

Use of Waste Collection Services Policy

Policy Number:	2020/05	Directorate:	Engineering and Infrastructure
Approval by:	Council	Responsible Officer:	Waste Management Coordinator
Approval Date:	May 2020	Version Number:	1
Review Date:	May 2023		

1. Purpose

Knox City Council provides kerbside waste collection services for garbage, recycling, green waste and hard waste for eligible residential properties, and commercial properties who take up Councils landfill and recycling collection services. Unless a special arrangement has been made, Council supplied bins are to be placed on the naturestrip for collection by the owner or occupier. Council issues bins for landfill, recycling and green waste collections.

The frequency of collection varies dependent on the property type (residential or commercial) and what waste is being collected. There are daily, weekly and fortnightly collections.

There is an additional service available for green waste collection, which is the bundled or own container service. Residential owners or occupiers can place bundles of green waste, or green waste within their own containers on the naturestrip for collection once a fortnight.

Council also provides “at call” hard waste collections for eligible residential properties. Collections can be requested online, by phone, or by visiting Council. The usual allocation is 2 bookings available per residential property per financial year. Commercial properties are not eligible for hard waste collections.

This policy should be read in conjunction with Knox City Councils Policy Eligibility for use of Waste Collection Services provided by Knox City Council which outlines which services are available for various properties types.

The purpose of this policy is to;

- Define the legal responsibilities of owners and occupiers of properties that use council supplied bins.
- Define the way council supplied bins must be presented to be collected.
- Reduce amenity issues and litter caused by poor presentation and use of council waste services.

2. Context

This policy is to be used in conjunction with the Knox City Council Local Law, and *Eligibility for use of Waste Collection Services provided by Knox City Council*.

3. Scope

This policy applies to any residential or commercial premise that utilises the waste collection services provided by Knox City Council. This includes all landfill, recycle, green waste and hard waste services.

This policy does not apply to non-Council waste collection services. When a planning permit requires a Waste Management Plan it must be approved by Council. The services provided must comply with the Waste Management Plan.

4. References

4.1 Community & Council Plan 2017-2021

Goal 1 – We value our natural and built environment

Goal 2 – We can move around easily

Goal 4 – We are safe and secure

Goal 5 - We are healthy happy and well

4.2 Relevant Legislation

Local Government Act 1989

Knox City Council Amenity Local Law 2020

4.3 Related Council Policies

Eligibility for use of Waste Collection Services provided by Knox City Council

5. Definitions

Approved collection point	Means the naturestrip or any other location designated or advised by Council for collection of waste.
Bundled green waste	Means bundles of branches and/or prunings placed at an approved collection point for collection by Council. Bundled branches are to be no more than 30cm in diameter and 1.5 metres in length, and must be tied with string. Maximum weight of the bundled waste placed for collection is 30 kilo grams.
Collection day	The day designated by Council for landfill, recycling, and/or green waste collection for the relevant address, as advised by Council on Council's website or Recycling and Waste guide.
Collection week	The week designated by Council for hard waste collection for the relevant address, as advised by Council at the time of booking a collection, which starts on a Monday.

Commercial waste	Any landfill, recycling, rubbish, slops or other waste matter arising from or generated by any trade, industry or commercial activity.
Community Group(s)	Means a legal entity who provide services, support or activities to the Knox community.
Council	Means Knox City Council, whether constituted before or after the commencement of this Policy.
Council supplied bin	Is a bin which has been provided by and is collected by Council, for the purposes of waste collection as charged within the annual rates notice.
ewaste	Any material that is powered by an electrical lead or battery operated.
Green waste	Organic garden material as listed in Appendix 5 of this policy and must not include items listed in Appendix 6 of this policy.
Green waste own container	A bin owned by the owner or occupier of a property for the purpose of disposing green waste.
Green waste bin	A council supplied bin for the purpose of containing green waste for collection.
Hard waste	Household items that are too large or heavy to dispose of through the landfill or recyclable services, as specified and/or size or quantity restricted, and listed in Appendix 1 and must not include items listed in Appendix 2 of this policy.
Landfill	Any unwanted materials and objects that accumulate in or about a property, which is not prohibited waste and cannot be recycled. Referred also as garbage, and fits in the landfill bin.
Landfill bin	A council supplied bin for the purpose of containing landfill for collection.
Occupier	The person or persons in charge, or having the management or control of, or legally entitled to occupy land (including premises) and includes, in relation to land which has a lot entitlement or lot liability in respect of common property, the Owners Corporation created on the registration of a Plan of Subdivision affecting that land.
Owner	The person who is registered on the Certificate of Title as the owner of the land, or the person who is or is entitled to be so registered, or the person who is otherwise entitled to exercise any rights of ownership of the land.
Owner container	A container that can be used for green waste collection. It must be plastic or galvanized and rigid. It must not exceed 55 litres in volume or weight of 30 kilo grams.
Prohibited waste	Building rubble, mechanical parts, hazardous waste, liquid waste, e-waste, any material likely to damage a council supplied bin and includes items listed at Appendices 2 and 4 of this Policy.
Public litter and recycling bin	A bin provided by Council in a public place such as a park or street for the use by the general public for disposal of litter and recycling generated in public areas.
Recyclable	Any material deemed by Council as being suitable for the kerbside recycling collection, as listed in Appendix 2 and must not include items listed in Appendix 3, and any additional items as reviewed by Council from time to time.
Recycling bin	A council supplied bin for the purposes of containing recyclables for collection.

6. Council Policy

Part 1: Use of council supplied landfill, recycle and green waste bins

6.1.1 The owner or occupier of a property that uses council supplied bins must:

- (a) place council supplied bins at an approved collection point, or any manner specified or directed by Council from time to time;
- (b) place any council supplied bin outside the property for no more than 24 hours before or after collection day;
- (c) place a council supplied bin out by 6am on collection day;
- (d) keep all council supplied bins in a clean and sanitary condition(e) notify Council as soon as possible if a council supplied bin is damaged, lost or stolen;
- (e) ensure that the area where the council supplied bins are kept on the owner or occupier's property is kept in a clean and sanitary condition;
- (f) ensure that the lid of any council supplied bin placed at an approved collection point is completely closed; and
- (g) place at an approved collection point a council supplied bin with a total weight not exceeding 50 kilograms.

6.1.2 A person must not:

- (a) deposit waste in or interfere with a council supplied bin from a property that they do not own or occupy;
- (b) remove any council supplied bin from its allocated property; and
- (c) damage or interfere with any council supplied bin.

6.1.3 The owner or occupier of a property must ensure that when a council supplied bin is placed at an approved collection point the council supplied bin;

- (a) is as near as practicable to the kerb, with the handle facing away from the kerb;
- (b) has at least 1 metre clearance from any object, obstruction, overhanging tree, or street sign;
- (c) is a minimum of 0.5 metres distance between any other council supplied bin; and
- (d) does not contain prohibited waste.

6.1.4 An owner or occupier of a property must ensure that when a green waste bin is placed at an approved collection point the green waste bin only contains green waste.

6.1.5 An owner or occupier of a property must ensure that when a recycling bin is placed at an approved collection point the recycling bin only contains recyclables.

6.1.6 An owner or occupier of a property must ensure that when a landfill bin is placed at an approved collection point the landfill bin only contains landfill.

Part 2: Use of bundled and own container green waste service

6.2.1 The owner or occupier of a property that places bundled green waste at an approved collection point must ensure that the bundled green waste:

- (a) are tied into bundles with biodegradable string;
- (b) are not wider than 30cm per bundle;
- (c) are not longer than 1.5metres in length;
- (d) does not contain individual branches that are thicker than 10cm.
- (e) does not exceed a volume of 55 litres;
- (f) does not weigh more than 30 kilograms;
- (g) is placed at the approved collection point on the collection day;
- (h) is not placed at the approved collection point for more than 24 hours prior to the collection day; and
- (i) is placed at the approved collection point by 6am on collection day.

6.2.2 The owner or occupier of a property that places a green waste own container at an approved collection point must ensure that the green waste own container:

- (a) does not exceed a volume of 55 litres;
- (b) does not weigh more than 30 kilograms;
- (c) is not a bag of any kind;
- (d) is rigid;
- (e) is not overflowing;
- (f) is placed at the approved collection point on the collection day;
- (g) is not placed at the approved collection point for more than 24 hours prior to the collection day;
- (h) is placed at the approved collection point by 6am on collection day;
- (i) is returned to the property within 24 hours after the collection day; and
- (j) is not a wheelie bin.

6.2.3 A person must not interfere with any waste service from a property that they do not own or occupy.

Part 3: Hard Waste Service

- 6.3.1 The owner or occupier of a property that is eligible for, the Council hard waste service must:
- (a) make a booking for collection with Council prior to placing the items at the approved collection point;
 - (b) place items at the approved collection point no more than 48 hours prior to the Monday of the booked collection week;
 - (c) ensure that all items are placed at the approved collection point by 6am on the Monday of the booked collection week;
 - (d) place the items at the approved collection point in a neat and safe pile that does not encroach on the road or footpath, or pose a risk to the community;
 - (e) ensure that small items are to be placed in non-returnable boxes;
 - (f) place items at an approved collection point;
 - (g) only place items at the approved collection point which are listed in Appendix 1; and
 - (h) place items at the approved collection point that are no longer than 1.5 metres or heavier than 30 kilograms unless the items are whitegoods, mattresses and doors .
- 6.3.2 A person must not scavenge or remove items from items placed at approved collection point for commercial gain.
- 6.3.3 A person must not place material or items to a hard waste collection pile at an approved collection point for a property that they do not own or occupy.
- 6.3.4 A person who removes an item from hard waste collection pile for personal use they must leave a neat and safe pile that does not encroach on the road or footpath, or pose a risk to the community.

Part 4: Suspension of Services

If an owner or occupier of a property on more than one occasion contravenes any provision of this policy Council may suspend any waste collection service to the property.

Failure to comply with this policy constitutes an offence under the Knox City Council Amenity Local Law 2020 which may result in the issuing of Notices to Comply, Warnings, Infringements and/or Prosecution.

Part 5: 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.

Appendix 1: Hard waste - list of acceptable items for the hard waste collection service

Air conditioning unit internal/external
Antennas
Bath ceramic/wrought Iron
BBQ - kettle, timber stand, metal
Bean Bag - Beans must be contained
Bikes/scooters/ skateboard
Blanket/doona, bedding
Blinds - Holland/timber/venetian/roman, items no longer than 1.5 m
Books
Cane ware baskets
Car parts metal small individual pieces no engines
Carpet/carpet underlay
CDs/CD/DVD covers
Christmas trees – artificial HT
Clothing/shoes
Colorbond Roofing 1.5m length
Computers/monitors
Corrugated iron & metal
Crockery/glasses
Cubby house plastic
Curtain rods, tracks, brackets
Curtains
Dishwasher
Doors limit 2
Dryer/washing machine
Ducted heating ducts (metal)
DVD/CD/Video
DVDs/CDs/VCR player
Electrical appliances
Filing cabinet metal or timber
Fly Screen door limit 2
Fridges/ freezers – doors removed or taped shut for safety
Furniture

Garden tools
Glass sheets (wrapped & labelled)
Guttering metal 1.5m
Heater - oil
Heater - wall electric or gas / portable
Hot water unit
Iron scrap metal
Ironing board
Ladder timber/metal
Laundry sink - metal cupboard
Lawn mower
Light fittings
Manchester
Mannequins
Mattresses/base
Metal sheds
Mirrors (wrapped & labelled)
Oil heater
Outdoor window awnings
Ovens/stove
Paint tins/drums (dry/empty)
Pillows
Plastic pots/tubs/containers
Plastic wrapping bulk
Plate glass (wrapped)
Polystyrene large pieces
Pool blow up above ground dismantled
Pool pump
Pots & pans
Prams & pushers
Scrap metal, including roofing sheets
Security door (limit 2)
Shoes
Shower screens limit 1 wrapped & labelled, can be longer than 1.5m
Steel (other than cans/tins)
Stoves/oven HT

Styrofoam
Televisions
Textiles/linen
Tiles/carpet
Timber max 10 pieces 1.5m
Toilet (limit 1)
Tools including power tools
Toys
Trampoline dismantled
Tree stumps (maximum 1.5m length and 30 kilograms) without soil
Vacuum cleaner
Vinyl flooring
Washing machines
Whitegoods
Window frames metal (not timber) 1.5 m
Window glass (wrapped)

Appendix 2: Hard waste - list of unacceptable items for the hard waste collection service

Asbestos
Bricks
Building, demolition and renovation waste
Car parts
Cement sheeting
Commercial waste or commercial quantities of waste
Concrete
Fencing
Fuel containers
Gas bottles
Gates
Green waste (excluding stumps less than 1.5m and 30 kilograms)
Gyprock
Household waste – landfill, recycling, and food waste
More than 2 doors
Oil
Pallets
Soil
Tiles
Trellis
Tyres

Appendix 3: Recyclables – list of unacceptable items for the Recycling bin collection service

Bagged recycling
Batteries
Bricks
Broken glass
Chemicals
Cling film
Clothes
Coffee cups
Concrete
Crockery
Drinking glasses
e-waste (any item with a lead or battery operated)
Food waste
Garbage or putrescible waste
Green waste
Hazardous waste
Light globes
Linen
Mirrors
Mirrors
Nappies
Plastic bags
Plastic wrapping
Polystyrene
Prohibited waste
Pyrex
Rocks
Rubble
Shoes
Soil
Spectacles
Syringes
Timber



Tissues
Waxed cardboard

Appendix 4: Green waste – list of acceptable items for the green waste bin collection service

Flowers
Garden prunings
Grass clippings
Leaves and bark
Weeds

Appendix 5: Green waste - list of unacceptable items for the green waste bin collection service

Bags
Bricks
Building rubble and timber
E-Waste
Food
Household rubbish
Logs, stumps or tree limbs larger than 10cm in diameter or longer than 30cm
Pet faeces
Plant pots
Potting mix
Rocks
Soil
Syringes
Wire