



Shire of Denmark

Waste Management & Kerbside Collection Frequently Asked Questions

The collection of rubbish and recycling within a region is regulated under the Waste Avoidance and Resource Recovery Act 2007 .

The service is compulsory by virtue of the operations of the Shire of Denmark Health Local Laws 1998. These acts and laws are enacted within the gazetted townsites of Denmark, Peaceful Bay and Nornalup and for all properties zoned Special Residential or higher density that may fall outside of the gazetted areas.

- The compulsory rubbish service in the townships of Denmark, Peaceful Bay and Nornalup and...
- The compulsory recycling service in the town of Denmark, are activated upon completion of a dwelling, whether or not there is occupancy by either the owner or a tenant.
- The collection of domestic rubbish is the responsibility of the Shire of Denmark.
 1. The rubbish bins once purchased are the property of the purchaser.
 2. The collection service thereafter is paid for annually as a separate charge on the annual rates notice.
 3. Collection fees will be applied to the property owners rates from the point of application or on completion of building on a pro-rata basis. Application Forms can be found on the Shire of Denmark webpage at <http://www.denmark.wa.gov.au/finance-and-administration-documents-and-forms>
- The collection of recycling is contracted by the shire to waste management contractors Cleanaway and the recyclables are transported to Albany for sorting.
 1. The recycling bins once purchased are the property of the purchaser.
 2. The recycling service is paid for as a separate charge in the annual rates notice.
 3. Collection fees will be applied to the property owners rates from the point of application or on completion of building on a pro-rata basis.
- The commercial service is a non-compulsory service. You will need to contact the Shire office for details and activation as well as the property owner for authority to activate a service.
 1. The commercial bins, once purchased are the property of the purchaser.
 2. The commercial service is paid for as a separate charge in the annual rates notice.
 3. Collection fees will be applied to the property owners rates from the point of application on a pro-rata basis.

BIN AND SERVICE TYPES

- A green lid represents a weekly residential rubbish pickup – 120 ltr bin only
- A yellow lid represents a fortnightly residential rubbish pickup – 120 ltr bin only
- A red lid is only on the recycling bin – 240 ltr bin only
- Commercial bins will have a stencil of a Blue Wren on the side to identify them as commercial pickup. Different colours of wrens will indicate a pickup type – 240 ltr bin only
 - White for twice weekly service

- Yellow for once weekly service

ACQUIRING A BIN

- Residential & commercial rubbish bins will need to be paid for at the Shire office and the receipt taken to the Shire depot on Zimmermann St for pickup of the bin.
- Recycling bins are also to be paid for at the Shire office but will be delivered to your property on instigation of the service.

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RESIDENTIAL WASTE COLLECTION SERVICE

Bin ownership?

- Both the 120 ltr rubbish bins and the 240 ltr red lidded recycling bins are the property of the **purchaser**.
- This may be the property owner or the tenant. The owner of the bin is responsible for the maintenance or replacement costs if it is a matter of age, wear and tear, weathering or theft.

Why can't I have a bigger rubbish bin?

The Shire is encouraging residents to recycle as much as possible. A smaller rubbish bin is provided to promote recycling.

When are the bins picked up?

- Residential rubbish and recycling bins are picked up on Mondays or Fridays depending on where you live.

Please contact the Shire office for details or alternatively you will find the map and calendar on our website.

To assist in the collection of your bin please

- i. Ensure that your bins are out by 6.00am the morning of pickup.
 - ii. Please avoid placing your bin next to obstacles such as trees or power poles.
 - iii. Please do not put hot ashes, building rubble, hazardous chemicals tyres or car parts into the rubbish bins.
- You may choose from a weekly or fortnightly rubbish collection service.
 - Recycling is a fortnightly pickup only.
 - Residential service collection calendars, maps and information are available on the Shire website.
 - The property owner may change the frequency of your rubbish collection service once a year without penalty. (Tenants wishing to change the frequency of the collection service will need to discuss this with their landlord or property manager. This applies to both residential and commercial premises).
 - Any subsequent changes will be charged.

New, additional or replacement bins?

- The rubbish bins are available through the Shire. You will need to come to the office to pay for your rubbish bin and then to the Shire Depot to pick it up.

- You may purchase as many bins as you like, but if you put out more than one bin out per pickup, you will be charged for extra services per bin. If you require extra bin service pickups, please contact the Shire.
- Residents are asked to only purchase rubbish bins through the Shire as we use appropriate quality bins to ensure the durability and design necessary for use with the Shire Rubbish truck.

Why can't I get a rubbish or recycling collection service?

- Rubbish collection is restricted to the Denmark, Peaceful Bay and Nornalup townsites and to any property zoned Special Residential or higher density outside of these gazetted areas.
- Recycling collection is restricted to the Denmark townsite only.
- If you live in a non-compulsory area that adjoins a rubbish collection run and 50% or more of the residents in your area indicate a wish to opt in to the rubbish collection service, it may become compulsory for all residents in that area to have the service.

Why are the Tip Passes only issued to people who already have a rubbish service?

Tip passes are issued to those properties that have a rubbish collection service that is paid for through their rates. It enables residents to dispose of rubbish that the Shire is not able to collect in the normal weekly or fortnightly collection – for example large items that may not fit in the rubbish bins.

- If you have not received your tip passes and you are a tenant you may need to talk to your landlord or property manager.
- If you are the owner of the property and you have not received your Tip passes please contact the Shire Office.

I am physically unable to put my bin on the kerb. Can I get some help?

The Shire will retrieve your bin from a suitable place on your property as per the Shire policy:

P100103 PROVISION OF RUBBISH SERVICE FOR THE DISABLED/INFIRMED

Objective

In recognition of the needs of the elderly and / or infirmed, Council provides a service to those residents utilising Council's wheelie bin rubbish service but are, due to their age or condition, unable to wheel their bin from the front of their property to the kerb line and return.

Policy

Where the above circumstances exist, all requests for assistance with rubbish bin collection require a written request from the owner/applicant/resident and a letter from their Doctor confirming that they are unable to regularly move their bin to the required location for Council pick-up.

A similar service is also available for your recycling collection. The Shire will forward all requests to Cleanaway for assessment by that organisation.

COMMERCIAL

I own a business in town and would like a rubbish collection and perhaps a recycling collection as well?

- The Shire can provide your business with a twice weekly or once weekly rubbish pickup service.

- The business owner will need to contact the property owner for authority to activate the service as charges are included in the rates notice.
- The bins are 240 litre and available through the Shire office, with pickup from the Shire Depot.
- The bins will be painted with a blue wren to designate them as commercial pickup bins.
- There is also a weekly or fortnightly recycling service available if required.

My bin has been damaged. What can I do?

There are many reasons why a bin can fail or become damaged. One of the primary reasons is that of age. As bins get older and spend large amounts of time in the sun and weather, the plastic will become brittle and more prone to damage. This can lead to confusion regarding damage perceived to be from the Shire rubbish collection truck, when in reality the bin has failed to stand up to the tyranny of time.

- If you cannot reasonably demonstrate that the Shire operations caused the damage to your bin, you will be expected to pay for a replacement bin or for the parts that you may need to replace (ie lids, wheels or pins).
- If the lid falls off your bin and ends up in the truck, this cannot necessarily be attributed to the operations of the Shire rubbish collection truck and you may need to purchase a new lid from the Shire office.
- If, for instance, your bin still has tight fitting wheels that support the bin when it is turned upside down, and the driver drives off with your bin or your bin disappears into the truck, then this can reasonably be considered to be a claimable event and you would certainly be issued with a new bin at no cost.
- In the event that your rubbish bin is damaged, and you think that the Shire contributed to this, you will be asked to bring the bin to the Shire depot for assessment for wear and tear damage. If it is deemed to be the effects of aging that has caused the bin to fail the owner will be expected to purchase a new bin or to replace the damaged parts.
- The Shire will be able to replace or supply parts for the small 120 litre bins with either green or yellow lids at a small charge depending on the item.
- Cleanaway in Albany is responsible for any repairs, maintenance or replacement of the large 240 litre bins with the red lids. If your recycling bin is damaged, suffering from wear or stolen please contact Cleanaway on 1300 784 468.
- **Please note that all bin services will be charged for through the rates of the owner of the property. Any request for a service at a particular property by a tenant or non-owner occupier, must be authorised by the owner of the property. This applies to residential and commercial premises.**
- **Uncontaminated greenwaste may be disposed of at the McIntosh Rd and Peaceful Bay sites free of charge.**
- **Sorted recycling can be disposed of at the McIntosh Rd and Peaceful Bay sites at no charge.**
- **Metal items (old washing machines etc) may be disposed of at the McIntosh Rd and Peaceful Bay sites at no charge.**

- **Shire of Denmark based businesses and organisations who deposit waste regularly at the McIntosh Rd site may do so under a Waste Account number issued via the Tip Operator on a monthly basis.**

For further information relating to Kerbside Collection contact the Shire of Denmark Administration or Infrastructure Services on (08) 9848 0300, email enquiries@denmark.wa.gov.au. or Cleanaway on 1300 784 468