

Policy:	Solid Waste Kerbside Collection Policy
Department:	Assets
Approved by:	Policy and Services Committee
Effective date:	9 October 2024
Next review date:	2027/28
Document Number:	D23/49635

1. Purpose

- 1.1 To provide a framework that enables a fair and consistent approach to the Council-provided Solid Waste Kerbside Collection Service.
- 1.2 To outline the management actions for reducing contamination in Council's Solid Waste Kerbside Collection waste streams.
- 1.3 To define the Solid Waste Kerbside Collection Service Area (Service Area) (Service Area Map in Appendix 1)

2. Scope

- 2.1 The Solid Waste Kerbside Collection Policy (The Policy) applies to the Council-provided Solid Waste Kerbside Collection Service. The Policy is to be read in conjunction with the Council's Solid Waste Management and Minimisation Bylaw 2020 and subsequent amendments.

3. Objectives

- 3.1 To specify the roles and responsibilities of Council, as the service provider, and service recipients pertaining to the Solid Waste Kerbside Collection Service in the district.
- 3.2 To educate and encourage appropriate behaviour in the district towards reducing contamination in all our waste streams.
- 3.3 To enable, encourage and facilitate increased diversion of waste from landfill.
- 3.4 To specify management actions that Council will take to achieve objectives.

4. Maximum Number of Approved Waste Containers

- 4.1 Each Separately Used or Inhabited Part of a rating unit (SUIP), used for residential purposes within the Service Area, will be provided with one set of approved waste containers comprising:
 - A 120 litre general waste bin;
 - A 240 litre recycling bin; and
 - A 60 litre glass crate.
- 4.2 Service recipients may request an additional set of approved waste containers, which may be supplied at the discretion of the Council if it is deemed that extraordinary circumstances apply.
- 4.3 The request shall be made in writing to the Services Asset Manager.
- 4.4 Council reserves the right to decline the request.
- 4.5 Additional sets of approved containers will incur a set fee, over and above the Targeted Rate.

5. Kerbside Collection

- 5.1 Kerbside collection service is mandatory for all SUIPs, used for residential purposes in the service area.
- 5.2 New waste containers will be supplied to service recipients within the service areas when notification or request (as the case may be) is received from the:
- Building Control Office that a Code of Compliance Certificate (CCC) has been issued for a new dwelling ; *OR*,
 - Revenue Manager that the appropriate solid waste rates will be/ have been invoiced; *OR*
 - Customer Request Management (CRM) system, and confirmed by an authorised officer, that the requested approved waste containers are required.
- 5.3 Properties not located on the collection route may apply for approval to receive the service. If granted, collection will be subject to the approved waste container/s being in a designated place on the collection route. Approval for service collection will be at the discretion of the Services Assets Manager.
- 5.4 Marae, Churches, registered sports clubs and other community organisations, can apply to 'opt' into the Solid Waste Kerbside Collection Service, thereby will attract the set rate for the service.
- 5.5 Schools, ECEs, and Kura can apply for recycling waste containers, including co-mingled and glass waste containers, at no cost, within the service area. Approval for collection (for clause 5.4 and 5.5) will be at the discretion of the Services Assets Manager.
- 5.6 Council's kerbside collection service occurs:
- Weekly, every Monday, for general refuse collection; and
 - Fortnightly, every Monday, for recycling collection, alternating weekly between glass crate and recycling waste bin collection.
- 5.7 In order for approved containers to be collected, service recipients must ensure that the approved containers are:
- Placed at kerbside by 7.30am Monday morning;
 - Not obstructed;
 - Closed, and not overflowing;
 - Not compacted; and
 - Not contaminated and
 - Not exceeding maximum weight.(Appendix 2)
- 5.8 The Council aims to reduce contamination in all waste streams in line with our Waste Management and Minimisation Plan (WMMP) vision of "*Empowering Our Community to Eliminate Waste*".
- 5.9 Acceptable and unacceptable materials are detailed in (Appendix 2).

6. Approved Waste Container Repairs, Replacement and Missed Collections

- 6.1 The Council will ensure that, when notified of damage to an approved waste container, repair or replacement is carried out within 10 working days.
- 6.2 If, a repair or replacement is required due to general wear and tear, or council contractors damaging the approved waste containers, then these waste containers will be repaired or renewed at no cost to the service recipient. If the approved waste containers are damaged by the service recipient, the cost of replacement containers or repair will be sought from the service recipient.
- 6.3 For missed collections on a Monday, Council needs to be notified by 3.00pm on Tuesday for re-collection within that week.

7. Recycling Waste Container Audits

- 7.1 Recycling bin audits will be carried out by the Council and its authorised agents, prior to collection, to check for contamination and prohibited waste. The results are aggregated and provide an indication of service recipients' waste recycling behaviour. These results are reported to Council monthly.
- 7.2 All recycling container contamination occurrences will be recorded and tagged accordingly:
 1. A Green tag means the recycling has been done correctly.
 2. An Amber tag means the recycling contains minimal non-recyclable material; and
 3. A Red tag means the recycling contains general refuse or other contaminated material.
- 7.3 All amber tags will be recorded, and education letters sent to the affected service recipient.
- 7.4 Each red-tagged approved recycling container is recorded as a contamination occurrence.
- 7.5 Red-tagged approved waste containers, and any other approved waste container that the authorised agent or approved council officer deems as containing incorrect materials, will not be collected.

8. Notification of contamination occurrences to Service Recipients

- 8.1 Following each contamination occurrence, approved council officers or authorised agents, will issue a letter and visit the property to further educate and ensure compliance. The Council will issue a letter to service recipients following each contamination occurrence for up to three (3) occurrences.
- 8.2 At the *first occurrence*, the Council will send a letter to the service recipient outlining the correct materials to go into the bins, including the appropriate contact at council for more information.
- 8.3 At the *second occurrence*, (within 2 years) the Council will send a letter to the service recipient outlining the contamination incident, the contamination history recorded at the property, the date of previous incident, and advise of service collection suspension, should a third contamination incident occur.
- 8.4 At the *third occurrence*, (within 2 years) Council will send a letter to the service recipient outlining the contamination incident, the records of contamination history of the property, and the dates the previous incidents occurred. The letter will also advise the service recipient to contact Council within five (5) working days. At this stage, the recycling service will be suspended for a period of up to 3 months.

9. Suspension and Reinstatement of Service

- 9.1 After 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 occurrence of contamination by the service recipient.
- 9.2 In the instances where the recycling service of a rental property has been suspended and there is a tenancy change, the suspension may be lifted upon satisfactory confirmation of the tenancy change.
- 9.3 In instances where a suspended tenant changes address, the suspension period will carry over to the new property until fully discharged.

10. Dispute Resolution

- 10.1 In the event of a dispute over any aspect of The Policy, immediate action will be taken by the Services Asset Manager through effective and constructive consultation between the parties concerned and in accordance with any Council complaints or dispute resolution policies. If a resolution cannot be reached, the Director of Assets will make a recommendation to the Chief Executive, who will have final say on the matter.

11. Exceptions

11.1 There are no exceptions to The Policy.

Appendix 1 - Solid Waste Service Collection Areas

Solid Waste Kerbside Collection Service Area - Stratford and Midhirst



Stratford



Midhirst



Appendix 2 - Acceptable and Unacceptable Materials

1.1 **General Waste Container - (Red Lid Bin- Maximum Weight = 35kg)**

A. Acceptable materials are:

- General household waste
- Plastic types 3,4,6 and 7
- Paper Board cartons like, Yogurt, juice and long-life milk containers, stock containers
- Non compostable garden waste like, cabbage tree (Ti Kōuka) and flax (Harakeke) leaves
- Bagged nappies and animal waste
- All soft plastic including chippie and muesli bar bags and wrappers
- Soiled pizza boxes and paper
- All bottle tops and lids
- Old shoes, clothing and broken toys
- Wrapped broken glass or crockery/china
- Bagged cold ash

B. Unacceptable materials include:

- Construction waste
- Explosives and ammunition
- Flammable material- including batteries and vapes
- Automotive products and parts, paints and solvents, Household cleaners
- Liquid and Dry chemicals
- Electronic and electrical items

A-Z of alternative places to take household waste

1.2 **Recycling Container – (Yellow Lid- Maximum Weight = 35Kg)**

A. Acceptable materials are:

- Paper and flattened cardboard
- Clean plastics with the number 1,2 and 5 including soft drink and milk bottles- lids removed and put into general waste bin. (rinsed and clean)
- Plastic meat trays with number 1,2 and 5 (rinsed and clean)
- Tin cans (rinsed clean)
- Aluminium cans (rinsed clean)

B. Unacceptable materials include:

- Takeaway coffee cups
- Long life milk or juice cartons
- Gladwrap and plastic bags
- Polystyrene
- Glass
- Gas canisters
- Food and garden waste
- Nappies
- Batteries
- Clothing, shoes or textiles
- Hazardous chemicals or medical waste
- Any type of aerosol canisters

1.3 **Glass Recycling – (Blue Crate Maximum Weight = 12kg)**

A. Acceptable

- Clean unbroken glass bottles and jars (lids removed and into general waste bin)

B. Unacceptable materials include:

- Broken glass
- Drinking glasses
- Pyrex and cookware
- Window/windshield glass
- Light bulbs
- Spectacles