

Kerbside Garbage Collection

Service Description

Glenorchy City Council undertakes to collect garbage from residential and some commercial properties, where each tenement shall receive an authorised receptacle to store and dispose the garbage.

This section details the garbage collection service available to the residents, how to order a new service, details about standard, shared and commercial service, how to use the garbage service, collection schedule, the charges of the service per household, how to service removal/upgrade/alter a service, details of any special services offered, and how to deal with difficulties/complaints associated with garbage collection throughout Glenorchy.

Service for new properties

New residential properties will be provided with a Waste Management Service and issued with garbage and recycling wheelie bin on the basis that Certificate of Occupancy is issued and/or the building has passed a Final Inspection. All new properties after meeting the respective above requirements should submit an application form for a new waste service, which include both garbage and recycling bins. Please note that the property owner has to authorize the application form.

Standard Garbage Service

The residents of individual houses and some unit developments in the City of Glenorchy shall have the standard garbage service. The size of the standard garbage bin will be 140L and it will have a green coloured lid. The bins will be collected once a fortnight. For your nominated wheelie bin collection day please call the Environmental Health Office on 62166797.

Shared Garbage Service

If you live in a flat, multi occupancy property or unit development you may have garbage wheelie bins that will be shared and stored in a bin enclosure located at the entrance of the property. The size of the bin will be 240L and is larger than the standard size 140L bin. These bins will have red lids and are collected once a week. The collection day of the shared bins may vary from the standard collection day in your area. For your nominated shared wheelie bin collection day please call 62166797.

Please note that shared wheelie bins will only be issued for a new property on the completion of the bin enclosure where Council has approved one.

Commercial Garbage Service

Certain commercial premises and businesses may be eligible for a Waste service and a bin. This service is only available on a limited basis and Council will assess the application before providing the service.

GST is applied to the waste management charge for commercial waste services. Businesses may apply to Council for a wheelie bin on the following conditions:

The service will not accept toxic or hazardous wastes, commercial food wastes, or material that may damage the bin or the collection vehicle. Business may have either a 140 litre or 240 litre wheelie bin. Collection is fortnightly and is only for domestic-type rubbish. A suitable secure storage area for the bin must be available. The wheelie bin will remain the property of Council and must be returned to Council if no longer required.

How to use Garbage bin service

Your garbage bin should be used as a last option after using your recycling bin and the green waste collection service. Garbage bins should be placed at the kerbside with the wheels facing away from the road by 6am on the collection day. For residents with a shared bin service where there is no kerbside space the bins are to be left in the bin enclosure for the contractor to remove and empty the bins. When placing bins on kerbside ensure the bin is clear of obstructions such as trees with overhanging branches, poles and signs. Allow spacing of about 1 metre between other bins or recycling wheelie bins. Bins will be emptied between 6.00am and 6.00pm. Bins presented late will not be emptied.

Please ensure that your wheelie bin has been loaded correctly and that there are no loose or large items in the bin that have caused the contents to lodge inside the bin.

Do not place the following items in your wheelie bin;

- Chemicals (caustics, acids, thinners/solvents)
- Medical waste (sharps)
- Medicine/drugs
- Heavy Metals
- Herbicides and Pesticides
- Dyes and colours
- Tyres
- Glues and adhesives



Collection days

Collection days are shown on the [Waste Pickup Zones-Map 09-10](#) and on the [Waste Recycling Calendar 09-10](#) or call 6216 6797 for your collection day.

Charges

Residential Waste Management charges are separately identified on rates notices (GST does not usually apply to residential services).

Residential Wheelie bin charge per tenement for the year 2009-2010 are listed on the [Waste Management Rates 09-10](#) link.

A Waste Management charge is not applied to commercial properties unless an application has been made to receive garbage or recycling service (GST applies to this charge).

Service Removal and Upgrade

Residents who choose to have the wheelie bin removed from their residential property are still required to pay a waste management charge. Commercial premises may apply to have the wheelie bin removed from the property at any time, and the waste management charge will then be amended. For information how to upgrade/downgrade or alter your wheelie bin service for a larger size bin or information how to obtain a weekly service; click on the [Alter Kerbside Garbage/Recycling Collection Services Link](#).

Special Service

An additional Driver to collect service is available for residents unable to place their wheelie bin at the kerbside due to age, illness or a physical disability. A Doctor's Certificate is required by Council to access this service. Please call 6216 6797 for more information or click the [Driver to collect wheelie bin service link](#).

Difficulties and Complaints

Lost, Stolen or Damaged Wheelie Bins?

For a lost, stolen or damaged wheelie bin a Wheelie Bin Replacement form is required to be signed. Please call 62166797 for further information or click on the [link below](#).



Wheelie Bins not collected?

If your wheelie bin has been missed, yet was placed out for collection at the correct time and does not have a "reason why" sticker placed on the lid by the driver, please call 6216 6797 for further information.

Bin not fully emptied?

The contractor is not required to empty overfull wheelie bins if there is a reasonable likelihood that the contents will spill during emptying.

Problem with Contractor?

If any residents or businesses experience a problem concerning the contractor please call the Environmental Health Office on 6216 6797.

Related Links

[Veolia Environment Services \(formerly Collex\)](#)

[Stolen Wheelie Bin Stat. Dec.](#)

[Waste Pickup Zones-Map 09-10](#)

[Waste Management Rates 09-10](#)

[Alter Garbage/Recycling Collection Services](#)

[Waste Recycling Calendar 09-10](#)

Author's: Senior Waste Management Officer & Waste Administration Officer

Authorised: Waste Management Coordinator

Review Date: June 2010

