

QPRC Waste Collection Services Terms and Conditions

By participating in and receiving QPRC’s waste collection services, you agree to be bound by QPRC’s terms and conditions as amended from time to time. QPRC’s terms and conditions also comprise conditions of QPRC’s contracts with garbage, recycling, green organics and bulky waste kerbside rubbish service providers, as amended from time to time.

General

Service location

Bins must only be used at the property that the bins were allocated to. If bins are found at a property other than the property they are assigned to they will be removed.

Service type

QPRC provides several types of waste services depending on the property type. The applicable waste services for your property can be found on your rates notice.

- Urban -SUD- 3 bin – mandatory service
- Rural SUD 2 bin– Former QCC properties – optional service, Former Palerang - mandatory service – bins collected from roadside
- Rural SUD 1 bin – Former Palerang mandatory - recycle only – bins collected from roadside
- Rural SUD – 2 bin Compound - Former Palerang - provision made for bins at a compound where roadside service is not available
- Urban MUD – 3 bin - Multi units – individual sets of bins for each unit – bins collected roadside
- Urban MUD – 2 bin - Multi units shared service – bins shared between units and bins collected from a waste compound within the property.
- Commercial services – Optional use of QPRC waste services – bins collected from roadside

Service charge – Extra or Upsized bins

Extra or upsized bin(s) may be requested via the QPRC website. When requested, extra or upsized bins are charged in accordance with the adopted QPRC Revenue Policy. Once extra or upsized bins are delivered, the property owner will be charged pro-rata for the remainder of the current financial year. Thereafter, QPRC will issue an annual charge in accordance with the Revenue Policy at the commencement of each financial year and payable as part of the rates notice. Only the owner of the property or managing agent can request extra or upsized bins.

Minimum service period – Extra or upsized bins

The minimum service period for additional or upsized bin(s) provided by QPRC is one (1) year. If a property owner or occupier of the land requires a service to change or cease within a year of commencement due to extraordinary circumstances, the property owner of the land can request in writing to have the service charge for the remainder of the minimum service period waived. QPRC will consider such requests on their merits and is under no obligation to waive the minimum service charge.

Ownership of bins and caddies

All bins – and kitchen caddies delivered as part of a FOGO collection service – provided as part of QPRC's waste service(s) remain the property of QPRC and must remain at the property they are allocated to.

QPRC and its Contractors will refuse collection of any bin presented for collection that is not a QPRC issued bin. Disposal of waste within non-QPRC bins is the responsibility of the property owner.

Stolen Bins

Bins that are left out for long periods of time and subsequently stolen, stolen/removed between tenants/owners or stolen from within the property will be charged a fee to replace the bins as per the adopted QPRC Fees and Charges.

A Police report number will be required when reporting a stolen bin and QPRC will advise if payment is required to replace the bin.

Damaged bins

Replacement or repair of bins required due to normal wear and tear or damaged by QPRC or its Contractors will be undertaken at no cost to the property owner/resident.

Repair or replacement of bins damaged other than the above will be arranged by QPRC at the owner's cost. Payment is required before the bin will be repaired.

Suspension or Cessation of services

Residential premises within identified waste collection zones, and participating commercial premises, will be provided with QPRC's waste collection services unless there are special circumstances that QPRC deems sufficient to suspend or cancel these services.

QPRC may temporarily suspend a collection service to an individual property in where ongoing misuse of the bin is occurring.

In addition, QPRC will direct its Contractor and/or staff to cease services to the premise(s) concerned where the property owner or occupier of the land has not complied with QPRC's or the Contractor's written requests, due to non-payment of fees and charges or due to safety issues related to private bin enclosures.

Bin sizes

Bins with the dimensions provided in the table below will be issued to the majority of serviced properties. QPRC and its Contractors will determine the appropriate size of bins for multi-unit properties.

Bin sizes (approximately)	Width across top	Depth across top	Height to bin lid
140L regular garbage bin (red lid)	505mm	615mm	915mm
240L large garbage bin (any waste type)	585mm	730mm	1060mm
Multi-unit properties	By assessment	By assessment	By assessment

Collection Points

Default Collection point

Unless otherwise specified or agreed in writing by QPRC, the default collection point for any property is:

- on the same side of the road as the subject property; and
- directly in front of the subject property.

For corner blocks, the default collection point is located on the same road as the property frontage.

Alternative collection points

In circumstances where QPRC determines that the default collection point does not allow safe and/or efficient waste collection operations, QPRC may designate an alternative collection point for placement of bins. Alternative collection points will be confirmed with applicable properties.

Collection from a private road or multi-unit property

Collection from a private road or multi-unit (strata) property may be considered by QPRC where:

- i. In the opinion of QPRC, there is a compelling reason to provide such a collection; and
- ii. QPRC or its Contractors, at their absolute discretion, consider it safe to offer such a collection; and
- iii. The appropriate entity enters into an agreement regarding the collection service, details of which are outlined below.

As part of the assessment, QPRC will consider:

- The safety of all people on the property and QPRC staff and contractors
- If there is a suitable location for collection of bins;
- If waste vehicles can safely access and traverse the private road;
- If waste vehicles are required to reverse at any point during the collection;
- If there are gates and/or other security arrangements; and
- Any other matters QPRC considers may impact safe or efficient operation of the services.

The owners of the property will be responsible for all maintenance and safety matters related to the private waste area and related access. Unsafe practices and maintenance may result in suspension of the on-site service.

If QPRC agrees to provide collection from private roads or multi-unit properties, prior to commencing the collection service QPRC will require the appropriate entity to enter into an agreement with Council.

Collection from other private property

Where extra assistance is requested by resident(s), the resident living at the property will be required to submit a supporting letter signed by a General Practitioner or Specialist Doctor. The letter does not need to provide private medical information, however, shall include a statement that the medical practitioner has deemed that:

- the tenant/owner is not capable of moving the bin from the private property to the collection point;
- the duration for which the incapacity exists (i.e permanent or short-term); and
- there are no other people who live at the property that could undertake the task.

Bin Presentation and Collection

Bin presentation

Urban SUDs and MUDS with 3 bins and Rural SUDS bin service:

- Bins are to be placed by residents on the kerb/ roadside the night before collection day.

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- Bins must be spaced a minimum of 50cm apart.
- Rear of the bin to face the property.
- Lids must be fully closed.
- Bins are not to be obstructed by cars, poles, trees etc.
- No waste to be left beside/around the bins.
- Bins must be removed from the public street following collection in a timely manner.

Urban MUDs 2 bins

- Bins are serviced from the waste compound area and are not placed out on the street.
- Collection from within the property is included within the rates.
- Waste compound area must be kept tidy.
- Waste not to be left beside/ around bins.
- Conditions of any access agreement must be maintained at all times.

Rural Compound

- Bins are assigned to individual properties.
- Bins are serviced from the compound area.
- Waste is not to be left beside/ around bins.
- Only available to certain properties at Council's discretion.

Bin weight limits

The maximum weight of any bin presented for collection must not exceed 80 kilograms. QPRC or its Contractors will not collect bins which exceed the safe operating limit of the collection vehicle.

QPRC reserves the right to alter this weight limit from time to time where circumstances to this weight limit does not allow safe and efficient waste collection operations.

Contamination of bins

Information on what materials can be included in the general waste bin, recycling bin and green organic bins can be found in the waste section of QPRC's website at www.qprc.nsw.gov.au/waste and under the lid of the bin.

Where ongoing contamination or misuse occurs, QPRC may suspend or cancel the service and remove the subject bin(s) from the property.

Non-collected Bins

QPRC and its Contractors will not collect any bin that contains:

- Hazardous/Dangerous Waste including but not limited to asbestos, batteries, paints, chemicals, gas bottles, and electronic waste.
- Contamination - items not accepted in those bins.
- Bins not presented in accordance with these Terms and Conditions.
- Material exceeding the weight limit.

When a bin is not collected for any of the above reasons the property owner or occupier of the land will be given notice by way of a letter or by placement of a sticker/ tag on the bin, specifying the problem.

Missed Bins

If you believe your bin has been missed, please contact QPRC at the earliest opportunity. Contact details are on the QPRC website. A missed bin must be reported to QPRC within 24 hours or you will need to wait until the next scheduled collection.

Re-collection Fee

Council will review footage from the collection vehicles to determine if QPRC staff or a Contractor was at fault for a missed service. If QPRC is at fault, QPRC will arrange for collection at no cost to the owner/resident.

A fee will be charged for collection of a bin that was not collected due to the fault of the owner/resident. This fee must be paid prior to collection and will depend on whether the vehicle is still in the area.

If the bin was not collected due to reasons specified in Non-collected Bins, the issue must be corrected before collection will be undertaken.

Kerbside Bulk waste collection

QPRC provides a kerbside bulky waste collection service to Urban SUDS with a 3-bin system twice a year for up to two cubic metres of combined waste material per collection.

This service can be booked by the owner or the tenant of the eligible address.

When making the booking the resident will be required to accept the terms and conditions in order to make the booking.

Urban MUDs with 2 bins have two scheduled collections in the financial year and will be notified by mail from council of the date of the collection.

The following materials are accepted:

- One (1) mattress **OR** one (1) ensemble base (if you have more than one mattress or ensemble base please contact Soft Landing <https://softlanding.com.au/>).
- Damaged Furniture that can be lifted by two people.
- Broken toys.
- Metals.
- Items too large to fit into the waste to landfill bin (red lidded bin).
- Broken tools.
- Damaged electrical items (No TVs or computers or monitors).
- White goods.
- General household waste.

As well as being an accepted item, all items placed out for collection must be:

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- No more than 2 cubic metres in total.
- Be able to be lifted by two people.
- Presented neatly.

Waste material is to be placed out for collection no more than one day before the booked or scheduled cleanup.

QPRC will only collect materials listed as acceptable. Items not collected are the responsibility of the resident to safely and lawfully dispose. Items should be removed from the public verge as soon as possible.

QPRC reserves the right to suspend or cancel the service at its sole discretion where ongoing misuse occurs.

To protect residential amenity and the environment, QPRC may impose an illegal dumping fine if items are placed out before the allowed time, without a booking or where items that have been refused are not removed in a timely manner by the property owners/residents.

Miscellaneous

Changes and cancellations

A property owner can arrange for a service cancellation, an additional bin service, or any changes by completing the Waste Services request form available on the QPRC website. There may be a fee associated with some changes. Mandatory services are not able to be cancelled.

Privacy and Complaints

QPRC will maintain private information in accordance with the adopted *Privacy Management Policy and Plan*.

QPRC will manage complaints in accordance with adopted *Complaint Management Policy*.

These plans are available on the QPRC website.

Bin Audits

From time to time QPRC conducts bins audits. A bin audit is when the contents of a bin are examined to determine the makeup of the waste.

The audits:

- assist in preparing new waste strategies
- determine rates of diversion from landfill
- determine the types of waste placed in bins
- determine bin contamination type and quantity
- provide information for reporting and research.

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Bin audits are regularly undertaken by local and state government organisations throughout Australia. QPRC may use QPRC staff or engage contractors to do bin audits.

To ensure that we gather an accurate representation of how bins are used, bin audits are not publicised before they are undertaken.