

Title	Waste Services Policy
Council Resolution	Item 9 (24 February 2020) 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

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 (and ancillary services) provided by Council to residential properties (including unit developments), commercial properties and on Council land.

STATUTORY REQUIREMENTS

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

DEFINITIONS AND ACRONYMS

Ancillary dwelling	An additional dwelling as defined in the current Glenorchy Planning Scheme.
Authorised Agent	A person or entity authorised to act on behalf of the property owner.
FOGO	Food Organics and Garden Organics – the biodegradable component of the waste stream.
General refuse	Non-recyclable waste.
Group Home	Dwelling for permanent or temporary accommodation of a group of people with disabilities or people experiencing social disadvantage.
MGB	Mobile Garbage Bin (for general refuse, recycling or FOGO).
Multiple Dwelling	Two or more dwellings on a site.
Recycling	Materials that can be accepted by Council for recycling, including paper, cardboard, tin and aluminium cans, etc.
Waste services	Waste management services for general refuse, recycling and FOGO.
140L/240L/360L	The capacity of Mobile Garbage Bins (MGBs) in litres (i.e. 140L = 140 litres).

RELATED DOCUMENTS

- Footpaths Policy
- FOGO Exemption Criteria
- Waste Services Standards for New Multiple Dwelling Developments
- Glenorchy Interim Planning Scheme 2015

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 and recycling 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.
3. On request from a property owner or their Authorised Agent or 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. The standard collection of MGB waste is fortnightly.

Variations to standard residential service

7. Residents may apply for a variation to the standard service provided. Applications must be on the appropriate form and meet all relevant criteria. Variations will be made at Council's discretion.
8. 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, and
 - upgrade of a general refuse MGB to 240L where property owners are willing to pay the fee difference in accordance with the Schedule of Fees and Charges.

Multiple Dwelling properties

9. Multiple Dwelling properties of three or more units may receive shared waste services and be collected on a weekly frequency.
10. 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 and the requirements of Council's Waste Standards for New Multiple Dwelling Developments.

Commercial properties

11. Commercial properties approved to receive a waste collection service may be supplied with either a 140L or 240L MGB for general refuse. In addition, 240L MGBs for recycling and/or FOGO may be arranged.
12. Owners of commercial properties may cancel Council's waste services at any time.

Additional service

13. Council will not supply additional MGBs for any properties except in exceptional circumstances (e.g. some Group Homes) at the discretion of Council. The cost of additional MGBs will be calculated based on volume and frequency of collection.
14. 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.
15. The Driver to Collect service will not be available to multiple dwellings receiving a shared service unless all dwellings meet the criteria.

User responsibilities

16. MGBs provided to residential or commercial properties must only be used for domestic-type wastes.
17. Council provides details of materials that can be collected in its annual guide to waste and recycling. Council will not accept commercial food wastes, hard wastes (e.g. concrete rubble), or any material that is toxic, hazardous, too large for the MGB or that may damage MGBs or the collection vehicle.
18. Wastes should be correctly sorted into the appropriate MGBs. Contaminated recycling or FOGO may not be collected.
19. MGBs will not be collected if their placement creates a safety risk or creates access or navigation issues for collection vehicles.
20. MGBs should be placed out for collection before 6 am on the morning of collection and removed within 48 hours after collection. MGBs should be at least 50 cm apart and placed with the wheels facing the property.
21. 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.
22. 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.
23. Residents requiring replacement MGBs must submit a completed MGB application form signed or approved by the property owner. Property owners may be charged for lost or damaged MGBs.

New subdivisions and developments

24. 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.
25. New roads should 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 Footpaths Policy.
26. 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.

27. 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.

Fees and Charges

28. All residential properties will be charged for waste collection services whether or not they accept the services, unless exempt by Council. Commercial properties will be charged only if they receive a service; charges will cease once Council has been notified of the cancellation of service.
29. 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.
30. 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.
31. Where a residential MGB has been upgraded to 240L the waste service charges will increase except where an upgrade is approved based on medical or disability grounds. There is no additional charge for the Driver to Collect service.

Events

32. Council will provide general refuse, recycling and FOGO MGBs at Council organised events.
33. 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 2016. The policy has been revised early to incorporate provisions related to the new FOGO service and make minor updates and clarifications.