

# Additional Wheelie Bins

## User Information and Terms and conditions

### 1. What additional rubbish (Red) collection services are available?

- We won't swap out your 80 litre bin but you can have an additional bin(s) if you are willing to pay the annual collection fee for that bin.
- Depending on what you feel your household/business needs. You can have an additional services with three different sizes to choose from:
  - Small 80L ; or a
  - Medium 120L; or a
  - Big 240L; or
  - Any combination of these
- Each size bin comes with its own annual charge

### 2. What additional recycling (Yellow) collection services are available?

- A household can purchase additional recycling collection services.
- We won't swap out your 240 litre bin but you can have an additional 240L bin if you are willing to pay the annual collection fee for that bin.
- Recycling bins only come in one size, 240L

### 3. Glass (Green Crate) Recycling

- There is no additional glass recycling service available at this point in time.
- More information is available on council's [website](#).

### 4. The dos and don'ts of the service

- All the usual rules and dos and don'ts that apply to the standard kerbside wheelie bin service also apply to any additional services purchased. You find these on our bin it right web site. [Go to the Bin it Right page here.](#)

### 5. Who can use the service?

- The additional services can be made available to any current user of the service. Only those properties outside of the established collection area boundaries are excluded from being able to access these additional services.
- The user of the service does not have to be a property owner/Ashburton District Council ratepayer. Tenants and occupiers can apply for additional wheelie bins.
- It is the applicant or registered user of the service that will be billed for the cost of the service. (See more on billing below)

### 6. How do I apply to access additional Wheelie bin services?

- Contact Councils Customers Services (03) 307 7700 to apply for additional bin services; or

- Fill out an online request form from our website under 'Request it' or from.
- [Request additional bins online here.](#)

## **7. Information Council needs to from customers**

- Contact name
- Business name
- Email Address
- Property address for Service
- Address for billing
- Contact phone number
- Types and Sizes of bins.

## **8. When will the additional service start**

- Your additional wheelie bins will be delivered within 10 working days of the approval of the application for the service.
- The Service Start Date (the date from which you will be billed for the service) commences from the first collection day after your additional wheelie bin has been delivered.

## **9. How will I know which is my bin?**

- Council will supply the bins with a stickered label for service on them. □ Each bin is allocated to a physical property address for service □ Each bin has three forms of identification.
  - Barcode
  - Serial number; and an
  - Radio Frequency Identification Tag (RFID tag)
- Council has wheelie bin tracking software installed on its collection trucks and can identify where each bin is located via GPS technology.

## **10. Lost or stolen Wheelie Bins**

- It is the users responsibility to report stolen wheelie bins as soon as they are aware they have gone missing
- Council will replace stolen bins within ten working days of them being reported stolen.
- Only when Council has not replaced the bin within the ten working day time frame will it make an adjustment to the bill for service for missed collection days.
- Council will employ the same replacement policy as it does with all wheelie bins. The cost of issuing replacement bins will be shared between the user and Council on a 50/50 basis. This ensures bins don't roll out the door adhoc.

## **11. Minor Damage to Wheelie Bins**

- Minor damage and faulty parts: Council will supply and install replacement parts resulting from minor damage or faulty parts at its cost.
  - This includes: Lids, hinge pins, wheels and axels.
- Minor damage does not include scuffing, scratches or other surface damage to the body or lid of the wheelie bin.

## **12. Major Damage and Replacement bins**

- Council officers will assess and determine what action will be taken.
- Major Damage: Where a bin cannot be easily repaired onsite, the bin will be replaced by Council at the users cost.
- Where the bin has been damaged by Council or its collection contractor the bin will be replaced at Councils cost.

## **13. Changing the size of the bin**

- Users can up the size their additional rubbish bins to a bigger size bin at any time for an administration and re issue charge. The new annual charge will be based on the size changed to and the date of the swap.
- A user can down size their additional rubbish bins to a smaller size bin at any time for free. The new annual charge will be based on the size changed to and the date of the swap.
- A user can notify Council to cease the use of additional bins at any time for free.
- Once notified Council will instruct the contractor to make the change or retrieve the unwanted additional bins as required.
- Users cannot swap out their base line of service for different size bins. (This encourages waste minimisation)
- Recycling Bins only come in one size (240L)

## **14. What if I'm a tenant and I move across town?**

- The User must let Council know of their change of address, the tenant can take their additional bins to the new property.
- There is no point in a tenant taking wheelie bins to an un-serviced property. If a tenant leaves the bins they are paying for at a serviced property, they will remain responsible for their cost until they notify Council and they wish to cease the use of the additional bins. At which point they will be retrieved by Council.
- Regardless of where the bins go, their whereabouts can be determined using the bin tracking technology on the trucks. The contractor will alert Council staff when a bin is found to be used in a different collection area. Staff will then investigate and retrieve the bin(s) if necessary.

## **15. CBD Additional Services**

- The CBD Area in the centre of Ashburton Township is collected at twice the frequency of the remainder of the service. The cost for their collection service is twice that of a standard level of service.

## **16. Cancelling the Service**

- The additional services can be cancelled by notifying Council. (03) 307 7700. See the billing section below about the timing of your final bill.

## **17. Returning Wheelie Bins**

- There is no need for a user to return wheelie bins themselves. Council will retrieve the cancelled bins.

## 18. The additional services that are billed

- Red lid rubbish collection Services
- Yellow lid recycling collection Services
- Replacement bins
- Up-sizing red lid rubbish bins to a bigger bin

## 19. The cost of the additional rubbish (Red) service(s)

<b>Additional Refuse Collections:</b>	
Additional 80L Rubbish Wheelie Bin collection service (each/year)	\$148.00
Additional 120L Rubbish Wheelie Bin collection service (each/year)	\$186.00
Additional 240L Rubbish Wheelie Bin collection service (each/year)	\$300.00
Additional 80L Rubbish Wheelie Bin CBD collection area service (each/year)	\$297.00
Additional 120L Rubbish Wheelie Bin CBD collection area service (each/year)	\$372.00
Additional 240L Rubbish Wheelie Bin CBD collection area service (each/year)	\$599.00
Additional rubbish bin - upsize swap – Administration and re-issue charge	\$84.00

## 20. The cost of the additional recycling (Yellow) service(s)

<b>Additional Recycling Collections:</b>	
Additional 240L Recycling Bin collection service (each/year)	\$59.00
Additional 240L Recycling Bin CBD collection area service (each/year)	\$119.00
Additional recycling bin or crate retrieval	free

The glass crate collection service is limited to three per household and six per business. Your first crate is paid for on rates. Each extra crate costs \$17.50 each.

## 21. Services that are included in the cost billed

- Retrieval of the bins by Council
- Down-sizing red lid rubbish bins to a smaller rubbish bin
- Replacement property address label's
- Minor repairs

## 22. The Final Bill

When the service is stopped the invoicing will be stopped from the following month onwards. There will be no refund for a partial month's service.

## 23. Default on Billing

If an account is not paid by the 20<sup>th</sup> of the month, the service will be stopped and bins will be collected within 10 working days. It will be at the discretion of Council as to whether the service will be resumed once the outstanding amounts are cleared.

If the account remains outstanding it will be forwarded to Council's debt collection agency and further charges may be incurred in recovery of any outstanding amounts.

In signing this document I agree to the terms and conditions outlined above for the additional wheelie bin service.

Name	Signature	Date