

Policy Title: Waste Services - Kerbside Collection Policy

Policy No: 265

Directorate: Engineering & Environmental Services

Responsible Officer: Manager Environmental Services

Adopted Date: General Meeting – 18/08/2015

Review Date: 18/08/2017

VERSION	MEETING APPROVED	MEETING DATE	HISTORY
1	General Meeting	18/08/2015	New Policy

Authorities: Local Government Act 2009
 Environment Protection Act 1994
 Environment Protection Regulation 2008
 Waste Reduction & Recycling Act 2011
 Sustainable Planning Act 2009

INTRODUCTION:

North Burnett Regional Council is committed to providing properties within the defined waste collection areas, and where it is possible, outside these areas, with a waste collection service that is cost effective, innovative, equitable, and fair.

This document sets out objectives and actions to ensure that NBRC's legislative and strategic requirements are maintained and that Council continues to meet the needs of the community.

This policy is to be used to provide details of the responsibilities of Council, property owners and residents, plus assist with the calculation of waste requirements in the assessment of development applications for the determination of conditions on development approvals in regards to storage and collection of general waste bins.

OBJECTIVES:

The objective of this policy is to establish standards around the storage and collection of general waste throughout the region which will:

- Provide an efficient and cost effective kerbside collection service to residents and commercial operators within the NBRC defined waste collection areas, and, where possible, other properties outside the defined areas which receive a kerbside collection;

- Ensure that all occupants of residential and commercial developments within NBRC defined waste collection areas provide suitable access for general waste storage, and for the collection of general waste;
- Ensure that on-site general waste storage provisions creates minimal impacts to occupants or adjoining properties;
- Ensure that all general waste and recyclables are stored in a manner which preserves an acceptable level of visual amenity within and adjacent to neighbouring properties; and
- Ensure that all general waste wheeled bins can be collected, within the NBRC defined waste collection areas, in a reliable and safe manner by Council or Commercial Waste Contractors on collection days.

PRINCIPLES/POLICY:

In delivering a general waste kerbside collection service NBRC will:

- Be fair, equitable, and consistent, during assessment of requests relating to general waste collection,
- Provide confidence to the community by having a clear framework for decision making and to provide a consistent service on a regular basis,
- Promote the benefits for the environment and community through sustainable and best-practice waste collection and disposal services; and,
- Ensure the safety of our communities through the responsible operation of kerbside collection services.

DEFINITIONS:

To assist in interpretation, the following definitions apply:

Assisted Service (infirm/pink ribbon service)	A service provided to a resident who, because of a medical condition or disability, is unable to place their “wheelie bin” for collection in accordance with the requirements of section 5 of the procedure.
Collection Point	The kerb, or if no kerb exists, a location as close to the road reserve as possible, which allows for the lifting mechanism
Commercial Waste	Has the same meaning as commercial waste in the <i>Environmental Protection Regulation 2008</i>
Designated/Defined Waste Collection Area	An area defined by the Council in which a service is provided for the collection and disposal of domestic and commercial waste using 240L wheeled bins. Designated waste collection areas are identified in the Waste Strategic Management Plan 2013-2018 and are subject to annual review or as required.
Domestic Waste	Has the same meaning as domestic waste in the <i>Environmental Protection Regulation 2008</i>
Events	An event is an organised occasion, such as a social function, festival, or sporting competition
General Waste	This is waste (anything left over, surplus or an unwanted by-product that can not be re-used or recycled) other than regulated waste. For the purpose of this policy this does not

	include construction and demolition waste, liquid waste or other hazardous materials
Kerbside Collection	Refers to the regular collection of waste from approved waste containers by Council or by approved contractors
Owner	Has the same meaning as owner in the <i>Local Government Act 2009</i>
Property	Land and any structure on the land that has the potential to generate waste, but does not include vacant land.
Recyclable Waste	Has the same meaning as recyclable waste in the <i>Environmental Protection Regulation 2008</i> and as declared in the procedures
Resident	Occupier of a rateable property within defined waste collection area waste or other properties outside the defined area which receive a kerbside collection service
Revenue Statement	This refers to Council's annual Revenue Statement
Wheeled bin	An approved waste container as supplied by the Council for the purpose of storage and collection of waste. The capacity of a wheeled bin is up to 240L

GENERAL WASTE STORAGE AND COLLECTION REQUIREMENTS

The Council provides a mandatory kerbside collection service to all properties with houses that are located within the "defined" areas and have a road that can be accessed by a collection vehicle.

Houses

Each residential dwelling in the defined area is required to have a standard general waste collection.

Duplexes

Each dwelling within the defined area is required to have one standard general waste collection. Council will provide all general waste wheeled bins. The owners or residents of the dwelling are required to provide storage areas for all general waste bins.

Residential Multiple Dwelling Classifications

A residential multiple dwelling development, for the purpose of this policy, is classified as 3 or more residential dwellings on one property. Residential properties that are not strata titled, have only one owner and where there is a common kitchen, dining and recreational area are **NOT** classified as residential multiple dwellings for the purpose of this policy. These developments include:

- Caravan Parks
- Relocatable Home Parks
- Retirement Homes greater than 12 residential units

Development not classified as Residential Multiple Dwellings under this section are classified as Commercial Development. The Chief Executive Officer, or delegated officer, shall have the authority to determine if a development is classified as either a residential multiple dwelling or a commercial development, for the purposes of this policy.

Combined Commercial and Residential Dwellings

The owners of a combined commercial and residential dwelling are required to provide storage areas for all general waste bins.

The required specifications and capacity for the storage of general waste bins are set out in Council's General Waste Storage and Collection – Technical Guideline unless the planning scheme specifies otherwise.

The minimum requirement is for a Council supplied 240L wheeled bin.

Commercial Premises

The owners of a commercial development are required to provide storage areas for all general waste bins. The required specifications and capacity for the storage of general waste is set out in Council's General Waste Storage and Collection – Technical Guideline.

Where Council cannot offer a business a waste management service to suit the needs of the business under its domestic collection contract, it will recommend that the business source a private option.

Persons or corporations operating a business or industry may seek exemption in writing from the levied kerbside collection service, if written evidence (waste management program) of an alternate service is provided and this option is accepted by Council.

Either Council (wheeled bins) or a licensed contractor (industrial bulk bins) may provide and collect general waste bins.

New Developments for Commercial and Residential Multiple Dwellings

In the planning and construction process for commercial and residential multiple dwelling developments, the developer must ensure that provisions are made for the storage and collection of general waste and where applicable recyclable bins in line with the objectives of this policy. New developments include the reconfiguring of a lot and a material change of use as defined in the *Sustainable Planning Act 2009*.

The developer must submit a Waste Management Program for approval by Council as part of the development application. The program must be developed in line with the requirements set out in the General Waste and Recyclable Waste Storage and Collections – Technical Guideline, unless the planning scheme for an area specifies otherwise.

New Services

A new property in the defined area may apply for a waste service at any time to a site that is generating waste.

Wheeled bins are provided by the Council, remain Council's property, and must be left at the property they were issued to.

Only the property owner, person responsible for the rates, or property manager (upon proof of responsibility) may make the application for a new or second service.

Cancelling Services

Services on properties are only able to be cancelled if the property is uninhabitable. This will be assessed on a case by case basis and approved by the Chief Executive Officer or Delegated Officer. Only the property owner, person responsible for the rates, or property manager (upon proof of responsibility) may make an application in writing to cancel a service.

Properties outside the defined areas

Properties outside the defined areas may apply for a kerbside collection service. Council will seek advice from the contractor, and if it is possible to service the property the property will be serviced, or the owner of the property can arrange to take their bins to the nearest road that is on the collection route. Matters to be considered include viability, access, and safety of movement for the waste collection vehicle and other road users.

If the service is accepted, the annual waste collection charge will apply as per Council's Revenue Statement.

Commercial premises outside the defined area will be required to provide details of how commercial waste is managed in the form of a waste management program.

PUBLIC HEALTH IMPACTS

Odour, Hygiene, Vermin

All wheeled bins, and, where applicable, bulk bins are to be cleaned internally and externally on a regular basis to minimise odour impacts and the attraction of vermin. A general waste storage area must be located so that odour impacts are minimised for onsite and neighbouring occupants. The lids of all general waste bins must be kept closed when they are stored and when they are placed on the kerbside for collection. Recyclable waste material must be suitably stored to prevent the generation of odour and the breeding of vermin.

Noise

A general waste bin must be located so that noise impacts are minimised for residents who are located onsite and within neighbouring premises.

Visual Amenity

A general waste area, and where applicable, recyclable bin storage, must be screened so the bins can not be seen from residential premises or publically accessible areas. An adequate number of bins must be provided so all general waste material is contained and the lids can be easily closed.

Assisted Services (Infirm / Pink Ribbon)

Council will provide special kerbside collection services for general waste for residents unable to place their bins at the nominated collection point, due to their incapacity to manoeuvre the bins. The Manager Environmental Services will assess the written request of the resident based on acceptable criteria and determine whether to approve the request.

Stolen, Vandalised or Damaged Bins

Stolen, vandalised, or damaged bins must be reported to the Council by the property owner, person responsible for the rates, or property manager (upon proof of responsibility) may make an application in writing to cancel a service.

A request for a replacement bin must include the following information:

1. Circumstances of theft, vandalism or damage
2. Day / date of the event
3. Date of last bin collection.

Each application will be assessed by the Chief Executive Officer or Delegated Officer. Negligence of intentional damage will incur a replacement fee.

Damage through normal wear and tear must be reported to Council and will be assessed prior to replacement.

Events

The organiser of an event is responsible for supplying additional bins for general waste that will be generated at the event. Refer to the General Waste and Recyclable Waste Storage and Collections – Technical Guideline attached to this policy.

Historic Arrangements

Any one-off or “special” arrangements made prior to the introduction to this policy will be reassessed by the Environmental Services team to ensure conformity to the criteria.

Assistance for Natural Disasters

In an emergency situation, such as a natural disaster, Council may declare free waste disposal to assist ratepayers to clean up after the event. Limitations will apply to the time, types of goods accepted, and volumes of goods to be disposed of in an emergency. No prohibited wastes will be accepted.

Street Litter and Public Place Bins

Street litter and public place bins are provided for the use by the community for waste and litter generated within public places.

Disposal of domestic household waste or commercial waste within street litter bins is prohibited. Any waste identified as being domestic or commercial in nature will be classified as “illegally dumped” and subject to penalties under the Waste Reduction and Recycling Act (2011).

Requests for additional street litter and public place bins may be made to Environmental Health Stream for consideration. All requests will be assessed against the criteria identified in the technical guideline attached to this document.

GENERAL INFORMATION

The responsibility for transferring bins from the within the property to the collection point / kerbside and returning them promptly to the storage area after collection is the responsibility of the occupants. Council or Council’s general waste collection contractor is not responsible for transferring bins unless approved by the Council.

The collection point will be at the kerbside or location nominated in the Waste Management Program and must be approved by the Chief Executive Officer or Delegated Officer.

The occupiers of residential and commercial premises are required to:

- Ensure that all wheeled bins are placed on the footpath or point of collection prior to 6.00 am on the collection day, and not more than 24 hours prior to the collection day, or
- Ensure that all wheeled and industrial bins are removed from the footpath or the point of collection by the end of the day on which the collection was performed. Bins are to be returned to the approved storage location;
- Ensure that all wheeled bins are kept clean, tidy, and free from graffiti;
- Report all damaged, stolen, broken, and unserviceable wheeled bins to Council for replacement; and

- Report all damaged, broken, and unserviceable industrial bins to the relevant contractor for replacement.

Waste Management Charge

Properties within Council's defined waste collection area will attract the waste management charge as set each year by the council during budget time. Waste collection and associated charges are levied as approved by Council each year, whether or not the service is used.

Road Conditions

Where the owner of a rural property receives a waste collection service, and the road conditions become too dangerous, eg, collection vehicle could becoming "bogged" after heavy rain, or the road sustaining damage, the scheduled bin collection will not occur. If the service is missed due to adverse road conditions, this service will not be refunded. Contact Council for further information.

Access using private roads to provide a kerbside collection can be approved where a specific access agreement has been negotiated with the Council, the Collection contractor, and the landholder, and agreed to in writing by Council. This is not a preferred option for the management of bin services.

GENERAL WASTE AND RECYCLABLE WASTE STORAGE AND COLLECTIONS – TECHNICAL GUIDELINE

The General Waste and Recyclable Waste Storage and Collections – Technical Guideline is an attachment to this policy and is to be authorised by Council's Chief Executive Officer or Delegated Officer.

REVIEW TRIGGERS

This policy is reviewed internally for applicability, continuing effect and consistency with related documents and other legislative provisions when any of the following occur:

- 1) The related documents are amended
- 2) The related documents are replaced by new documents
- 3) Amendments which affect the allowable scope and effect of the Policy
- 4) Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this Policy is to be reviewed at least once every two years for relevance and to ensure its effectiveness is maintained.

OTHER RELEVANT DOCUMENTS:

- Corporate Plan
- NBRC Waste Management Strategic Plan 2013-2018
- Revenue Statement
- Garbage Collection Form
- Garbage Bin Service Fact Sheet
- Assisted (Infirm) Bin Service
- Application for Fee Waiver
- Assessment of Waste Services

GENERAL WASTE AND RECYCLABLE WASTE STORAGE AND COLLECTIONS – TECHNICAL GUIDELINE

Appendix 1 - General Waste and Recyclable Waste Generation Specifications

TYPE OF DEVELOPMENTS	ESTIMATED GENERAL WASTE GENERATION	ESTIMATED RECYCLABLE WASTE GENERATION	NOTES ON THE USE OF BIN TYPE
MULTIPLE UNITS (RESIDENTIAL ONLY) <ul style="list-style-type: none"> • 1-2 bedroom • 3 bedroom and above 	120L/dwelling/week 120L/dwelling/week	60L/dwelling/week 60L/dwelling/week	Cardboard and some plastic recyclables may be taken to waste management facilities
SHARED RESIDENTIAL <ul style="list-style-type: none"> • Backpacker accommodation • Boarding/Guest house • Caravan Parks • Relocatable Parks 	40L/occupant /week 60L/occupant/week 60L/occupant/week 60L/occupant/week	20L/occupant/week 20L/occupant/week 20L/occupant/week 20L/occupant/week	Cardboard and some plastic recyclables may be taken to waste management facilities
OFFICE BUILDING	10-30L/100m ² /day	20-40/100m ² /day	Cardboard and some plastic recyclables may be taken to waste management facilities
HOTELS/MOTELS/CLUBS <ul style="list-style-type: none"> • Residential portion • Dining area • Licensed bar area 	5-10L/occupancy/day 50L/100m ² /day 50L/100m ² /day	1L/occupancy/day 10L/100m ² /day 20L/100m ² /day	Allow for waste oil storage Allow for baling of paper and cardboard* Cardboard and some plastic recyclables may be taken to waste management facilities
RETAIL FOOD PREMISES <ul style="list-style-type: none"> • Butcher shop • Delicatessen shop • Fish & seafood shop • Fruit & vegetables shop • Restaurant/Café • Take-away food shop • Supermarket • Shopping Mall 	90L/100m ² floor area/day 120L/100m ² floor area/day 90L/100m ² floor area/day 240L/100m ² floor area/day 5L/1.5m ² floor area/day 120L/100m ² floor area/day 100-300L/100m ² floor area/day Combination to suit development	Variable Variable Variable 120L/100m ² /day 2L/1.5m ² /day Variable 100L/100m ² /day Combination to suit development	Allow for waste oil storage Allow for waste oil storage Allow for waste oil storage Allow for waste oil storage Allow for composting* Allow for baling of paper and cardboard* Allow for waste oil storage Allow for baling of paper and cardboard* Allow for waste oil storage Cardboard and some plastic recyclables may be taken to waste management facilities
OTHER RETAIL PREMISES <ul style="list-style-type: none"> • Shop less than 100m² floor area • Shop more than 100m² 	25L/100m ² floor area/day 50L/100m ² floor area/day	25L/100m ² /day 50L/100m ² /day	Allow for baling of paper and cardboard* Allow for baling of

<ul style="list-style-type: none"> floor area Showroom 	40L/100m ² floor area/day	10L/100m ² /day	paper and cardboard* Allow for baling of paper and cardboard* Cardboard and some plastic recyclables may be taken to waste management facilities
SERVICE PREMISES <ul style="list-style-type: none"> Hairdressers/Beauty salons Commercial 	60L/100m ² floor area/day 10L/100m ² floor area/day	Variable 10L/100m ² /day	Wastes from canteen are additional* Cardboard and some plastic recyclables may be taken to waste management facilities
INDUSTRIAL PREMISES <ul style="list-style-type: none"> Warehouse Factories 	50L/100m ² floor area/day 60L/100m ² floor area/day		Ferrous and non-ferrous metals, cardboard and some plastic recyclables may be taken to waste management facilities

* Consider allowing additional space for storage of extra bins to separately store either organic waste or other recyclable waste in the future.

Appendix 2 - General Waste Requirements for Events

The event organiser is responsible for supplying additional bins for rubbish generated at the site of an event and surrounding areas.

Number of bins	Bin type	Number of attendees	Other comments
1	240L bin	Per 100	If no food or drinks served or sold
2	240L bin	Per 100	If food or drinks served or sold
2	240L bin	Per 100	If recycling
1	3m front load skip bin	Per 1000 or greater	Or equivalent number of 240L bins (15-20)

Appendix 3 – Assessment Criteria for Street Litter and Public Place Bins

Requests for additional street litter and public place bins will be assessed against the following criteria

Existing infrastructure and services: bins / toilets

Site use: shopping strip, recreation reserve, etc.

Health and safety impacts

Visitation rates of the location

Number of complaints

Final decisions will be at the discretion of the Manager Environmental Services, including type of bin and location