

Eligibility for Use of Waste Collection Services Provided by Knox Council

Policy Number:	Sustainable Infrastructure	Directorate: Engineering and Infrastructure
Approval by:	EMT	Responsible Officer: Waste Management Coordinator
Approval Date:	June 2018	Version Number: 7
Review Date:	June 2021	

1. Purpose

The purpose of this policy is to document the criteria for approval of a Council provided collection service for waste, recycling, green waste and hard waste in relation to:

- Residential owner / non owner occupied properties
- Residential Multi Unit Development properties
- Residential properties with home run businesses
- Retirement villages
- Non rateable properties
- Commercial and Industrial properties
- Dorset Square Shopping Centre
- Nursing homes, Hostels and Special Accommodation houses
- Opportunity Shops
- Cultural and recreational properties
- User Groups at Council Venues
- Additional Support Service
- Special Consideration Request
- Refunds of Waste Service Charges

2. Context

Council provides a range of waste collection services for Residential, Commercial, Industrial, Retirement Villages, Nursing Homes, Hostels, Non Rateable and other properties across the municipality.

This policy has been developed to provide Council officers with guidance and consistency in dealing with requests for a waste collection service. The policy also includes an eligibility criteria table which summarises the services available for the different property types.

3. Scope

The policy will apply to Council officers involved in assessing and responding to requests from owner/occupiers for waste services provided by Knox City Council.

4. References

4.1 **Council Plan**

- *Protect and Enhance our Natural Environment 2017-2021*

4.2 **Relevant/related Legislation**

- Victorian Environment Protection Act 1970
- Disability Discrimination Act 1992
- Local Government Act 1989

4.3 **Charter of Human Rights**

- This policy has been assessed against and complies with the charter of Human Rights.

4.4 **Related Council Policies**

- Knox Waste Management in Multi Unit Developments Policy, September 2015

4.5 **Related Council Procedures**

- Knox Waste Management in Multi Unit Developments Procedure, September 2015

4.6 **Other Related Documents**

- Knox City Council General Provisions Local Law 2010, Updated 2015
- Knox City Council Annual Budget
- Knox City Council Waste Calendar booklet
- Knox City Council website

5. Definitions

Commercial/Industrial – property rated by Knox City Council as Commercial/Industrial and where commercial activities are carried out. Property is either owned by an individual or a company and is managed directly by the owner or through an agent. Property is operated by the owner or tenant. Can have a residential premises included eg, milk bar with residential part above the milk bar.

Cultural and Recreational - property rated by Knox City Council as Cultural/ Recreational and is used for cultural / recreational purposes. Examples being Lawn Bowls Clubs, Chinese Association.

Dorset Square Shopping Centre - commercial properties bounded by Dorset Road, Chandler Road, Floriston Road and Boronia Road, Boronia.

Non rateable, Council owned and cared for or operated by private group/individual - property occupier is not required to pay rates to Council but may be eligible for other Council services on a fee for service basis. Examples being buildings on Council Reserves such as Scout & Guide Halls.

Non rateable, Council owned, Council operated – property occupier is not required to pay rates to Council but may be eligible for other Council funded services including the provision of the waste, recycling and green waste collection services. Examples being, Pre-schools, MCHC & Community Centres.

Non rateable, Non Council owned & operated – property Owner/Occupier is not required to pay rates to Council but may be eligible for other Council services on a fee for service basis. Examples being emergency services such as Police & CFA, government agencies such as Parks Victoria, Churches. **Note that Schools are not included.**

Residential Multi Unit Development Properties – Two or more dwellings on a lot, including villa units, townhouses, apartment buildings and serviced apartments.

Residential non owner occupied – property owner does not reside at the property, property may be occupied by tenants.

Residential owner occupied – property owner resides at the property.

Residential Properties with home run business – an occupation carried out in a dwelling, or on the land around a dwelling, by a resident of the dwelling.

User Pays Fees - payable by the property owner and as stated on the Rates Notice for waste services provided by Council and at fees indicated in Council's Annual Budget. Pro rata fees on a sliding scale apply if the service is used for less than twelve months.

User Groups at Council Venues - Council owned venues used by groups for recreational activity. Examples being football, cricket clubs, Community Centres.

Waste Service Request Form - Form to be completed by property owner, or agent acting on behalf of the owner to request, change or cancel a waste service provided by Council.

Waste Collections – waste services provided by Council consisting of garbage, recycle, green and hard waste as defined in the Knox City Council Waste Calendar booklet

6. Council Policy

6.1 RESIDENTIAL OWNER / NON OWNER OCCUPIED PROPERTIES

A. STANDARD SERVICE

Residents are eligible for one (1) 80 litre waste bin collected weekly and one (1) 240 litre recycling bin collected fortnightly. Fortnightly collected bundled green waste and up to two booked hard waste collections per financial year are also available. The bundled green waste and hard waste collections do not have limits in quantity, however size and weight limits apply to selected items.

Council levies an Annual Residential Waste Service Charge that provides for the standard residential waste collection service. The charge applies to all residential properties in Knox that are eligible to use Council's waste services, including Multi Unit Developments with larger and /or shared bin services. The Charge does not apply to Commercial rated properties that have residential premises included.

Residents can apply online or in writing to have a 120 litre waste bin in lieu of the 80 litre waste bin, where an annual surcharge applies for the 120 litre bin. Residents can change the waste bin from an 80 litre to 120 litre or vice versa.

An optional 240 litre green waste bin collected fortnightly (alternate to recycling bin collection week) is available by request online or in writing on an annual user pays fee per bin basis.

B. ADDITIONAL SERVICE

WASTE BIN

Residents can request an additional waste bin online or in writing (completing the Residential Waste Bin Service form).

If the resident has an 80 litre bin, an upgrade to a 120 litre bin is to be offered before an additional bin is provided. This attracts the 120 litre bin surcharge.

An annual user pays fee (per 120 litre waste bin) applies for the additional service.
A maximum* of two (2) 120 litre waste bins ** per property applies.

Notes:

* A resident may request a third 120 litre waste bin in writing. The bins must only be provided if 7 or more people – adults/children live in the one residence.

The annual fee for this bin is the same as the annual fee for the second 120 litre waste bin.

** In exceptional circumstances (eg. space restriction inside property or for collection on nature strip) a 240 litre waste (green colour) bin may be offered in lieu of two (2) 120 litre waste bins. Charges for a 240 litre waste bin would be equivalent to paying for two (2) 120 litre waste bins.

RECYCLE BIN

Residents may request an additional 240 litre recycle bin which is to be online or in writing (completing the Residential Waste Bin Service form).

An annual user pays fee per bin for the additional service applies.

A maximum* of two (2) 240 litre recycle bins per property applies.

Notes:

* A resident may request a third 240 litre recycling bin in writing, the third 240 litre bin should be offered to the resident only after the two (2) 240 recycle bins, have been provided. The bins must only be provided if seven or more people – adults/children live in the one residence.

The annual fee for this bin is the same as the annual fee for the second 240 litre recycle bin.

GREEN WASTE BIN

Residents may request an additional 240 litre green waste bin which is to be online or in writing (completing the Residential Waste Bin Service form).

The bin will be offered at the same user pays fee per bin as for the standard optional 240 litre green waste bin service. A maximum of two (2) 240 litre green waste bins per property applies.

GREEN WASTE BUNDLED COLLECTION AND HARD WASTE COLLECTION

An additional collection is not available for the bundled green waste as the service is provided on a fortnightly basis, and no restrictions apply on the quantity that can be placed out

A third booked hard waste collection may be provided in the event of a change of ownership or tenancy and the vacating owner/ tenant has used two hard waste bookings in the same financial year.

CONSENT OF OWNER TO ADDITIONAL FEES

As the fees are a charge on the rates for the property, the consent of the property owner or agent acting on the owner's behalf is required in writing (completing the Residential Waste Bin Service form) for the additional waste, recycling or optional green waste bin to be provided or cancelled, or in the case of the waste service upsized or downsized. The consent is not required for the standard waste service.

6.2 RESIDENTIAL MULTI UNIT DEVELOPMENT (MUD) PROPERTIES

Where a Council waste service is provided, residents are eligible, as a minimum, to a waste service equivalent in volume per week to that provided for stand-alone residential owner occupied properties.

Depending on the type of development this can be provided using the same bin types, bin sizes and collection frequency as for residential owner/non owner occupied properties, or it can involve larger bins on a shared basis and/or more frequent collections.

The types of services available and eligibility criteria are detailed in the *Knox Waste Management in Multi Unit Development Policy and Procedure*, September 2015. This requires the waste service be described in a Waste Management Plan approved by Council.

For MUD properties where private bin-based waste services are provided in lieu of Council's bin-based waste services, Council's Annual Residential Waste Service Charge is not levied on the rates for the property.

6.3 RESIDENTIAL PROPERTIES WITH HOME RUN BUSINESSES

Residents that run businesses from a residential property are entitled to receive both a residential waste service, and a commercial waste service. Refer to 6.1 RESIDENTIAL PROPERTIES and 6.6 COMMERCIAL AND INDUSTRIAL PROPERTIES for charges and eligibility criteria.

As the fees are a charge on the property the consent of the property owner or agent acting of the owner's behalf is required in writing (completing the Commercial Waste Bin Service form) for bins to be provided or cancelled, or in the case of the waste bins change of collection frequency.

Note: Residents must provide advice in writing confirming that a business is run at home and stating what kind of business they run and the type of waste that will be generated. The Annual Residential Waste Service Charge applies to these properties plus charges for any user pays services.

6.4 RETIREMENT VILLAGES

Residents in separately rated units are eligible for the standard waste service of one (1) 80 litre waste bin collected weekly and one (1) 240 litre recycling bin collected fortnightly, bundled green waste collected fortnightly and up to two at call hard waste collections per financial year. The hard waste bookings can either be provided on an individual unit basis or as a group booking for all units. This is at the discretion of the retirement village management and cannot be a combination of the two.

Note that 80 litre waste bins are provided as standard, 120 litre waste bins require justification for their use.

An optional user pays residential 240 litre green waste bin collected fortnightly (alternate to recycling bin collection week) is offered for green waste that is generated from the separately rated residents' units only on an annual user pay fee basis. The consent of the property owner or agent acting on the owner's behalf is required in writing (completing the Residential Waste Bin Service form) or online for the green waste bin to be provided or cancelled.

This does not extend to common areas in the complex which are deemed to be commercial in their operation. For common areas with commercial operators refer to – 6.6 COMMERCIAL AND INDUSTRIAL PROPERTIES.

Notes: Residents in a retirement village may share recycling/green waste bins however the bin needs to be assigned to a property and that property owner will be responsible for any waste charges and resolving collection issues with the bin that are attributable to the residents.

6.5 NON RATEABLE PROPERTIES (NOT LEVIED GENERAL COUNCIL RATES)

A. STANDARD SERVICE

Privately owned and occupied non rateable properties, and non rateable properties that are Council owned but privately occupied, are eligible for a 120 litre waste (green bin with yellow lid) or a 240 litre waste (green bin) collected weekly with a 240 litre recycling (residential recycling bin) collected fortnightly.

User pays fees apply and the fee is for the service which includes a waste bin and recycle bin. A recycle bin is only available for properties ordering the waste service.

As the fees are a charge on the property the consent of the property owner or agent acting on behalf of the owner is required in writing (Completing the Waste Bin Service for Non Rateable/Exempt Properties form) prior to the waste service being provided or cancelled. In the case of a Council owned property the consent of the occupier is required.

Bundled green waste and hard waste collections are not provided for non rateable properties.

B. ADDITIONAL SERVICE

Requests for additional waste, recycling or green waste bins are to be in writing. The owner of the property is required to complete the Waste Bin for Exempt Properties form. In the case of a Council owned property, the consent of the occupier is required.

Additional bins (waste & recycling bin) will be offered at the same user pays fee as for the standard service.

An additional recycle bin, without a waste bin, is also offered at the user pays fee for an additional 240 litre Recycle Bin at a Non Rateable premises. This means a property may have two (2) recycle bins and only one (1) waste bin.

A maximum of two (2) waste, two (2) recycle and two (2) green waste bins per property applies. More than two bins of each type requires justification in applying for the additional bins.

COUNCIL OWNED AND/OR COUNCIL OPERATED FACILITY

Where Council owns and operates a facility, Council will fund provision of the waste, recycling or green waste collection service. The services provided for the facility user(s) may be governed by the licence/ lease agreement however as a minimum they are entitled to an 80 litre, 120 litre or 240 litre waste bin collected weekly, 240 litre recycle bin collected fortnightly and a 240 litre green waste bin collected fortnightly.

There is no limit on the number of waste, recycle or green waste bins that a property can have, however more than two waste, recyclable or green waste bins requires justification in applying for the additional bins.

Note: Requests do not require completion of a Waste Bin Service form.

Bundled green waste and hard waste collections are not provided for nonrateable properties.

6.6 COMMERCIAL AND INDUSTRIAL PROPERTIES

The commercial service is for office and lunch room waste only, not Trade Waste.

A. STANDARD SERVICE

Commercial/ Industrial properties are eligible for a 240 litre waste bin collected either once a week (brown bin) or daily (weekdays only – red bin) with a 240 litre recycling bin (blue bin) collected once a week.

User pays fees apply and the fee is for the service which includes a waste bin and a recycle bin. A recycle bin is available only for properties taking a waste service.

As the fees are a charge on the property, the consent of the property owner or agent acting on behalf of the owner is required in writing (Completing the Waste Bin Service for Businesses form) prior to a waste service being provided or cancelled, or in the case of the waste bin the collection frequency altered.

Green waste bins, bundled green waste and hard waste collections are not provided for commercial and industrial properties

B. ADDITIONAL SERVICE

Requests for an additional waste and recycle bin are to be from the property owner or agent acting on behalf of the owner and are required in writing (Completing the Waste Bin Service for Businesses form). Additional sets of bins (waste and recycle) will be offered at the same user pays fee as for the standard service; however a maximum of two (2) waste and two (2) recycle bins per property applies. That is, either two (2) waste bins collected weekly or two (2) waste bins collected daily (weekdays only) and two (2) recycle bins collected weekly.

An additional recycle bin, without an additional waste bin, is also offered at the user pays fee for an Additional 240 litre Recycle Bin at an Industrial/ Commercial premises. This means a property may have two (2) recycle bins and only one (1) waste bin.

6.7 DORSET SQUARE SHOPPING CENTRE

A centralised waste and recycling service is provided on a user pays basis for commercial properties within the Dorset Square Shopping Centre precinct. Participating Commercial operators are required to take their waste and recyclables to a secure centralised waste compound that provides for collection of waste and recyclables (paper and cardboard, and glass, plastic, metal containers). There is no limit on the quantity of material that can be deposited however it is for waste from the operator's business, not shop fit outs or renovations.

User pays fees based on the type and size of the premises apply. As the fees are a charge on the property the consent of the property owner or agent acting on behalf of the owner is required in writing (completing the Waste Service for Dorset Square Shopping Centre order form) to use or cancel the service.

6.8 NURSING HOMES, HOSTELS & SPECIAL ACCOMMODATION CENTRES

These property categories can be divided into rateable (Commercial) and non rateable properties.

Rateable (Commercial) Properties

A. STANDARD SERVICE

Commercial properties are eligible for a 240 litre waste bin collected either once a week (brown bin) or daily (weekdays only – red bin) with a 240 litre recycling bin (blue bin) at no additional cost collected once a week.

User pays fees apply and the fee is for the service which includes a waste bin and a recycle bin. A recycle bin is available only for properties taking a waste service.

As the fees are a charge on the property the consent of the property owner or agent acting on behalf of the owner is required in writing (Completing the Waste Bin Service for Nursing Homes/ Hostels Rateable form) prior to a waste service being provided or cancelled.

Green waste bins, bundled green waste and hard waste collections are not provided for Commercial properties.

B. ADDITIONAL SERVICE

Requests for an additional waste bin are to be from the property owner or agent acting on behalf of the owner and is required in writing (Completing the Waste Bin Service for Nursing Homes/ Hostels Rateable form). Additional waste bins will be offered at the same user pay fee as for the standard service; however a maximum of one (1) waste bin and one (1) recycle bin per nine beds applies for Nursing Homes, Hostels & Special Accommodation Centres. For example, a 90 bed Nursing home can have a maximum of ten (10) waste bins and ten (10) recycling bins.

Non Rateable Properties

A. STANDARD SERVICE

Non Rateable properties are eligible for a 240 litre waste bin collected once a week (green colour bin) with a 240 litre recycling bin (residential recycling bin) at no additional cost collected once a fortnight.

Note: recycle bin is available only for properties taking a waste service.

User pays fees apply and the fee is for the service which includes a waste bin and recycle bin.

As the fees are a charge on the property the consent of the property owner or agent acting on behalf of the owner is required in writing (Completing the Waste Bin Service for Non Rateable/ Exempt Nursing Homes/ Hostels form) prior to waste service being provided.

Green Waste bins, bundled green waste and hard waste collections are not provided for Non Rateable properties

B. ADDITIONAL SERVICE

Requests for an additional waste bin are to be from the property owner or agent acting on behalf of the owner in writing (Completing the waste bin service for Non Rateable/ Exempt Nursing Homes/Hostels form). Additional waste bins will be offered at the same user pay fee as for the standard service.

A maximum of one (1) waste bin and one (1) recycle bin per nine beds applies for Nursing Homes, Hostels & Special Accommodation Centres. For example, a 90 bed Nursing home can have a maximum of ten (10) waste bins and ten (10) recycling bins.

6.9 OPPORTUNITY SHOPS

The service provided for Opportunity Shops is the same whether they are Rateable (Commercial) or Non Rateable

A. STANDARD SERVICE

Opportunity Shops are eligible for a 240 litre waste bin collected either once a week (green bin) or daily Monday to Friday (red or green bin) with a 240 litre recycling bin (residential recycling bin) at no additional cost collected once a fortnight.

Note: recycle bin is available only for properties taking a waste service.

User pays fees, as applicable to Non Rateable properties, apply and the fee is for the service which includes a waste bin and recycle bin.

As the fees are a charge on the property the consent of the property owner or agent acting on behalf of the owner is required in writing (Completing the Waste Bin Service for Opportunity Shops form) prior to waste service being provided or cancelled.

Green waste bins, bundled green waste and hard waste collections are not provided for Opportunity Shops.

B. ADDITIONAL SERVICE

Requests for an additional waste bin are to be from the property owner or agent acting on behalf of the owner in writing (Completing the Waste Bin Service for Opportunity Shops form).

Additional waste bins will be offered at the same user pay fee as for the standard service, however a maximum of two (2) waste bins per property applies. That is either two (2) waste bins collected weekly or two (2) waste bins collected daily (weekdays only) and two (2) recycle bins collected fortnightly.

6.10 CULTURAL AND RECREATIONAL PROPERTIES

The service is the same as that for Commercial and Industrial Properties.

6.11 USER GROUPS AT COUNCIL VENUES

This service applies to user groups at Council sporting venues and Community Centres and provides for one (1) bulk bin of 1.5 cubic metre capacity per venue for waste disposal and up to four (4) wheelie bins of 240 litre capacity per venue for recyclables. Both sets of bins are cleared weekly.

User groups can apply to have the bulk bin increased from 1.5 cubic metre to 3.0 cubic metre capacity and / or have more than four 240 litre recycle wheelie bins where there are multiple user groups using the facility. There is no charge to user groups for this service.

6.12 ADDITIONAL SUPPORT SERVICE

Residents with a disability or who are elderly and frail, and can provide evidence that they cannot place their waste service out for collection at the nominated collection point and return any bins or containers to the property, are eligible for this service. The waste collection driver/ crew will assist users by bringing the bins, bundled green waste, green waste in a residents own container or hard waste from the front of the property to the collection point, clearing the waste items and returning the bins and containers to the front of the private property.

The driver/ crew will not go through closed/locked gates, to the rear of properties or through dwellings or garages to provide this service.

A supporting statement from a medical/ allied health professional or hospital is required for provision of this service.

6.13 SPECIAL CONSIDERATION REQUESTS

Council will provide an additional residential service of a 120 litre waste bin and /or 240 litre recycle bin at no additional cost where the resident is required to dispose of waste that results from an acute medical condition such as requiring dialysis.

Provision of the additional bin will apply irrespective of whether the resident has an 80 litre or 120 litre waste bin as their existing garbage bin size.

A supporting statement from a medical/ allied health professional or hospital is required for provision of this service at no cost. Medical waste such as sharps will not be accepted.

Residents are required to notify Council when the bins are no longer required. Council may contact the resident periodically to confirm this.

6.14 REFUNDS OF WASTE SERVICE CHARGES

Council occasionally receives requests from a property owner, or managing agent on behalf of the owner, for a refund of an optional waste charge levied against the property. This may occur due to the owner not being in possession of, or never having ordered the optional bin service that is shown on the Rates Notice. If such requests are proven Council may offer a refund or credit for the time that the waste charge has applied.

7. Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this policy. Where an update does not materially alter this policy, such a change may be made administratively. Examples of minor administrative changes include changes to names of Council departments or positions, change to names of Federal or State Government departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this policy, it must be considered by Council.

8. Notes

- 8.1.1 Unless otherwise noted, all fees are debited as a charge on the rates for the property and amended rate notices will be issued.
- 8.1.2 Council may by resolution review the fees for service and give public notice of its resolution to alter the fee. A fee review will generally coincide with Council's annual review of its user pays fee for service and be effective from 1 July in any year.