

#### PURPOSE

This policy sets out the waste collection service provided in Glenorchy municipality to provide clarity and ensure consistency.

#### SCOPE

This policy applies to all waste collection services provided by Council to residential properties, including unit developments, approved commercial and Council owned properties.

#### STRATEGIC PLAN ALIGNMENT

##### Making Lives Better

Objective 1.3 Facilitate and/or deliver services to our communities.

Strategy 1.3.1 Deliver defined services levels to our communities

##### Valuing our Environment

Objective 3.1 Create a liveable and desirable City.

Strategy 3.1.4 Deliver new and existing services to improve the City's liveability

##### Leading Our Community

Objective 4.1 Govern in the best interests of our community

Strategy 4.1.2 Manage the city's assets soundly for long term benefit of the community

Strategy 4.1.3 Maximise regulatory compliance in Council and the community through our systems and processes

Objective 4.2 Prioritise our resources to achieve our community's goals

Strategy 4.2.1 Deploy the Council's resources effectively to deliver value

#### STATUTORY REQUIREMENTS

<b>Acts</b>	<i>Local Government Act 1993</i>
<b>Regulations</b>	Not Applicable
<b>By-Law</b>	<i>Glenorchy City Council Environmental Amenity By-Law (No 1 of 2017)</i>

**DEFINITIONS**

<b>Ancillary dwelling</b>	An additional dwelling as defined in the current Glenorchy Planning Scheme.
<b>Authorised Agent</b>	A person or entity authorised to act on behalf of the property owner.
<b>Driver to Collect</b>	Collection of bins by the waste collection contractor from within the property.
<b>FOGO</b>	Food Organics and Garden Organics – the compostable component of the waste stream.
<b>FOGO Exemption Criteria</b>	The criteria set under the Guideline titled “FOGO Exemption” which is available to be viewed at <a href="http://www.gcc.tas.gov.au">www.gcc.tas.gov.au</a>
<b>General refuse</b>	Non-recyclable waste.
<b>Group Home</b>	Dwelling for permanent or temporary accommodation of a group of people with disabilities or people experiencing socially disadvantage.
<b>MGB</b>	Mobile Garbage Bin (for general refuse, recycling or FOGO).
<b>Multiple Dwelling</b>	Two or more dwellings on a site.
<b>Commercial Properties</b>	Commercial properties refer to small businesses or sporting/community groups that produce only domestic quantities of waste, recycling and FOGO
<b>Recycling</b>	Materials that can be accepted by Council for recycling, including paper, cardboard, tin and aluminium cans, etc.
<b>Schedule of Fees and Charges</b>	The fees and charges decided from time to time by Council under Section 205 of the Local Government Act 1993. This schedule is available for viewing at <a href="http://www.gcc.tas.gov.au">www.gcc.tas.gov.au</a>
<b>Waste services</b>	Waste management services for general refuse, recycling and FOGO.
<b>140L/240L/360L</b>	The capacity of Mobile Garbage Bins (MGBs) in litres (i.e. 140L = 140 litres).

**POLICY STATEMENT**
**Commitment to correct disposal practices**

1. Council will continue to promote and support correct disposal of general refuse, recycling and FOGO within the community.

**Waste services provided**

2. Council provides a collection service for general refuse, recycling and FOGO Mobile Garbage Bins (MGBs) to all residential properties in the municipality, except ancillary dwellings, which are not eligible. FOGO MGBs are supplied to all residential properties excluding in rural resource or rural living zones, or those approved under the FOGO Exemption Criteria.
3. On request from a property owner or their Authorised Agent, with their approval, a collection service may be provided to commercial properties at Council’s discretion.
4. Council provides public litter and recycling MGBs in strategic locations for the convenience of residents and visitors. Size and location of MGBs will be reviewed on an ongoing basis by Council, prioritised based on the level of need.

**Standard service for MGBs**

5. The standard service for residential properties is:
  - one 140L MGB for general refuse,
  - one 240L MGB for recycling, and

- one 240L MGB for FOGO.
6. Except where stated otherwise in this policy, the standard collection of all MGBs is fortnightly.

### **Fees and Charges**

7. All residential properties will be charged for waste collection services whether or not they accept the services, unless exempt by Council.
8. Commercial properties will be charged only if they receive a service. Charges will cease once Council has been notified of the cancellation of a commercial service. (see paragraphs 19 and 20 for more details)
9. Fees and charges for waste services are set out in Council's Schedule of Fees and Charges. Charges will be levied as part of the rates payable and will be separately identified on the rates notice.
10. A waste service charge will be applied to all new residential properties from the date of the certificate of occupancy and/ or when the building passed a final inspection.
11. Where a residential refuse MGB has been approved and upgraded to 240L, the waste service charges will increase, except where an approval is based on medical or disability grounds. There is no additional charge for the Driver to Collect service.

### **Variations to standard residential service**

12. Residents may apply for a variation to the standard service provided. Applications must be made on the appropriate form and meet all relevant criteria. Variations may be approved at Council's sole discretion.
13. The following variations may be requested:
- downgrade of MGBs for recycling or FOGO to 140L for residents with long-term medical conditions as certified by a Doctor;
  - a FOGO exemption where the applicant can demonstrate that they meet the required FOGO Exemption Criteria (this excludes shared service arrangements - see paragraph 18); and
  - upgrade of a general refuse MGB from 140L to 240L, subject to paragraphs 14 and 15 (below)
14. An upgrade of a general refuse MGB from 140L to 240L will only be permitted where both of the following apply:
- there are 5 or more people residing in the household (including member of the same family), and adequate evidence of this has been provided to Council (e.g. a Medicare card), and
  - the property owner has agreed to the upgrades and to pay the additional fee (in accordance with Council's Schedule of Fees and Charges)
15. Despite paragraph 14, Council may, at its discretion, approve an upgrade for households with less than 5 people in exceptional circumstances, to be assessed on a case-by-case-by-case basis.

### **Multiple Dwelling Properties**

16. Multiple Dwelling properties of three or more units may be required to provide for shared waste services and be collected on a weekly frequency.
17. The sizes and number of MGBs supplied to a property will be determined by Council based on the number of units, the kerbside space available for the safe and convenient collection of MGBs including the impacts and obstructions posed to the footpath and the requirements of Council's *Waste Standards for New Multiple Dwelling Developments*.
18. Due to the nature of shared MGB service arrangement for multiple unit developments, where this occurs residents are not eligible for a FOGO exemption.

**Commercial properties**

19. Commercial properties may apply for a domestic waste recycling and FOGO service, this service is available on a limited basis and at the discretion of Council's Waste Services Coordinator. This must be approved by the property owner and payable in accordance with the Schedule of Fees and Charges.
20. Owners of commercial properties may cancel Council's waste services at any time. Charges will be removed from the property rates. MGBs will be returned to Council.

**Additional Service**

21. Council will not supply additional MGBs for any properties except in exceptional circumstances and at the discretion of Council (e.g. some Group Homes). The cost of additional MGBs will be calculated in accordance with schedule of fees and charges and frequency of collection.
22. To minimise encroachment and disruptions to footpaths from bin placement, Council will not provide any additional collection frequency over and above the standard residential and shared service (see paragraphs 14 - 15).
23. A Driver to Collect service may be available for residents who are unable to place their MGBs at the kerbside due to a long-term medical condition certified by a doctor. Applications will be assessed on a case-by-case basis. Council may remove the service if the relevant criteria are no longer met.
24. The Driver to Collect service will not be available to multiple dwellings receiving a shared service unless all dwellings meet the criteria.

**User responsibilities**

25. MGBs provided to residential or commercial properties must only be used for domestic-type wastes.
26. MGBs remain the property of Council and must be returned to Council if no longer required.
27. Council will not accept commercial food wastes, hard wastes (eg. concrete rubble), or any material that is toxic, hazardous, too large for the MGB or that may damage MGBs or the collection vehicle.
28. Council reserves the right to remove MGBs if properties do not meet criteria for their use.
29. Waste should be correctly sorted into the appropriate MGBs. Contaminated recycling or FOGO may not be collected.
30. MGBs will not be collected if their placement creates a safety risk or creates access or navigation issues for collection vehicles.
31. MGBs should be placed out for collection not more than 24 hours prior and before 6am on the morning of collection and removed within 48 hours after collection. MGBs should be at least 0.5 metres apart and placed with the wheels facing the property.
32. Customers are responsible for storing MGBs securely in a suitable area. MGBs for Multiple Dwelling units are to be stored in a secure MGB enclosure area at the front or within the property.
33. Residents may be required to place their MGBs in an alternative location of Council's choosing to receive the collection service.
34. Residents requiring a new service, or upgrade/downgrade of MGB's must submit a completed MGB application form signed and approved by the property owner. Property owners may be charged for lost, damaged, or stolen MGB's
35. Residents requiring a replacement MGB only, must contact Council directly and provide as a minimum their name and property address details.

36. MGBs remain the property of Council and must be returned to Council if no longer required. Council reserves the right to remove MGBs if properties do not meet criteria for their use.
37. Unless directed otherwise by an authorised officer, this policy serves as a direction in relation to the proper placement, handling, and management of MGBs for the purposes of By-Law 25(6) of the Environmental Amenity By-Law No.1 of 2017.

#### **New subdivisions and developments**

38. In order to receive a waste service, new roads must be designed and constructed to allow waste collection vehicles to move forward continuously while collecting waste.
39. New roads must include a nature strip adjacent to the kerbside at least 1m wide for the placement of MGBs. If this is not feasible, the footpath must be designed and constructed to accommodate MGBs in accordance with Council's Footpath Policy.
40. New developments for multiple dwellings must comply with Council's *Waste Standards for New Multiple Dwelling Developments*. Occupants of non-complying dwellings may be required to place their MGBs in an alternative location of Council's choosing to receive the collection service.
41. Property owners requiring MGBs for new developments must complete a kerbside MGB application form. Council's service standard for processing and MGB delivery is two weeks from receipt of application form, providing all criteria are met.
42. Where it is impractical, in the opinion of the Waste Services Coordinator, to provide a standard or shared collection service to a Multiple Dwelling property then Council at its discretion may require applicants to utilise an independent waste services provider to collect Waste, Recycling and FOGO from Council approved receptacles and from within a designated and approved collection point.

#### **Events**

43. Council will provide general refuse, recycling, and FOGO MGBs at Council organised events.
44. Council may provide a hired general refuse, recycling, and FOGO service for non-council events held on Council land at its discretion. Council will work with event permit holders to determine the appropriate number, placement, and disposal of MGBs.

#### **Background**

This policy replaces the previous version adopted in February 2020. The policy has been revised to incorporate provisions related to the new FOGO service and make minor updates and clarifications

#### **Related Supporting Documentation**

Document	Location
Environmental Amenity By-Law No. 1 of 2017	<a href="https://www.gcc.tas.gov.au/wp-content/uploads/2020/11/environmental-amenity-by-law.pdf">https://www.gcc.tas.gov.au/wp-content/uploads/2020/11/environmental-amenity-by-law.pdf</a>
Footpath Policy	<a href="https://www.gcc.tas.gov.au/wp-content/uploads/2020/11/footpaths-2020.pdf">https://www.gcc.tas.gov.au/wp-content/uploads/2020/11/footpaths-2020.pdf</a>
FOGO Exemption Criteria	<a href="https://www.gcc.tas.gov.au/wp-content/uploads/2020/11/fogo-exemption-criteria.pdf">https://www.gcc.tas.gov.au/wp-content/uploads/2020/11/fogo-exemption-criteria.pdf</a>
Waste Services Standards for New Multiple Dwelling Developments	Attachment 1

Document	Location
Tasmanian Planning Scheme - Glenorchy	<a href="https://iplan.tas.gov.au/Pages/XC.Home/Default.aspx?hid=95613">https://iplan.tas.gov.au/Pages/XC.Home/Default.aspx?hid=95613</a>

## DOCUMENT CONTROL

<b>Version:</b>	3.0	<b>Adopted</b>	27 September 2021	<b>Commencement Date</b>	28 September 2021
<b>Minutes Reference</b>	Item 10			<b>Review Period</b>	4 Years from adoption
<b>Previous Versions:</b>	v 1.0 19 December 2016, item 17 v 2.0 24 February 2020, item 9				
<b>Responsible Directorate</b>	Infrastructure and Works	<b>Controller:</b>	Manager Property and Waste		
<b>ECM Document No.:</b>	Policies by Directorate				