

# STRATFORD DISTRICT COUNCIL

## **POLICY: KERBSIDE COLLECTION**

<b>DEPARTMENT:</b> Assets	<b>RESPONSIBILITY:</b> <ul style="list-style-type: none"><li>• Director Assets</li><li>• Services Assets Manager</li></ul>
<b>SECTION:</b> Solid Waste	
<b>DOCUMENT REFERENCE:</b> D19/6770	
<b>CREATED DATE:</b> 2018/2019	<b>NEXT REVIEW:</b> 2021/2022
<b>VERSION:</b> 1	<b>APPROVAL DATE:</b> : 12/03/2019

### **SCOPE**

1. This Policy applies to all kerbside bin collection within the Council's waste collection service area. This policy is to be read in conjunction with the Council's Refuse Bylaw and subsequent amendments.

### **PURPOSE**

1. To provide a framework that enables a fair and consistent approach to the collection of kerbside bins, which include general waste and recycling bins as well as glass crates.
2. To outline the management actions for reducing contamination in our waste streams.

### **OBJECTIVES**

1. To specify the roles and responsibilities of Council and residents pertaining to the kerbside waste collection service in the district.
2. To encourage correct recycling behaviour in the district towards reducing contamination in our waste streams.
3. To specify management actions that Council will take to achieve the above objectives.

### **Maximum Number of Approved Containers**

4. Each separately used and inhabitable dwelling will be provided with (up to) one set of approved containers.
5. Residents may request an additional set of approved containers, which may be supplied at the discretion of the Council when it is deemed that extraordinary circumstances apply:
  - The request shall be made in writing to the council;
  - Council reserves the right to decline the request; and

- Additional sets of approved containers incur a set fee above and beyond the Targeted Rate.

### **Kerbside Collection**

6. Kerbside collection service is mandatory for all dwelling properties in the urban areas of Stratford and Midhirst.
7. Properties not located on the collection route may apply for approval to receive the service. If granted, collection will be subject to the approved container being located in a designated place on the collection route.
8. Approval of collection will be at the discretion of the Services Assets Manager.
9. Council's kerbside collection service occurs every Monday: general refuse collection occurs weekly, while recycling collection occurs fortnightly.
10. In order for approved containers to be collected, residents must ensure that the approved containers are:
  - Left kerbside by 7.30am Monday morning;
  - Not obstructed by vehicles;
  - Closed, and not overflowing;
  - Not compacted; and
  - Not contaminated.
11. The Council aims to reduce contamination in all waste streams in line with our Waste Management and Minimisation Plan (WMMP) vision of '*Towards Zero Waste*'.
12. Contaminants in general refuse include, but not limited to:
  - Hot ash; and
  - Liquid.
13. Contaminants in general recycling include, but not limited to:
  - Plastic bags;
  - General waste;
  - Nappies;
  - Greenwaste;
  - Any large or unacceptable item such as polystyrene packaging, car batteries, plastic washing baskets;
  - Sharps, including needles; and
  - Oil, chemicals, batteries or other hazardous material.
14. Contaminants in glass recycling include, but not limited to:
  - Broken glass;
  - Drinking glasses;
  - Pyrex and cookware;
  - Window/windshield glass; and
  - Lightbulbs.

### **Repairs and Replacement**

15. The Council will ensure that, when informed of damage to an approved container, repair or replacement is carried out within 5 working days.

### **Bin Audits**

16. Bin audits are carried out by the Council and its authorised Agents to check for bin contamination. The results are an indication of the resident's recycling behaviour, which is reported to Council.
17. The bin audits are carried out prior to kerbside collection.
18. All contamination occurrences will be recorded and tagged/stickered.
  - A Green tag/sticker means the recycling has been done correctly;
  - An Amber tag/sticker means the recycling contains non-recyclable materials; and
  - A Red tag/sticker means the recycling contains general refuse.
19. Each red-stickered bin is recorded as a contamination occurrence.
20. Red-stickered bins, and any other bins that the contractor deems as containing incorrect materials, will not be emptied.

### **Notification to Residents**

21. The Council will issue a letter to residents following each contamination occurrence up to three (3) occurrences.
22. At the first occurrence, the Council will send a letter to the resident outlining the correct materials to go into the bins, including the appropriate contact for more information.
23. At the second occurrence, the Council will send a letter to the resident outlining the contamination incident, the contamination history recorded at the property, date the previous incident occurred and advice of service suspension should a third contamination incident occur.
24. At the third occurrence, Council will send a letter to the resident outlining the contamination incident, the contamination history recorded at the property, and date the previous incidents occurred. The letter will also advise the resident to contact Council within five (5) working days. At this stage, the recycling service may be suspended for a period of up to 3 months.

### **Suspension and Reinstatement of Service**

25. Following the suspension period, the Council may reinstate the service, following appropriate communication with the service recipient and upon being satisfied that there will be no further reoccurrence by the service recipient.
26. In the instances of a tenanted (rental) property where the recycling service has been suspended and there is a tenant change, the suspension may be lifted upon evidence of tenant change being provided to Council.

27. In instances where a suspended tenant changes address, the suspension period will carry over to the new property until fully discharged.

### **DISPUTE RESOLUTION**

1. In the event of a dispute over any aspect of this policy, immediate action will be taken by the Assets Services Manager through effective and constructive consultation between the parties concerned and in accordance with any Council complaints or dispute resolution policies.
2. If a resolution cannot be reached, the Director of Assets will have final say on the matter.

### **EXCEPTIONS**

There are no exceptions to this Policy.

### **REVIEW**

1. This policy is to be reviewed:
  - In 2021/2022; or
  - Where there is a change in service provider resulting service level changes; or
  - As /when required

## **DEFINITIONS**

**Approved Container:** Any container approved by the Council for the collection, transportation or disposal for a category of waste by or on behalf of the Council.

**Approved Container Set:** Includes 1x General Waste Bin, 1x Recycling Bin, 1x Glass Recycling Crate.

**Collection Route:** A route of pre-designated places where approved containers may be left for collection on the designated days.

**Contaminants:** Unwanted materials in approved containers.

**Contamination:** The presence of unwanted material in approved containers.

**Council:** The Stratford District Council

**Designated Place:** A place where approved containers may be left for collection on designated days.

**Dwelling:** A place of residence in the urban area of Stratford and Midhirst.

**Extraordinary Circumstances:** A situation where the Council agrees that more than one set of approved containers is necessary for the resident.

**General waste:** waste which is not recyclable material, prohibited waste, construction and demolition waste or inorganic material (may include organic matter), originating from any household or from the cafeteria, lunchroom or canteen of any commercial enterprise.

**Recyclable material** - waste specified by the council as suitable for recycling

**Recycling:** The processing of used materials into new products to prevent waste of potentially useful materials. This can include glass, plastics, paper and cardboard.

**Residents:** Recipients of the waste service in the Stratford District.

**Targeted Rate:** Rates charged annually to the recipients of the kerbside collection service.

**Urban Area:** Refers to the residential, commercial and industrial areas as defined in the Stratford District Plan.

**Waste:** Any matter that has no further use and is disposed of or discarded. It includes waste that is diverted to other uses (e.g. reuse, recycling or composting).

**Waste Management and Minimisation Plan (WMMP):** The Council's guiding document to promote and achieve effective efficient waste management and minimisation within the district.