

YOUR KERBSIDE COLLECTION SERVICE FACT SHEET

Garbage Collection

The North Burnett Regional Council provides a weekly garbage collection service for customers in the defined waste collection areas of Biggenden, Eidsvold, Gayndah, Monto, Mount Perry and Mundubbera. Council's Garbage Collection Service Contractor is JJ Richards & Sons

When to put your bin out for collection

Please ensure your bin is out for collection **before 6am** on your allocated collection day, as bins are usually collected between 6am and 6pm.

Put your bin out correctly for collection

To ensure that your bin is emptied on your allocated collection day, you need to:

- Place the bin **adjacent to the kerb** and **within one metre from the kerb**. Where there is no kerb, the bin should be placed in a safe location as close as possible to the verge of the road and be visible to the driver.
- The bin must be facing towards the road – **wheels towards the house** and the **lid opening facing the street**.
- Ensure the bin **is not obstructed** by vehicles, overhanging trees, electricity poles and letter boxes. It must be placed 1 meter (3 foot) away from potential obstructions. Placement of multiple bins must have spacing of 1 meter apart.
- Make sure the lid can close – **do not overfill your bin**. A lid that is propped up due to overfilling can be damaged during the truck's collection process, and open bins also attract animals which may spread your garbage.
- Additional rubbish **can not be placed beside** the bin. Overfull bins and additional rubbish **will not be collected**.

Where to place my bin after collection

Please ensure your bin/s is returned to your property once emptied.

Bin cleaning

All bins are to be maintained in a clean condition. Please remember you are responsible for cleaning your bin.

Interruptions to the collection service

- **Road conditions may be adversely affected by wet weather** and this could restrict access for the garbage truck, e.g. risk of the truck getting bogged on dirt roads. The driver will not carry out the normal bin collection if the road is too dangerous to travel on. If this affects your bin service, please contact the Environmental Health Unit for other arrangements to get your bin emptied.
- **Delays to the garbage collection service** may be experienced due to unforeseen circumstances. Council will make every effort to notify residents of an unexpected delay. If your bin is not collected by the usual time please leave it on the kerb ready to be emptied.

What cannot go in?

The following items should **NEVER** be placed in a wheelie bin:

- Builder's rubble, bricks or concrete
- Hot ashes
- Paint, paint strippers or chemicals
- Car batteries, parts or oils of any kind
- Vacuum dust, grass clippings, kitty litter, Styrofoam etc should be contained before being placed in the bin so they don't disperse when the bin is emptied.
- Garbage items should **not be packed too tightly**. Jamming plastic wrapping, cardboard boxes etc., into the base of the bin may result in the bin not emptying completely.
- Your bin's **weight must not exceed 80kg**. The truck cannot pick up bins that are heavier than this.

Missed bins

Report bin collection issues by calling 1300 654 659, to inform the JJ Richards & Sons garbage collection 'hotline'. If your bin is not collected by the usual time please leave your bin out on the kerb as there may be a delay with the service.

How many bins can be collected?

Only one bin per household will be collected unless prior arrangements have been made with Council's Environmental Health Unit.

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Damaged or Stolen Bins

- If the Council wheelie bin issued to your property/ residence is damaged and requires maintenance or replacement, please visit, or contact Council's Customer Service Centre on 1300 696 272, to arrange repairs.
- **Lost or stolen** wheelie bins will need to be reported to police before applying to Council for a replacement, (a police report number will be required on the application form).
- Council will replace bins and parts at no cost if it is caused by general wear and tear. Other damage is the responsibility of the property owner, who may be asked to bear the cost of bin repairs or replacement.
- Council wheelie bins must not be permanently removed from the locations they've been issued to.

FREQUENTLY ASKED QUESTIONS

Q1. What is the annual waste charge?

- A. Council applies an annual waste charge for the provision of the collection, operation and maintenance of the waste collection service performed within the region.

For further information refer to Council's Revenue Statement, available on our website or view a copy at one of the Council Administration Centres.

Q2. Can I be excluded from the kerbside collection?

- A. The kerbside collection service will be provided to all properties within the defined waste collection area, as determined by Council.

The annual charge applies to all these properties, even if the service is not used.

Q3. What about skip bin services?

- A. Council appreciates that businesses have a wide variety of needs for the disposal of their waste. Currently Council only provides a collection service for 240ltr wheelie bins, but intends to work with businesses to assist in finding a solution to meet their needs.

Q4. Do I have to pay for a new bin when applying for a garbage service?

- A. No, the cost of the new 240 litre bins is included in Council's annual waste charge, and the bin is the property of Council.

Q5. How does the system work?

- A. Your 240 litre bin will be collected weekly, if 1 service does not meet your demands you can apply for additional garbage services, (charges apply).

Q6. I am a rural resident and I do not want a garbage collection, do I still pay for the service?

- A. No.

Q7. What should I do if my bin is stolen or broken?

- A. Report stolen bins to your local police, and record the police report number on the replacement bin application form. A replacement bin will then be issued. Damaged bins can be replaced or have new parts issued by Council, the 'Garbage Collection Service Form' needs to be completed and submitted for Council's attention. For more information contact Council's Environmental Health Unit on 1300 696 272.

Q8. If I have just built/bought or renting a house and there are no bins, how do I obtain them?

- A. A request form will be available for those properties requiring a bin service.

Q9. I live alone and do not generate much waste. Do I still need to have the weekly service and pay the annual waste charge?

- A. Yes, if you're within the designated waste collection area. Whilst individual circumstances will vary, all relevant properties must comply with Council's waste collection standards in order to reduce the cost of waste services to the entire community.