



DISTRICT COUNCIL OF LOXTON WAIKERIE

Residential Waste and Kerbside Recycling Policy

Policy Identification:	
Policy type:	Council
Summary:	This policy provides an overview of residential waste and kerbside recycling services offered by the District Council of Loxton Waikerie.
Recorded Number	19/42969
Date of adoption or approval:	5 November 2012
Last review date:	December 2020
Next review date:	December 2022 (every 2 years)
Approval:	Council
Responsible department:	Infrastructure Services
Responsible officer:	Director Infrastructure Services
Review officer:	Infrastructure Administration Assistant Customer Service Officer
Consultation required:	Works Project Officer
Relevant references:	
Delegations:	
Legislation:	<ul style="list-style-type: none">• Environment Protection Act 1993;• Local Government Act 1999;• Work Health and Safety Act 2012;• Road Traffic Act 1961;
Related policies:	
Related procedures:	

1. Introduction

This policy provides an overview of residential waste and kerbside recycling services offered by the District Council of Loxton Waikerie.

It is designed to provide a transparent and equitable framework for the provision of these services, taking into account the differing needs and circumstances of those who live in the Council area.

This policy clarifies the services offered to premises of residential, sporting, religious and incorporated not for profit associations. The service is not intended to replace a commercial waste and/ or recycling service for business or other non – residential premises (other than those listed).

2. Strategic reference

Responsibly manage our built and natural environment: strategy 3.1.7: implement sustainable program and practices for the management of waste throughout the district.

3. Policy

3.1 Kerbside waste and recycling services (3 bin system)

Council will provide a kerbside 3 bin waste and recycling service to residents in the townships of Loxton Waikerie as determined in Appendix A (Loxton) and Appendix B (Waikerie).

Bin size, type and lid colour	Collection frequency	Supply	Ownership
140 litre waste - red lid	Weekly	Council	Of the property
240 litre recycling - yellow lid	Fortnightly	Council	Of the property
240 litre organics - green lid	Fortnightly	Council	Of the property

The collection day for each premise shall be determined by Council.

Each residence will be entitled to place out for collection on the nominated day,

Organics Bin Week 1 Red Garbage Bin
 1 Green Organics Bin

Recycling Bin Week 1 Red Garbage Bin
 1 Yellow Recycling Bin

3.2 Kerbside waste and recycling services (2 bin system)

Council will provide a kerbside 2 bin waste and recycling service to properties along the travelled routes of the waste collection truck (Appendix D 1 - 8), and the townships of Taplan, Meribah, Paruna, Alawoona, Pata and Wunkar and residential properties within 500 meters of the townships of Taplan, Meribah, Paruna, Alawoona, Pata and Wunkar .

Bin size, type and lid colour	Collection frequency	Supply	Ownership
140 litre waste - red lid	Weekly	Council	Of the property
240 litre recycling - yellow lid	Fortnightly	Council	Of the property

The collection day for each premise shall be determined by Council.

Each residence will be entitled to place out for collection on the nominated day

Recycling Bin Week 1 Yellow Recycling Bin
Garbage Collection Week 1 Red Garbage Bin

Public Holidays - Where a collection day falls on a Public Holiday, normal services will be provided except for Good Friday, Christmas Day and New Year's Day. No waste collection services will be provided on any of these Public Holidays.

If Christmas Day and New Year's Day fall on a week day in any year during the term of the Contract, the Contractor must provide Collection Services on the following day. The normal Collection Services for the following days in the same week may also be delayed one day.

Collection Services for Good Friday will always be provided on the Saturday immediately following.

Council will supply each residence, sporting and an incorporated not for profit association with relevant bins for their property. These bins are registered by a serial number to the property to which they have been delivered, and must remain on this property.

Any bin that is lost, stolen, damaged or otherwise deemed non-useable by the resident / owner the Council or the Contractor must be replaced by the resident or property owner at their own expense. If, after an inspection of a damaged bin, the Contractor determines that the damage to the bin has been caused by the Contractor, the Contractor will repair or replace the bin.

Council may at its discretion reduce or waive the fee to replace lost, stolen, damaged or non useable waste bins where a resident can demonstrate genuine circumstances of financial hardship.

Bins when filled, must be not greater than 75 kilograms in weight. If a domestic waste bin weights more than 75 kilograms when filled, the Contractor may refuse to empty it.

3.3 Retirement Village Units

3.3.1 Loxton Retirement Village

Council will supply one 140lt red domestic waste bin (red lid) per unit, one 240lt recycling bin (yellow lid) per three units and one 240lt green waste bin (green lid) strategically placed around the village for the use of residents.

3.3.2 Warrawee Lodge

Council will supply one 140lt red domestic waste bin (red lid) per unit, one 240lt recycling bin (yellow lid) per two units and one 240lt green waste bin (green lid) per two units.

These bins are registered by a serial number to the units which they have been delivered, and must remain on this property.

Residents who own a food waste recycling container are entitled to place the

5. Presentation of bins for collection

Bins placed out for collection must be positioned in accordance with the schedule of collections days determined by the Council and its Contractor. The schedule of collection days is available from the Council office or the Council's website.

Bins for collection must be placed out the night before and adjacent to the road kerb, with the lid closed, hinge facing towards the property.

Bins must be removed from that position and returned to the premises within 24 hours of the waste being collected.

In narrow streets and other areas with restricted access for waste collection vehicles, Council may nominate a suitable collection point in consultation with the Contractor. Residents in these streets will be notified by Council where to place their bins out for collection by the Contractor.

6. Presentation Problems

Customers have a responsibility to place the bins out for emptying in a manner that is suitable for collection. The Contractor has a responsibility to assist customers rectify problems with presentation by notifying customers of the problem and working with customers and the Council.

Bin presentation problems may include Bins facing the wrong way or being placed behind a vehicle or other obstruction or bins being overfilled.

6.1 First Occurrence: Contractor to Collect and Notify Customer

At the first occurrence of a customer not placing bin(s) out in a reasonable manner, the Contractor must empty the bin.

The Contractor must provide the customer with a notice, specifying the problem, in a form approved by the Council, by placement of a sticker on the bin.

6.2 Second Occurrence: Contractor to Collect and Notify Customer

If the problem recurs a second time, the Contractor must empty the bin. The Contractor must provide the customer with a notice, by sending a letter.

6.3 Third Occurrence: Contractor may Refuse to Collect and Must Notify

If the problem with presentation continues on a third occasion, within three (3) months of the first recorded occurrence, the Contractor may refuse to empty the bin.

The Contractor must notify the customer of the problem by way of a letter, written by Council, being placed in the letterbox of the premise.

Such notice shall provide advice to the Customer on how to comply with service requirements. The Contractor shall notify the Council of such action and detail recommendation(s) to resolve the issue(s).

The Customer must be given the opportunity to rectify the problem and contact the Customer Service Centre to request a Service. The Contractor must return to the premise within two

(2) working days of the customer request for the service being notified to the Contractor and provide the Service at no additional charge to Council.

Council May Specify Requirements

The Council will nominate requirements for the placement of materials and bins for collection from time to time, and the Contractor must incorporate these requirements in all notices to customers regarding the services.

7. Refusal to collect

The following constitutes grounds for refusal to collect waste (including recycling or organic material) placed out for collection:

- The bin contained matter prohibited by this Policy
- The bin was late being placed out for collection, or was not positioned in accordance with this Policy
- Waste was jammed or stuck in the bin, or it was overfilled
- The bin was too heavy (over 75kg), and
- The service has not been approved by Council in accordance with this Policy.

Where bin contents have not been emptied, in accordance with this policy, notice shall be left on the bin and/or in the letterbox giving the reason the collection was not made prior to 5:00pm on the day that the incident occurred.

The Customer must be given the opportunity to rectify the problem and contact the Customer Service Centre to request a Service. The Contractor must return to the premise within two (2) working days of the customer request for the service being notified to the Contractor and provide the service at no additional charge to Council.

The Contractor shall notify the Council as required by the Council of non-collection.

At the Contractor's discretion, a collection may be made which could have been refused pursuant to this Policy. In such cases, a notice shall be left advising that future collection will not be made unless remedial action is taken by the resident.

8. Special circumstances requests

8.1 Non-residential premises

Non-residential premises may apply to Council for a Council waste and recycling service, consistent with the service parameters outlined in this policy. Where approved by Council this service will be paid for by the property owner in accordance with the Council's Fees and Charges.

When considering an application, Council will take into account the nature and volume of waste generated by the premises in question, and the potential for placement of inappropriate waste items (contamination) into bins.

Where the Council cannot safely, lawfully or practically provide waste and recycling services to a particular residential development, a private commercial waste and recycling service must be provided by the property owner or relevant community corporation or strata corporation, at their own expense.

8.2 Not-for-profit organisations & community based organisations

Religious services (churches or places of worship) and community based organisations that meet the following criteria:

- Not for profit
- Community based
- Volunteer run
- Charitable

May apply to receive one free set of the 2 or 3 bin service, with additional bin services at the cost of the organisation. Application's will be considered and determined at the discretion of the Director Infrastructure Services.

8.3 Council Owned Properties

Council owned properties that are classified as rateable land and where the tenant is required to pay the rates for this property shall, where the property meets the requirements for a kerbside collection service, be eligible for the same service as a residential property and charged the annual recycling service charge. Council owned properties that meet the requirements for a kerbside collection service and where council is responsible for the provision of waste through a management agreement or other agreement, will be provided a free waste collection service at the discretion of the Director Infrastructure Services.

8.4 En-route collections

Property owners not on the prescribed collection route that wish to receive a service may apply to be charged a service fee under the guidelines of section 155 of the Local Government Act 9B (rates and charges for services not provided at the land), with those properties being greater than 5km from the prescribed route able to enter into an agreement with Council for the provision of a prescribed service with a service fee of 50% of the 2 bin service provided. The Occupier is required to deliver and place the bins for collection at the collection point.

8.5 Businesses/Schools/Hospitals

Commercial or industrial properties will not automatically be provided with a residential kerbside waste collection service as in most cases the volume, nature or type of waste produced by these types of organisations is greater than the service provided by Council can accommodate. These businesses, schools or hospitals have the option to enter into arrangements with private waste collection contractors or dispose of waste at the Loxton, Waikerie or Moorook transfer stations. These organisations also have the option to opt into Council's residential kerbside service and have the option of either the 2 or 3 bin service depending on their waste requirements.

As the kerbside waste collection service is a residential service, businesses, schools or hospitals have the option to opt out of a waste collection service at any time if alternative arrangements are made.

All Schools throughout the district who wish to opt in for a waste collection service have the option of the 2 or 3 bin service. The 2 bin service can consist of either one 140lt red lid residual bin and one 240lt recyclable yellow lid bin or two red lid 140Lt residual waste bins or two 240lt recyclable yellow lid bins.

8.6 Derelict/Abandoned

If a property owner believes a property they own is derelict/abandoned and this property is determined to be so by an authorised Council representative then upon application in writing, they will not be charged the waste management fee for that property.

8.7 Request to opt out of the residential kerbside service

Residential property owners requesting to opt out of the kerbside waste collection service will be determined at the discretion of the Director Infrastructure Services based on the following;

- Have they received a service in the past, in the way of the green sulo bins or skip bins?
- Is it a rateable property?
- Do they currently pay a CWMS service fee?
- Is the house liveable?
- Could the property be rented out or lived in again in the future?

If answered yes to the majority of the above the waste collection levy is to remain. It is important to note that in some cases not all points above will apply.

8.8 New dwelling

Any new dwelling on the collection route, is entitled to a residential waste collection service. The service fee will be applied, with the supply of the 140lt red domestic waste bin, the 240lt yellow recycling bin, incorporated in this annual fee.

If the owner is in the 3 bin area but does not own a 240lt green sulo bin, they will be required to purchase the 240lt green organics bin at the fee set by Council's annual fees and charges.

8.9 Ownership of bins

As previously outlined in this policy, the bins are the ownership of the property. Any bin that is lost, stolen, damaged or otherwise deemed non-useable by the resident/owner, the Council or the Contractor, must be replaced by the resident or property owner at their own expense. If, after an inspection of a damaged bin, the Contractor determines that the damage to the bin has been caused by the Contractor, the Contractor will repair or replace the bin.

9. Availability of the Policy

This Policy will be available for inspection at the Council Offices at Loxton or Waikerie during ordinary business hours at no charge.

Copies of this Policy will also be available from Councils website www.lwdc.sa.gov.au, copies may be obtained from the Council Office free of charge or emailed upon request

Appendix A - Loxton Township - 3 bin service

Appendix B - Waikerie Township - 3 bin service

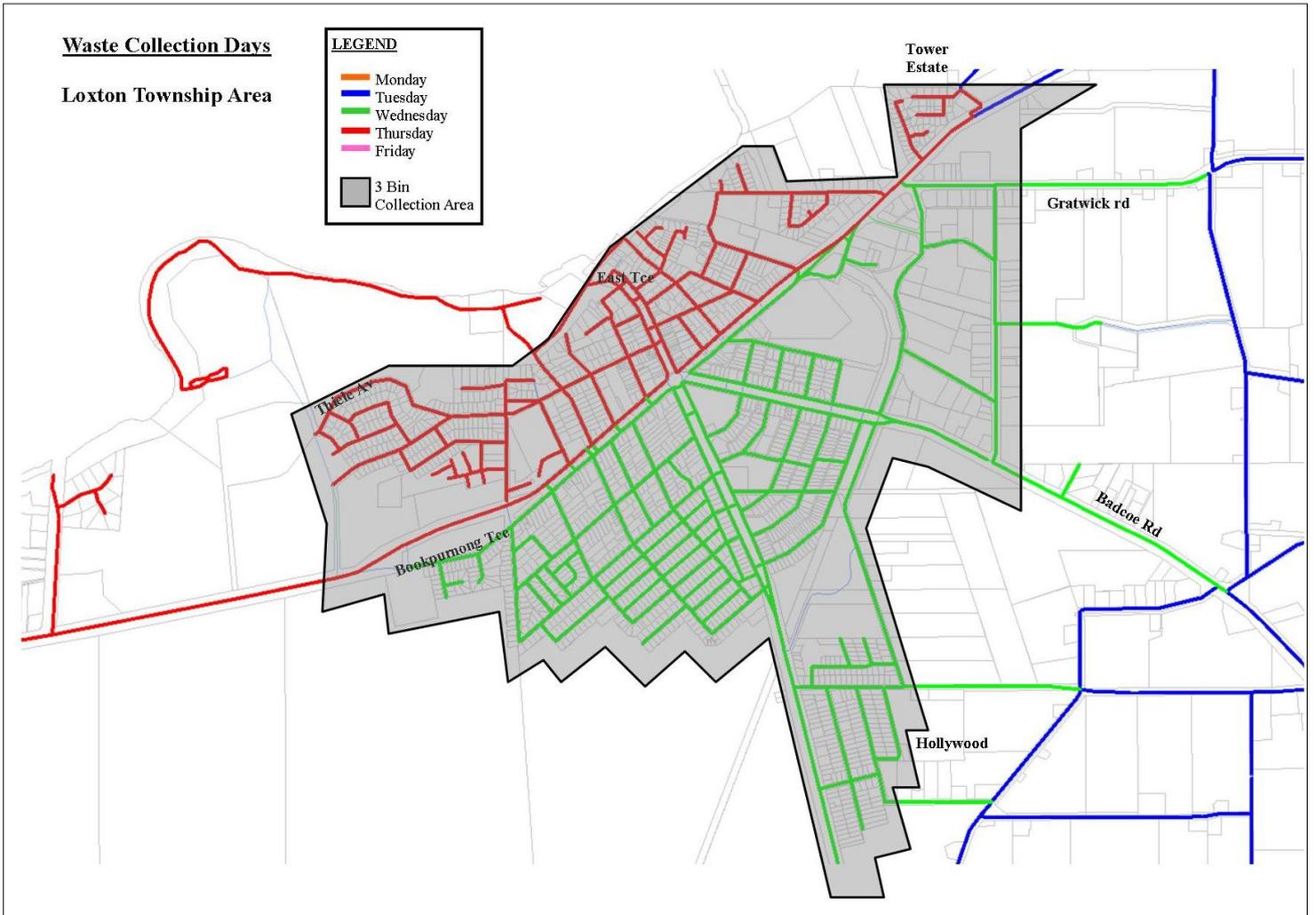
Appendix C - Rural Areas - 2 bin service

Appendix D1 to D8 inclusive - Routes travelled - 2 bin service

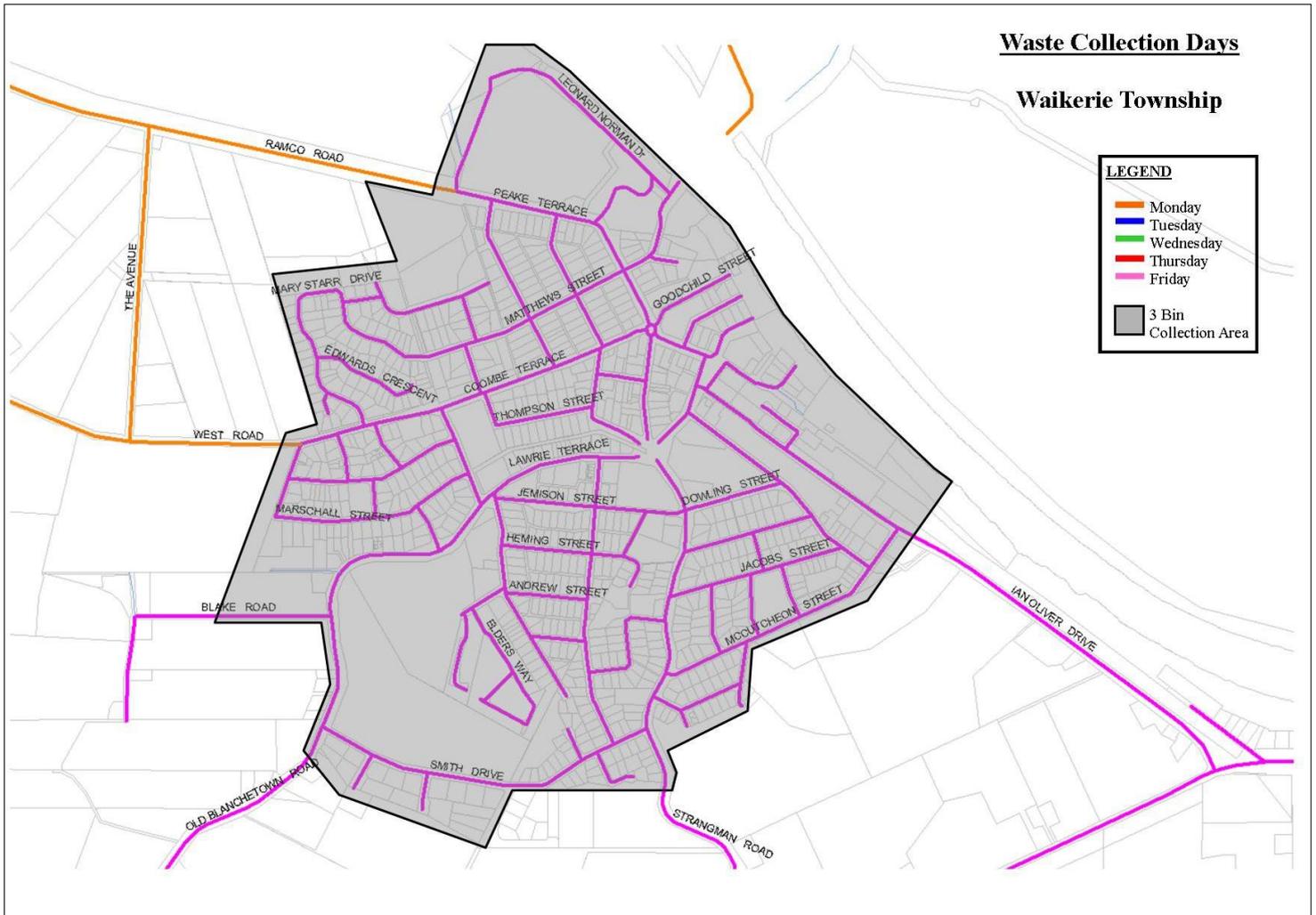
10. Document history and version control

Date	Version	Authorisation:- council/ committee/ senior management team	Amendment details
17/06/16	2.0	Council	Procedural information removed
18/12/20	3.0	Council	Formatting amendments, procedural information removed

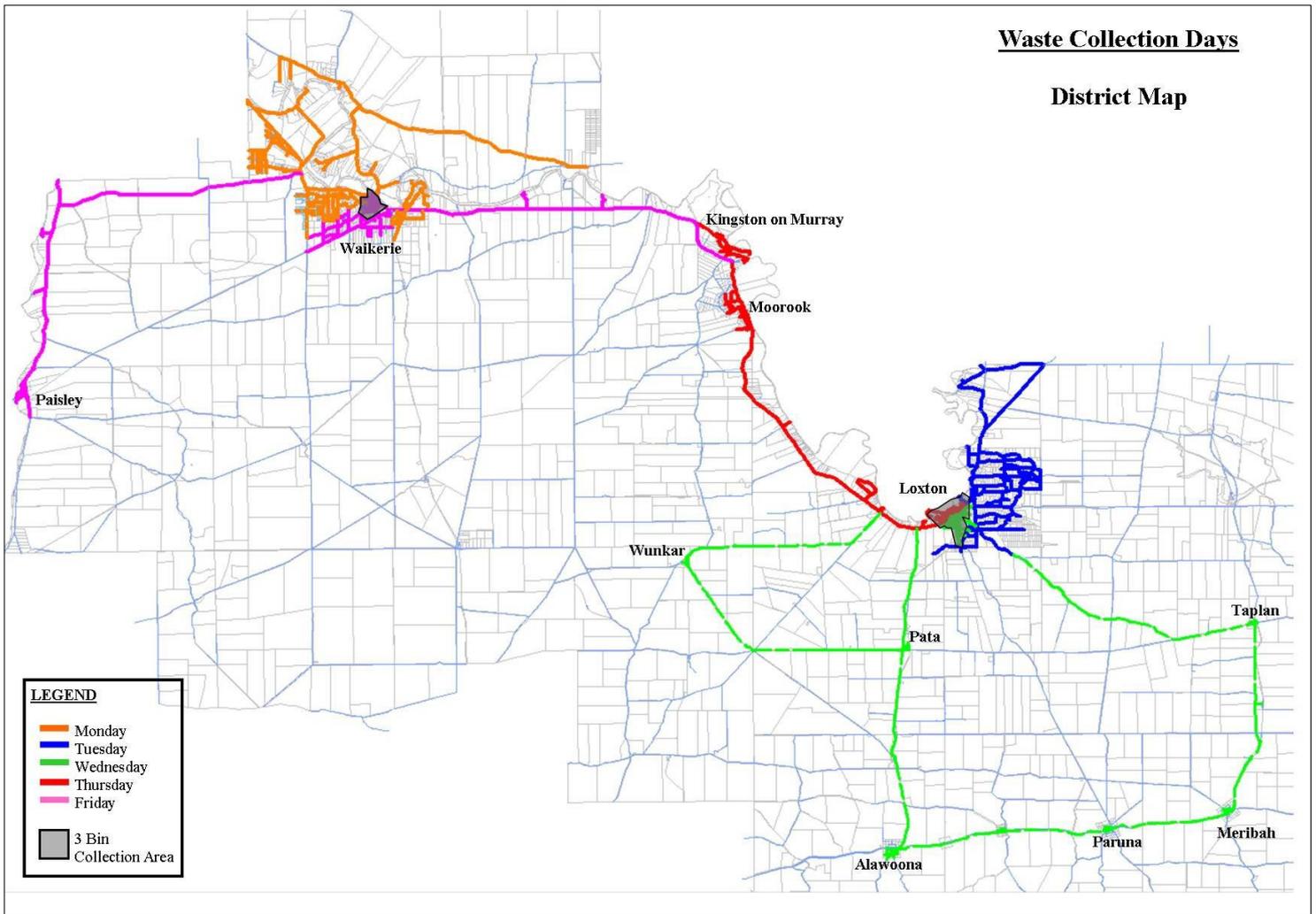
Appendix A - Loxton Township - 3 bin service



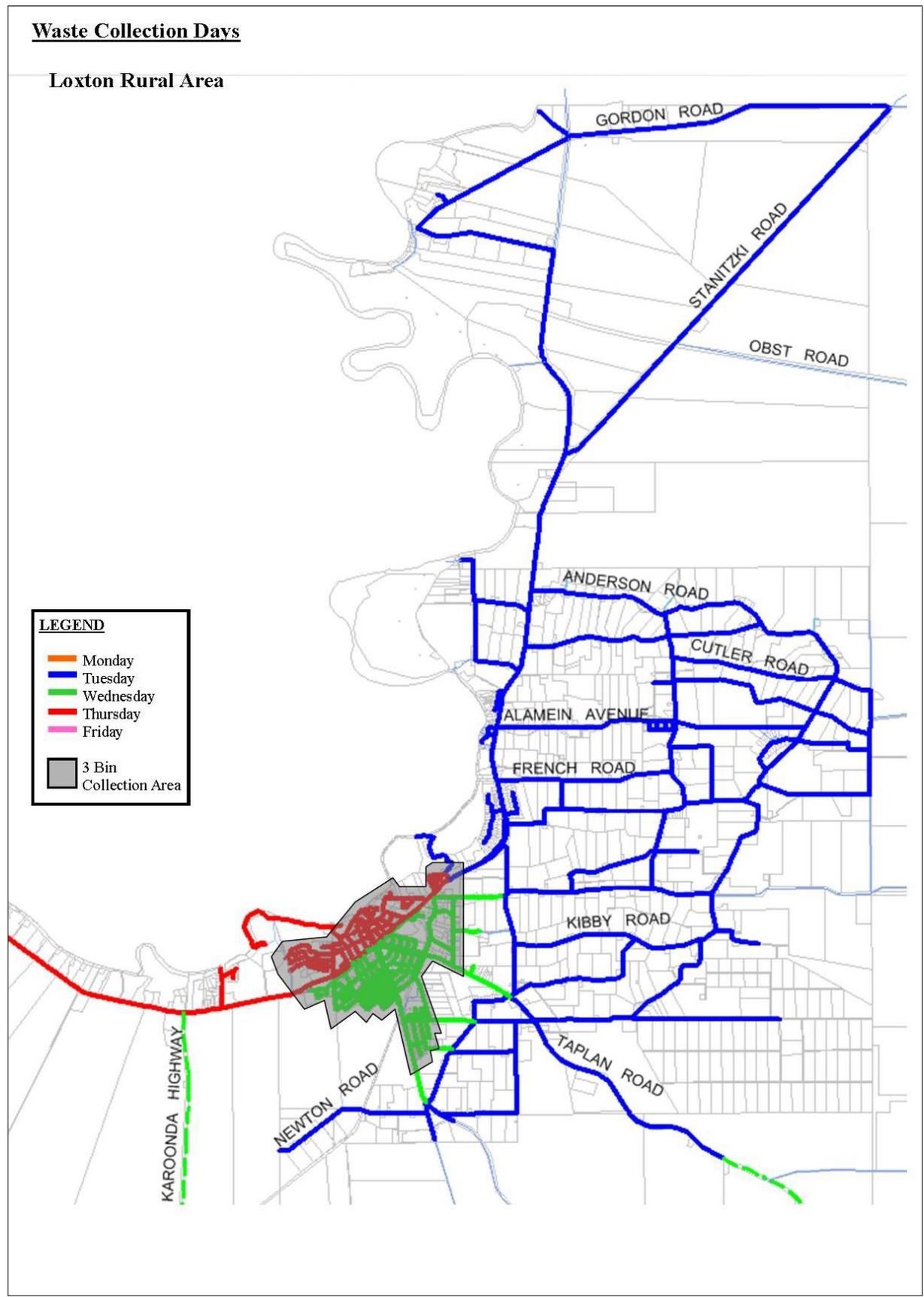
Appendix B - Waikerie Township - 3 bin service



Appendix C - Rural Areas - 2 bin service

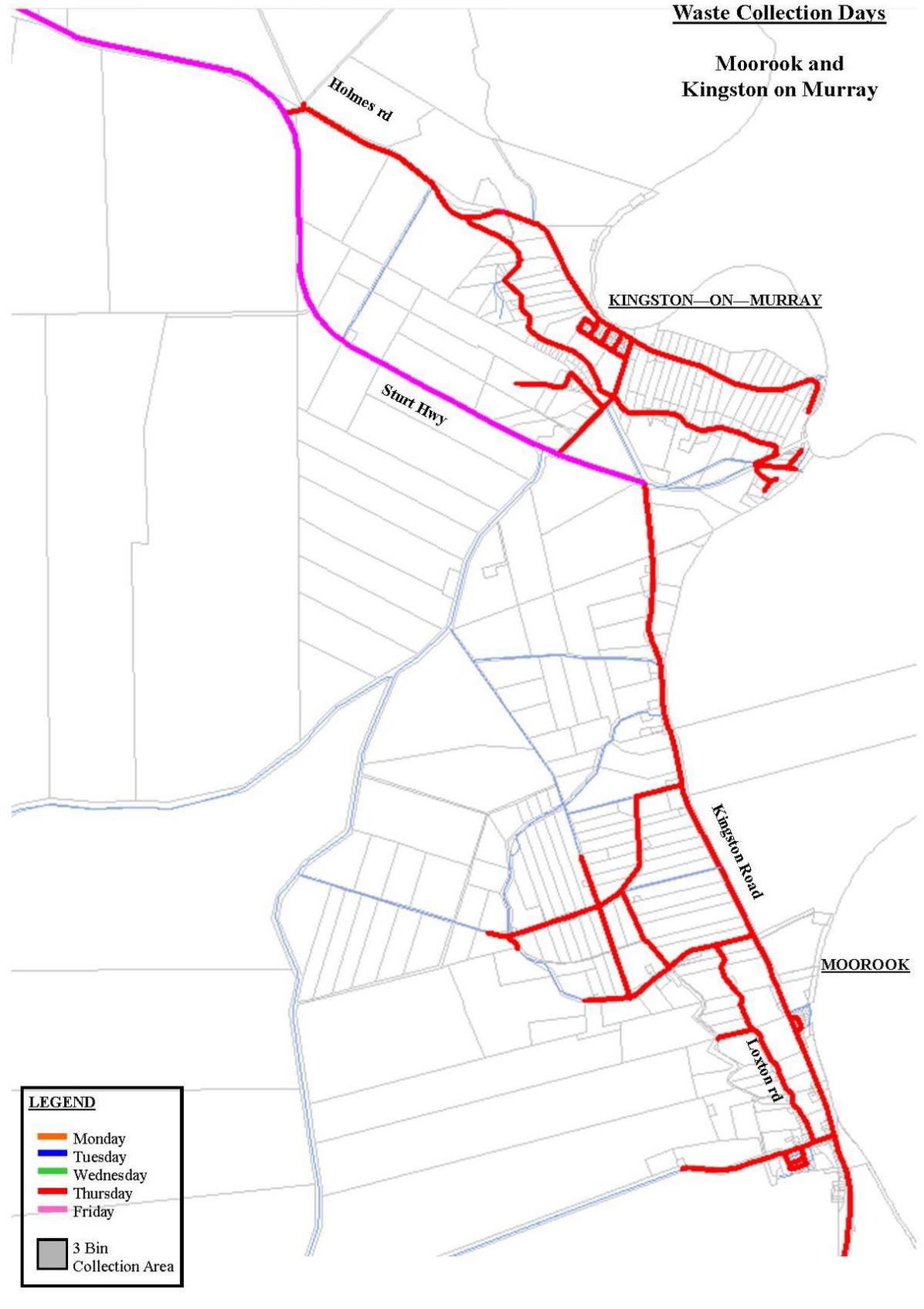


Appendix D1 to D8 inclusive - Routes travelled - 2 bin service



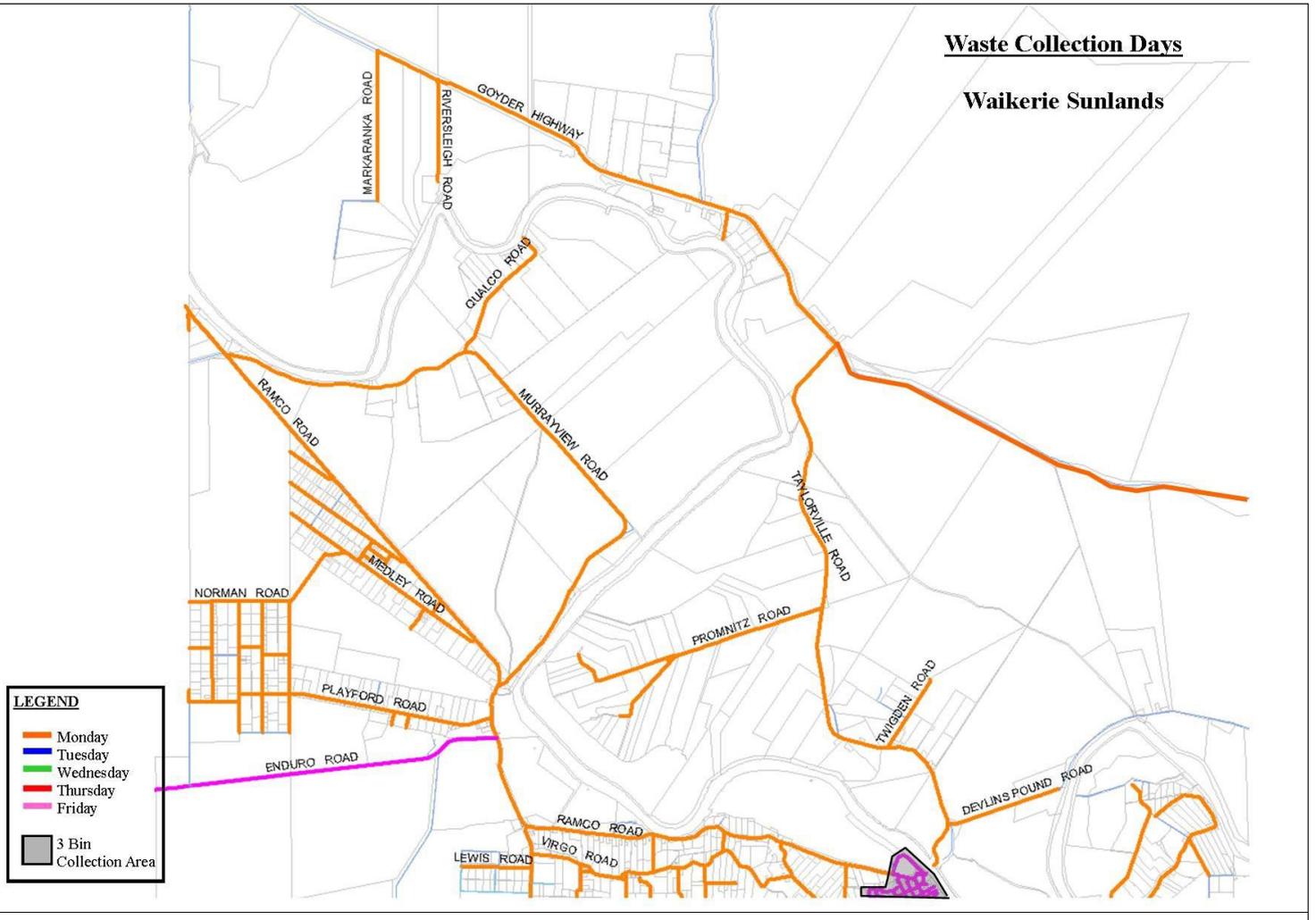
Waste Collection Days

**Moorook and
Kingston on Murray**



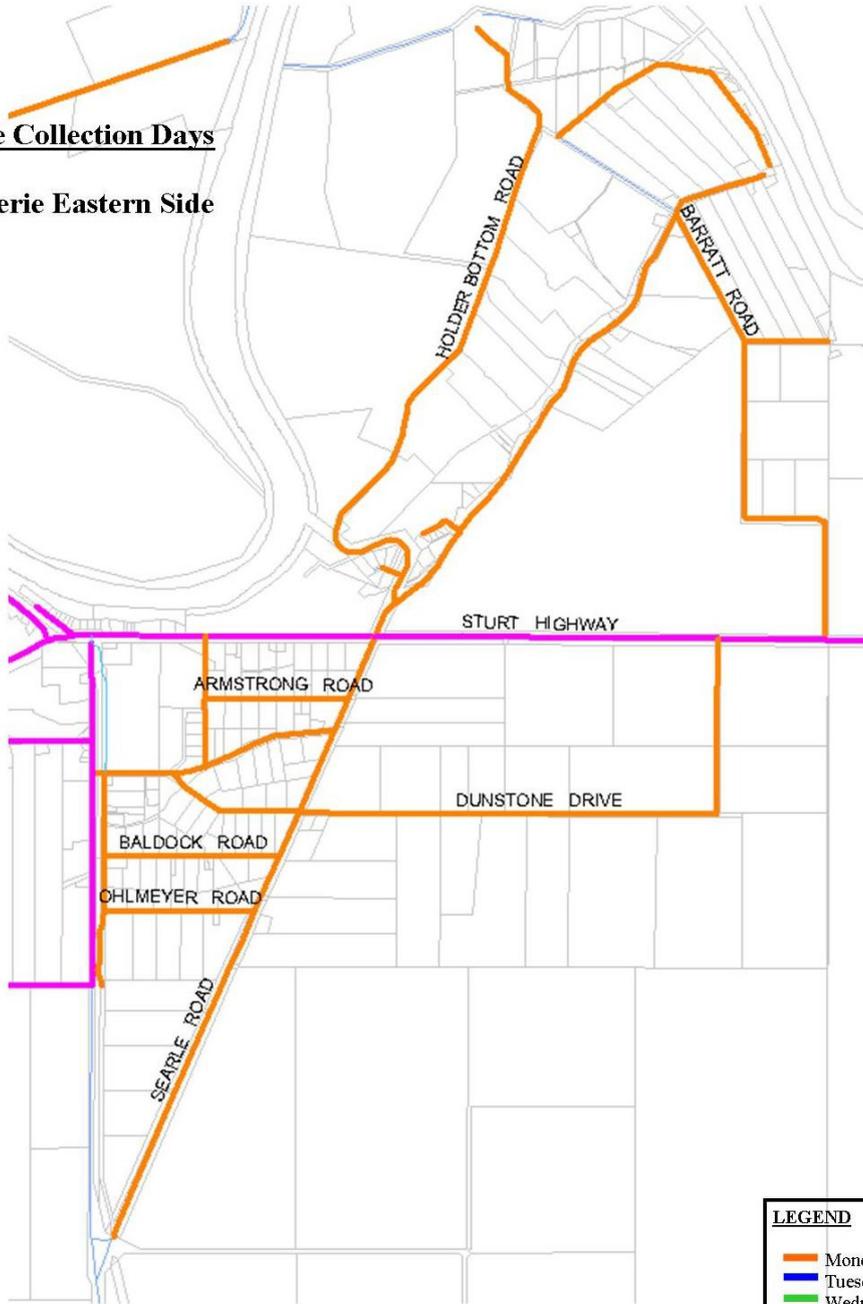
Waste Collection Days

Waikerie Sunlands



Waste Collection Days

Waikerie Eastern Side



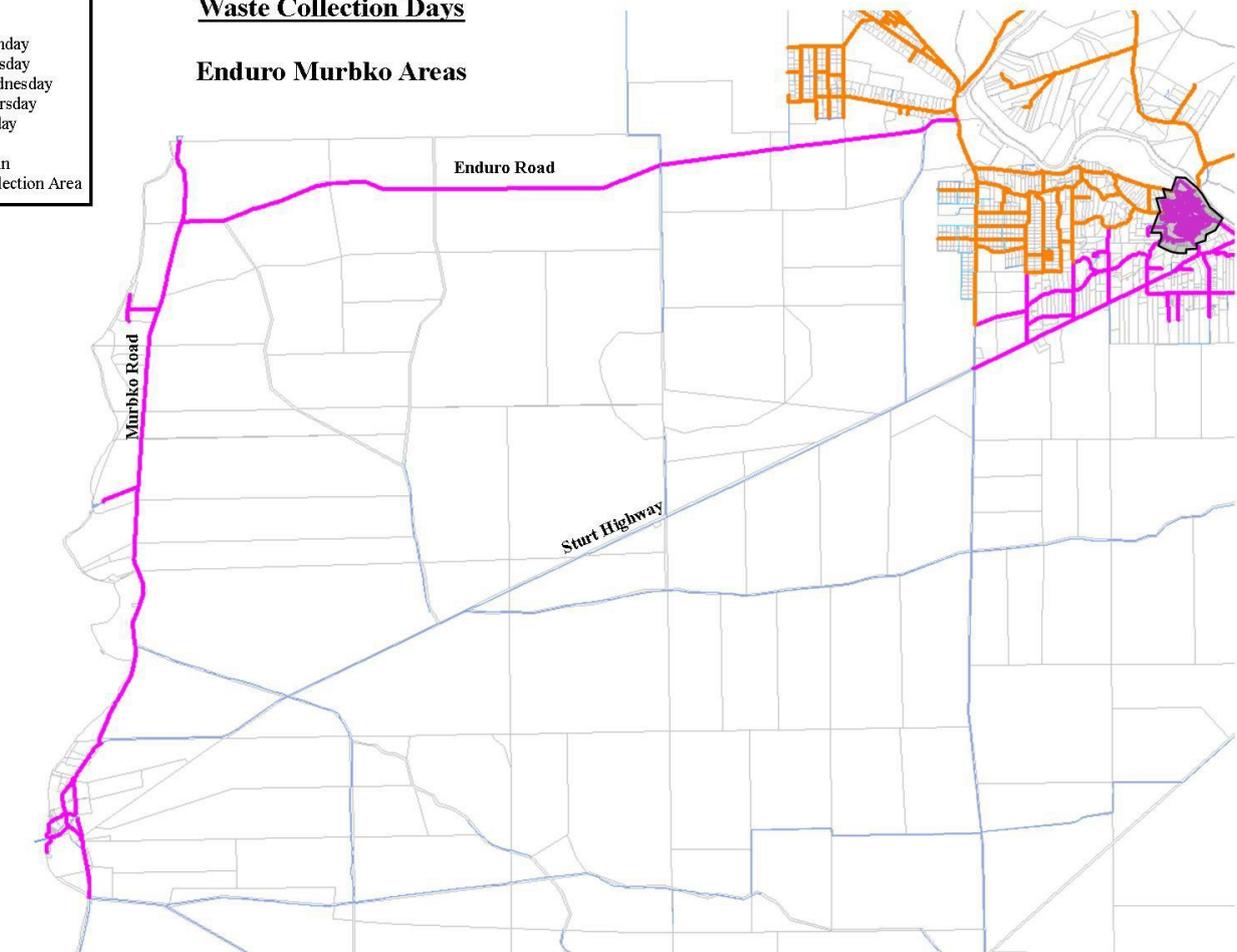
LEGEND

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

3 Bin
Collection Area

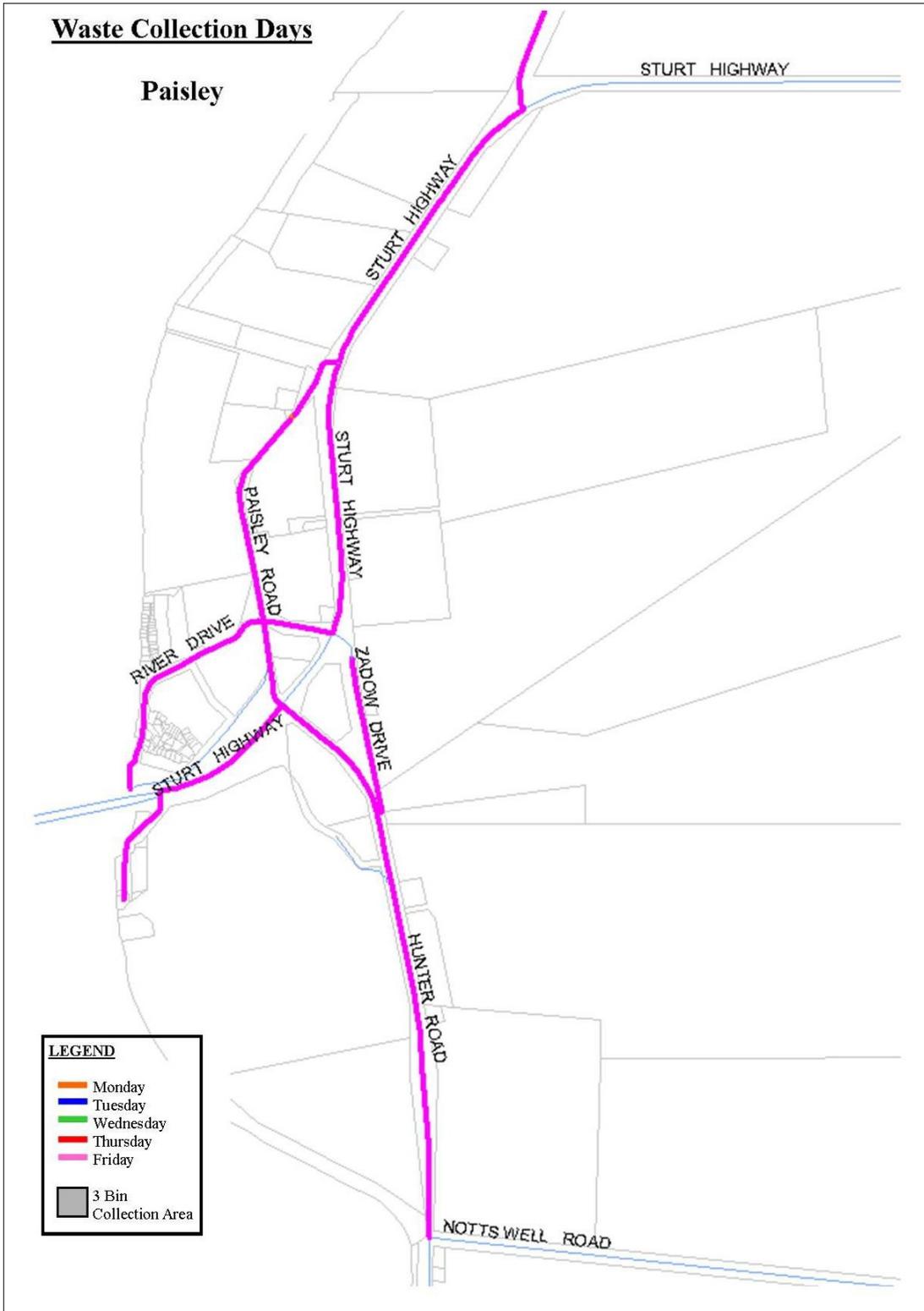
Waste Collection Days

Enduro Murbko Areas



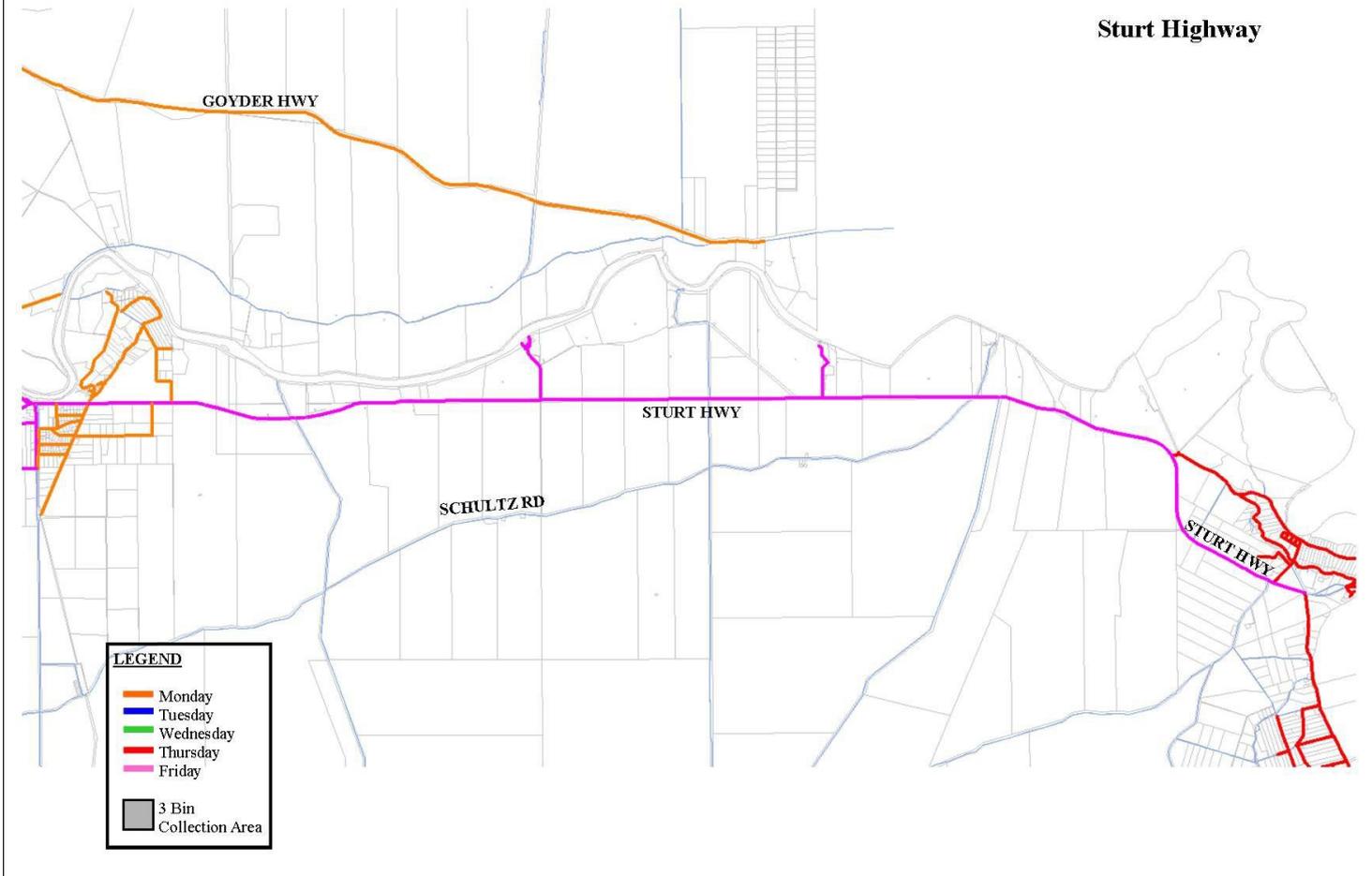
Waste Collection Days

Paisley



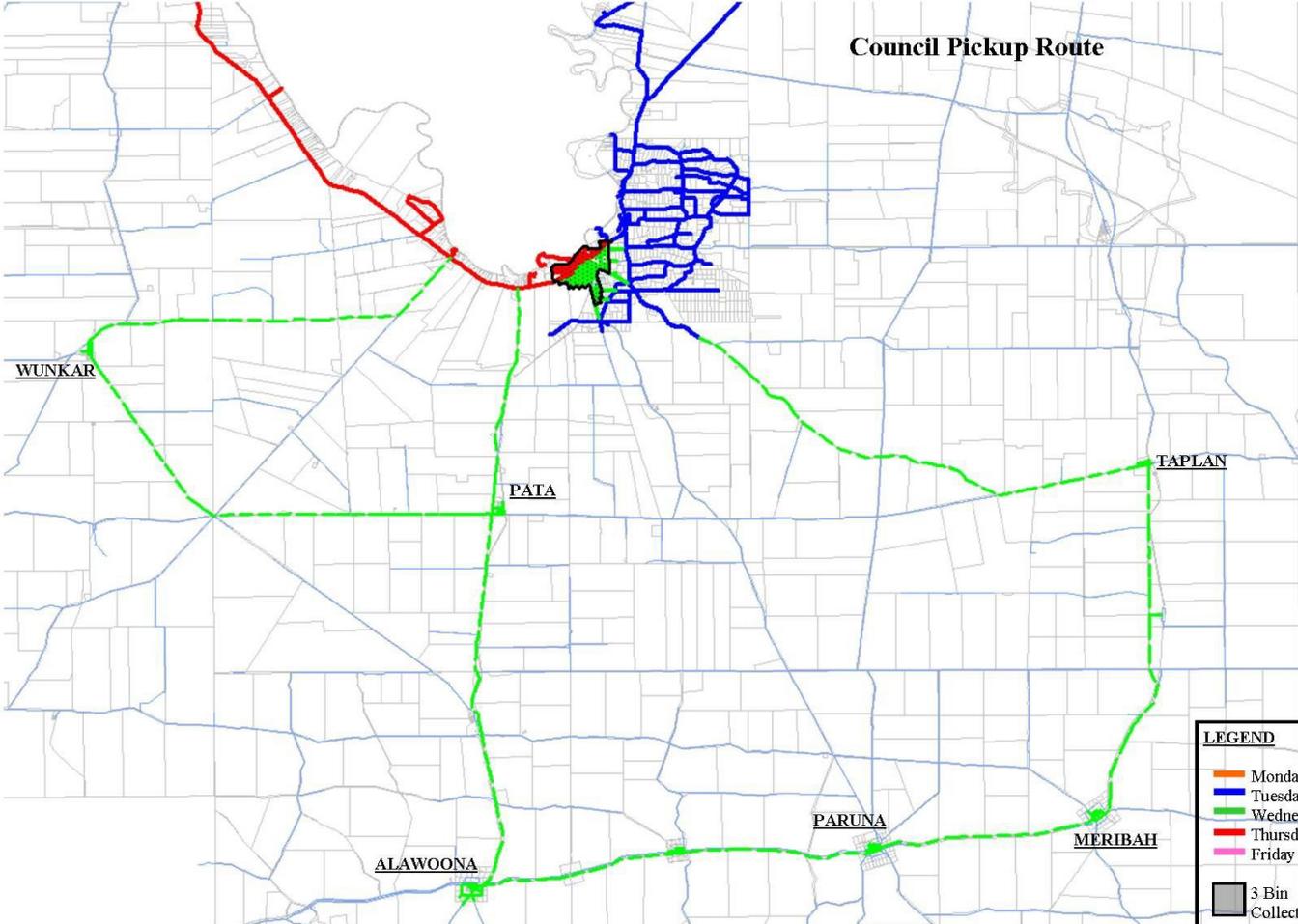
Waste Collection Days

Sturt Highway



Waste Collection Days

Council Pickup Route



LEGEND

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- 3 Bin Collection Area

