads larger than this will incur additional fees, to be paid by the voucher holder. Vouchers may be requested through Council's Customer Relationship Management System, by mail, or verbally.

Based on application, commercial or industrial businesses outside of the green organics collection area may be entitled to green organics vouchers. The vouchers will be only provided where it is demonstrated that a domestic need for green organic disposal is shown. Commercial operations providing green organic services will not be eligible for vouchers.

#### **4.10 NOT FOR PROFIT COMMUNITY / OPPORTUNITY SHOP VOUCHERS**

Upon written request, a maximum of twelve (12) waste disposal vouchers may be provided per financial year.

Vouchers will be issued if the following criteria are met:

- Waste disposal arises out of operating a Community Shop and the group is a not-for-profit entity which provides some service or benefit to the Adelaide Hills Council community
- Loads must be equivalent to or less than a 7x5, (2.1m x 1.5m), caged trailer of hard waste. Loads above this size will incur additional fees
- Vouchers will only be redeemable at the Heathfield Resource Recovery Centre

#### **4.11 KITCHEN CADDIES**

Property Owners or Occupants who currently have access to a lime green lidded MGB organics service may access one kitchen caddy starter kit per property free of charge. Kitchen caddy starter kits can be collected from Council's Service Centres. Additional compostable bags or replacement caddies may be purchased at Council's Service Centres as per Council's Register of Fees and Charges.

Properties that do not have access to a lime green lidded MGB organics service may obtain a kitchen caddy starter kit for free for use with home composting.

#### **4.12 TOW BALL HITCHES**

Tow ball hitches assist Property Owners or Occupants to tow bins to the verge area. They are available at all Council Service Centres for a fee as per Council's Register of Fees and Charges.

#### **4.13 STREET LITTER AND BUS STOP BINS**

Before a street litter or bus stop bin will be installed, an evaluation will be undertaken considering the following criteria:

- Number of installed street litter bins currently in the area
- Distance to other street litter bins
- Visible litter in the area over a period of time
- General location in relation to businesses and high foot traffic areas
- Number of requests for the bin
- Consideration of installation and ongoing costs

If it is determined the need for a bin is not sufficient, the area will be monitored monthly for four to six months to determine the amount of waste build up, if any.

At Council's discretion, street litter or bus stop bins may be removed.



#### **4.14 BIN REPLACEMENT – LOST, STOLEN OR DAMAGED BINS**

Council will be responsible for repair and maintenance of MGB's (e.g. replacement of wheels and lids).

Damaged bins:

- Damaged MGB's will be repaired and/or replaced by Council at no cost to the ratepayer, unless it is deemed by Council to be deliberate damage or misuse. A fee for each bin will then apply, as per Council's Register of Fees and Charges
- Damaged MGB's must be left on the verge area for repairs where normal waste collection occurs
- Where a bin is unsuitable for repairs and must be replaced, the damaged bin must be presented on the verge, empty of waste, for the contractor to collect

Stolen bins:

- Stolen MGB's will be replaced by Council at no charge to the Property Owner or Occupant
- Requests for replacement of stolen MGB's must be in writing using Council's request form. At Council's discretion satisfactory evidence of bin theft may be requested

### **5. FEES AND CHARGES**

Where relevant, fees for services described by the Waste and Resource Recovery Service Policy will be determined by Council and declared in Council's Register of Fees and Charges annually.

### **6. SERVICE REQUIREMENTS**

Property Owners or Occupants receiving a kerbside waste, recycling or green organics collection service from Council will be responsible for the following:

- Placement of the MGB on the kerbside the night before the bin is scheduled to be collected or by 6am on the day of collection with the lid opening facing towards the street
- Placement of the MGB where the contractor's collection vehicle can gain access to it
- Ensuring a clearance of at least 50cm around each MGB, one metre between MGB's and parked cars, trees, stobie poles, letter boxes or other obstacles to the collection vehicle
- Pedestrian access must be maintained at all times
- Ensure MGB lids are fully closed
- Placement of correct material in each MGB
- Total weight of the MGB does not exceed 50kg
- Removing the MGB from the kerbside within 24 hours of it being emptied
- Storing the MGB in a safe location on the property to which they are distributed
- Maintaining the MGB in a clean condition so as not to impact on public health or amenity
- All MGB's are owned by Adelaide Hills Council and must remain at the property to which they were allocated

Where the collection vehicle is unable to access a MGB from a verge area, a suitable collection point will be organised at the discretion of Council and contractors. Unless otherwise specified in an agreement between the parties, MGB's will not be collected from within private property.

Bins will not be collected from other than a kerbside location unless prior arrangements have been made, including a signed agreement, indemnifying Council and the collection contractor against any claims for damages from the property owner or occupier.

## **7. REFUSAL OF SERVICE**

Collection of a MGB may be refused to properties that:

- Fail to use the approved waste collection container, the MGB must have the Adelaide Hills Council logo hot stamp
- Are late in placing their MGB out for collection
- Place prohibited waste out for collection
- Place an MGB out that weighs more than 50kg
- Overfill an MGB so that the lid does not close
- Place an MGB in a location that cannot be reached by the collection vehicle
- Place an MGB incorrectly with handles towards the road
- Fail to use a MGB correctly, leading to contamination of recyclables or organics
- Present additional bins over and above the levels stipulated in this policy

If the contents of an MGB are not emptied for any of the reasons listed within this section, a notice may be placed on the affected bin indicating the reasons for refusal. Disposal of the waste will then be the responsibility of the resident.

Council reserves the right to cease a collection service when there is repeated misuse of an MGB, including continually leaving an MGB on the kerbside after collection (excluding MGB bin banks), unnecessarily interfering with other MGB's presented for collection or continually placing an MGB so they are inaccessible to the contractor's collection vehicles or contamination of recyclables.

In regards to any property, Council may deem that additional kerbside services are not appropriate, and properties/facilities would need to arrange their own commercial or alternative services.

Council reserves the right to refuse service where it is impractical to collect, store or present bins or where, as part of planning approval conditions, responsibility for waste management is passed to the owner/occupier.

## **8. DELEGATION**

The Chief Executive Officer has the delegation to

- Approve, amend and review any procedures that shall be consistent with this Policy; and
- Make any formatting, nomenclature or other minor changes to the Policy during the period of its currency.

**9. AVAILABILITY OF THE POLICY**

This Policy will be available for inspection at Council's Offices during ordinary business hours and via the Council's website [www.ahc.sa.gov.au](http://www.ahc.sa.gov.au). Copies will also be provided to the public upon request, and upon payment of a fee in accordance with the Council's Schedule of Fees and Charges.