

Title	Waste Services Policy
Council Resolution	Item 17 (19 Dec 2016) as per Council Minutes
Responsible Directorate	City Services and Infrastructure
Due for Review	Four (4) years from Council Resolution Date
Strategic Plan Reference	<u>Leading our Community</u> 1.3.1 Directly deliver defined service levels to our communities.
ECM	Council Policy

PURPOSE

Glenorchy City Council provides a garbage and recycling service for all residential and nominated commercial properties. This policy has been developed to provide guidance and consistency for the management of Council's waste collection service.

SCOPE

This policy applies to all waste collection services (and ancillary services) provided by Council to residential properties (including unit developments) and commercial properties, waste services in public places and at events.

STATUTORY REQUIREMENTS

Acts	<i>Local Government Act 1993</i>
Regulations	Not Applicable
By-Law	<i>Glenorchy City Council Environment and Health Services By-law (No. 1 of 2010)</i>

DEFINITIONS

MGB	Mobile Garbage Bin (for either garbage or recycling)
140L/240L	The capacity of MGB's in litres (i.e. 140 litre and 240 litre bins)
Waste Services	Includes waste management services for both garbage and recycling

POLICY STATEMENT

PART 1 – Waste Services

1.1 Bin Ownership

MGB's remain the property of Glenorchy City Council and must be returned to Council if no longer required.

Charges will be incurred by a property owner for lost or damaged MGB's.

1.2 Standard Waste Services – Residential Property

Residents of individual properties and some unit development properties will receive Council's standard garbage and recycling service. The standard service provides an allocation of one 140L MGB for garbage and one 240L MGB for recycling.

Council may, at its discretion, provide a 140L MGB for recycling to some residents with medical conditions that inhibit their mobility.

1.3 Kerbside Collections

MGB's will be collected from the kerbside on a fortnightly basis.

1.4 Shared Service for Unit Developments

Residents of multiple dwelling unit properties comprising three or more units may receive shared waste services.

Services will apply where the kerbside space for placing the MGB's for collection is insufficient or deemed unsuitable to put a large quantity of MGB's. This will be determined in accordance with Council's *Guidelines for Waste Services Guidelines for New Multiple Dwelling Unit Developments*, which form **Appendix A** to this policy (**Guidelines**). New multiple dwelling unit developments must address the requirements of the Guidelines as part of the regulatory approvals process.

Shared services provided by Council will be one MCB for garbage and one MGB for recycling, to be shared by a minimum of three units. Bins are to be stored in a secure bin enclosure area at the front or within the property. The number of MGB's per development will depend on the total number of units.

The size of MGB's for shared services will ordinarily be 240L. However depending on the overall established capacity, 140L MGB's may also be issued in special circumstances.

Bins will be collected weekly.

1.5 Waste Services for new residential properties

A waste service charge will be applied to all new residential properties from the date of the certificate of occupancy and/or the building has passed a final inspection.

Please note it is the responsibility of the property owner to complete the kerbside bin application form and ensure this is submitted to Council prior to the delivery of the new MGB's.

1.6 Standard Waste Services - Commercial Properties

Council does not ordinarily provide waste services to commercial properties. However, property owners may request that Council provide Waste Services to their property.

Waste services to commercial properties will be provided at the discretion of Council's Waste Services department.

Commercial properties may be supplied with either a 140L or 240L MGB for garbage and a 240L MGB for recycling.

MGB's will be collected fortnightly and may only be used to deposit domestic-type waste and recycling.

A suitable secure storage area for the MGB's must also be provided.

PART 2 – Fees and Charges

2.1 Residential Properties

Waste services charges will be levied as part of the rates payable for a property.

For all new and existing residential properties, including multiple dwelling unit developments, Waste Services charges will be separately identified on the rates notice for the property.

2.2 Commercial Properties

Waste service charges only apply to Commercial Properties where Council provides a waste service to the property at the request of the property owner.

2.3 Lost or Damaged MGBs

Where an MGB is lost or damaged, Council will ordinarily charge for the replacement cost of the MGB, particularly where the MGB has been lost or damaged as a result of neglect or misuse on the part of the property owner or resident.

Any replacement charges will be incurred by the property owner.

PART 3 - Service Cancellation

3.1 Residential Properties

Residential property owners who choose not to utilise Council's waste services will still be required to pay a waste services charge as part of their rates.

Council will remove the bins from any property not using Council's waste services.

3.2 Commercial Properties

Owners of commercial properties may choose to discontinue the utilisation of Council's waste services at any time. MGB's will be removed from the property once Council has been notified in the appropriate form.

Council reserves the right to review the approved bin use at a commercial property from time to time, and to take any necessary action to remove MGB's if the criteria for waste services to the property are not being met.

PART 4 - Service Upgrades and Additions

4.1 Garbage

Standard residential MGB's for garbage may be upgraded from a 140L to a 240L MGB for an additional charge with the approval of the property owner together. Upgrade applications may be made to Council in the approved form.

Where an MGB is upgraded to 240L, the waste service charges will increase, except where an upgrade is approved based on medical grounds or disability

4.2 Recycling

The standard residential recycling bin is 240L. All residential properties with 140L recycling bins will be gradually changed over to 240L recycling bins.

Until the completion of the roll-out to 240L recycling bins (which is presently taking place), all bin applications received for replacement 140L MGB's for recycle bins, will be assessed and provided with an automatic upgrade to 240L at no additional charge.

A limit of one garbage and one recycling MGB applies to each rateable property. Council will not supply additional MGB's for any commercial or residential properties. The only exception to this is for properties like group homes, which will be based on volumetric calculations and will be at the discretion of Council.

Council reserves the right to review the approved MGB use at any property from time to time, and to take any necessary action to remove MGB's if the criteria for waste services to the property are not being met.

PART 5 - Miscellaneous

5.1 Driver to collect

A "driver to collect" service may be available for residents who unable to place their wheelie bins at the kerbside due to age, illness or a disability. Residents wishing to utilise this service must supply a valid medical certificate with any application. There is no additional charge for this service.

Where such a request is made by a resident of a multiple dwelling unit development, special arrangements will be made to store and collect waste on a case-by-case basis.

Council may remove the service if the relevant criteria are no longer being met.

5.2 Service Access and Other Conditions

For new properties and subdivisions to have a waste service, all new road construction must ensure that continuous forward movement for a waste collection vehicle is available.

For new subdivisions, a nature strip located adjacent to the kerbside with a minimum 1 metre in width must be included for the placement of bins. If there is no scope for a nature-strip, the footpath must be designed and constructed to accommodate the placement of bins as well as meeting the minimum accessible footpath width (1.8 metre).

5.3 Green and Organic Waste

Council does not currently offer a waste service for green or organic waste. Council will to continue to investigate options for such a service and assess its viability.

5.4 Landfill Operations (JSWMC)

Council owns and operates the Jackson Street Waste Management Centre under a permit issued by the Environment Protection Authority.

Financial management of the landfill operation are carried out in accordance with Government Prices Oversight Commission guidelines for a significant business activity. Council sets the landfill charges annually and these charges apply to the users of the landfill which provide a dividend return to Council.

5.5 Public Litter Bins

The Council encourages residents and visitors to practice correct and responsible disposal habits of litter within the community. To support and promote these habits, Council provides both 60L and 140L public litter bins.

Council will continue to review and progressively install both public garbage and recycling bins in high traffic areas.

5.6 Waste Provision waste service

Council will continue to promote and encourage correct garbage and recycling disposal within the community by providing 240L garbage and 240L recycling bins at Council organised events.

To promote recycling at these events, all 240L garbage bins must be paired with at least one 240L recycling bin.

In addition to Council based events, Council may be able to provide a hired garbage and recycling service for non-council events. The provision of such a service will be at the discretion of Council.

Council will work with all special event permit holders around the appropriate number of bins for events, including the correct placement and disposal of bins.

BACKGROUND

Council provides various waste collection, management and disposal services to the community as part of its functions to:

- (a) Provide for the health, safety and welfare of the community
- (b) Represent and promote the interests of the community, and
- (c) Provide for the peace, order and good government of the municipal area.

A clear and concise policy is necessary to discharge those functions in relation to waste services.

APPENDIX A

Glenorchy City Council Waste Management Services **Guidelines for New Multiple Dwelling Unit Developments**

1. Planning

The applicant for a multiple dwelling unit planning permit application is to submit a plan of the site (to scale and fully dimensioned) indicating the following:

- Location of waste/recycling bins for storage (with/without bin enclosure) and bins collection points based on the specifications listed below.
- Trees (drawn to edge of canopy) and with full specifications for the trees including species, height and growth habit
- Poles
- Vehicle crossing
- Turnaround areas (if proposed)
- Letter boxes
- Collection hazards on street
- Sight distance requirements
- Contours on plan to show gradient of ground
- Setback from dwelling units

2. Waste and recycling service/bins eligibility

Any multiple dwelling unit developments having three or more units may either have individual bins with a standard service collected fortnightly or a shared bin service collected weekly depending on the available kerbside collection area. If the kerbside space is not adequate for placement of bins, a shared bins system will apply. A shared bin service is where 3 units will share one 240 litre waste and one 240 litre recycling bin or an equivalent volume/different type of bin and is collected weekly.

The number of bins will depend on the total number of units and will be determined by the Waste Management Section. For example if there are 6 units they will be eligible for 2 waste and 2 recycling shared bins, similarly if there are 10 units they will be eligible for 3 waste and 3 recycling shared bins. The developer/builder should liaise with the Waste Management staff to determine the exact quantity of bins.

3. Bin Storage

Depending on whether the waste service is standard or shared, the bin storage criteria will vary. If the unit development is approved for a standard service then the individual bins will be stored individually by the unit residents. If a shared service applies then the applicant needs to demonstrate an appropriate bin storage area where the waste/recycling bins can be stored within the property (eg. bin enclosure).

Bin enclosures need to be built for the storage of the bins and for collection if necessary. The bin enclosure should include space for waste and recycling bins depending on the number of units and the bins allotted. The enclosure must be built to facilitate the placement of bins in a single row.

The bin enclosure is to be built on a flat surface with a concrete base/pad and surround of brick or painted block enclosure or other suitable material to Councils approval. The bin enclosure should be built within the property boundary preferably at the entrance of the property allowing a 4.5 metre distance from the entrance to prevent impacting on sight distances for

vehicles leaving the site. In certain circumstances internal bin enclosures may be considered depending on site constraint. Such variation may be approved at the discretion of the Waste Services Coordinator. The bin enclosure should suit the allotted number of 240litre wheelie bins of size 1100mm height x 600mm wide x 800mm deep, allowing for 300mm space in between each bin and the corners. Recommended height of the enclosure is 1200mm and recommended depth is a minimum of 930mm.

The front of the enclosure is to be left open throughout the length of the bin enclosure to enable the bins to be removed, emptied and returned in a safe and efficient manner. There must not be any lip on the concrete slab of the bin enclosure. It is recommended that no bin enclosure be built closer than a minimum of 5.5 metres to any residence to avoid odour and nuisance issues arising. The access way to and from the bin enclosure must be constructed of a smooth and durable material.

The bin enclosure is to be built to the satisfaction of the Waste Management Co-ordinator and must be shown on the plans submitted with the planning application. Note that bins and waste services will not be provided unless bin storage is addressed to meet the requirements of the Waste Management Section.

Provided Bin Sizes are as follows:

Bin Size:	Width x Depth x Height
140 litre bin	550mm x 600mm x 950mm
240 litre bin	600mm x 800mm x 1100mm

4. Collection of Bins

Council’s preference is for the bins to be collected from the kerbside, but site circumstances may dictate otherwise. The Waste Services Coordinator will determine such other collection arrangements.

4.1 Collection from Kerbside

The residents or responsible body corporate members have to wheel the bins from the bin enclosure and place the bins on the kerbside for emptying. After the collection has been carried out the bins are to be returned to the bin enclosure.

4.2 Collection within the Property

If there is not enough kerbside area then collection may be carried out from within the property by the truck entering the property provided acceptable arrangements have been made in accordance with Clause 6.

5. Storage in bin enclosure and Collection from the Kerbside

If bins are to be collected from the kerbside, the following access and bin placement conditions apply:

5.1 Storage

The bins are to be stored within the bin enclosure at all times if it is a shared service, except when placed out for collection. No individual residents can take the bin for individual use.

5.2 Access for Collection

- There is to be adequate space for the collection of two bins (one waste and one recycling) per 3 dwellings with the collection points on the kerbside clearly identified on the plans when submitting for approval.
- Bins need to be positioned in a single line at the kerbside but clear of the road pavement.

- The spacing for bins at bin collection points is to be calculated on the basis of 0.6m per bin, 1m between bins and where adjacent to a vertical obstruction (such as light/power pole, bus stop, tree etc), 1m from such obstruction. This will provide sufficient spacing for the waste collector to pick up and put down bins without interfering with adjacent bins (driver will not arrange or move bins).
- Please note that additional spacing is required if there is a light/power pole, bus stop, tree or letter box on the kerbside.
- Bins need to be placed at least 1 metre from light/power poles, bus stops, trees (including overhanging branches) and letter boxes.
- Bin collection points on the kerbside are to be clear of the canopy of trees when they are mature.
- In an area with an overhead obstruction, such as tree canopy a minimum height of 5.0 metres needs to be allowed for Council's collection vehicle including access for the lifting arm.
- Bins must not be required to be wheeled/moved through the inside of any dwelling and preferably not over steps or uneven ground when placed out for collection.
- The placement of bins at the kerbside for collection is not to obstruct the accessibility of the footpath which must be designed and constructed to accommodate the placement of bins as well as meeting the minimum accessible footpath width of 1 metre.

5.3 Amenity

Bin storage is to be in a location out of direct view from the street where possible.

5.4 Bin Placement

Bin placement must not present a hazard for the collection contractor eg: crest of a hill, within 10 metres of intersection, sharp change in the road alignment, near or within a traffic slow point device. The developer may propose an alternative solution or collection may be undertaken from within the property.

More than ten (10) bins lined up next to each other on the kerbside will create sight distance issues for vehicles exiting the property.

6. Storage in bin enclosure or individual premises and collection from within the property

If bins are to be collected within the confines of the property, the following access and bin placement conditions apply:

6.1 Storage

If it is a shared service the bins are to be stored within the bin enclosure at all times, except when placed out for collection. No individual residents can take the bin for individual use. If it is a standard service then the bins are to be stored individually by the unit residents.

6.2 Access

- A turn around area to allow vehicles to move in a continuous forward movement is to be provided to cater for Council's contract waste collection vehicles (tandem 22.5 tonne capacity vehicle) including access for the lifting arm in an area without any overhead obstructions. The waste collection vehicles will not be allowed to reverse in or out of a site; because of traffic and OHandS issues.
- Road pavements in the development are to be designed and constructed to accommodate the collection vehicle (Gross Vehicle Mass of 22.5 tonne. Road pavement details are available by contacting Council's Development Engineer).

6.3 Amenity

Bin storage is to be in a location out of direct view from the street where possible.

6.4 Bin Placement/collection

- A level surface clear of the road pavement is to be provided for bin collection points. Allow a 2.2 metre length on the bin collection points per waste and recycling bin, this includes a bin to bin spacing of 1 metre. This will provide sufficient spacing for the waste collector to pick up and put down bins without interfering with adjacent bins.
- The spacing for bins at bin collection points is to be calculated on the basis of 0.6m per bin, 1m between bins and where adjacent to a vertical obstruction (such as light/power pole, bus stop, tree etc), 1m from such obstruction. This will provide sufficient spacing for the waste collector to pick up and put down bins without interfering with adjacent bins (driver will not arrange or move bins).
- Bin collection points are to be in a single line positioned such that they are on the left hand side of the collection vehicle. Bins need to be accessible by collection vehicle (driver will not leave vehicle to arrange or move bins) and without the vehicle having to reverse.
- Bin collection points are not to be located within the turnaround areas of a site.
- Bin collection points are to allow for clearance of the canopy of trees when they reach maturity.
- In an area with an overhead obstruction such as tree canopy a minimum height of 5.0 metres needs to be allowed for Council's collection vehicle including access to the lifting arm.
- Any obstructions (letter boxes, poles, trees) are to be a minimum of 1.0 metre from the bin collection area.
- The placement of bins within the property either for storage or placement for collection must not impede access for a person with a disability.

6.5 Liability

Prior to the waste collection services being provided to the site or prior to occupancy of any of the units, whichever occurs first, the body corporate/owner shall enter into a registered agreement with Council pursuant to Part 5 of the Land Use Planning and Approvals Act 1993 to indemnify Council and its waste management contractor from any claim for damages and/or wear and tear arising from waste collection trucks accessing the property. The Part 5 agreement shall require the Council, the waste management contractor and the body corporate to have a current indemnity agreement signed by all parties as stated above. The developer is responsible for the costs associated with the drawing up of the Part 5 Agreement.