



Policies, Procedures and Guidelines

REPLACEMENT OF MOBILE GARBAGE BIN POLICY ENV012

BACKGROUND

This policy outlines Lachlan Shire Council's (LSC) position in relation to the replacement of Mobile Garbage Bins (MGB). The policy applies only to the garbage collection areas in the Lachlan Shire Council.

OBJECTIVE

The aim of the policy is to:

- provide Council and the Community with a consistent means of resolving grievances with regard to MGB
- ensure that all requests for additional bins are handled in a transparent and consistent manner.

SCOPE

LSC provides a weekly general waste collection service to many urban areas of the Shire. In order for this to be done each urban domestic property must have a MGB.

DEFINITION

Mobile Garbage Bin – plastic garbage receptacles collected from the kerb side by LSC's waste collection contractor.

POLICY

LSC provides a weekly waste removal service to domestic properties in Condobolin, Lake Cargelligo, Tottenham, Albert and Fifield residential areas. The following principles apply to the garbage collection service:

1. One 240 L mobile garbage bin is provided to each residential and business property.
2. Additional and/or replacement MGBs are available to ratepayers / householders at the scheduled cost in Council's Fees and Charges.

Replacement of Mobile Garbage Bins

The replacement of MGBs is the responsibility of the property owner, whether the bin is damaged, stolen or otherwise. The pricing in this policy is guided by Section 504 of the Local Government Act 1993 which prescribes that Waste Management charges are set on a cost recovery basis.

Procedure for obtaining a replacement MGB

Where a bin is damaged, stolen or otherwise, the owner of the property will be required to purchase a new bin and submit the completed and signed Request for a Replacement Bin form

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(see in Appendix 1). A bin will subsequently be delivered to the property by LSC staff, as soon as practical.

Additional Garbage Collection Services

Where a property owner applies for more than one MGB, the owner will have their rates amended accordingly. Rates are set in LSC's Fees and Charges.

In order to receive an additional MGB service, the owner of the property is required to complete and sign the request form (See Appendix 2) and submit it to LSC for processing. This will result in the following:

1. An additional bin being delivered to the stipulated premises
2. The garbage contractor being advised of the extra service
3. The owner's service fees being adjusted accordingly

Garbage Collection Service Removal

Where a property owner no longer wishes to utilise LSC's waste collection service and requests to have their rates adjusted accordingly as set out in LSC's Fees and Charges. The garbage contractor will be notified of the service cancellation.

Complaint Resolution

Persons wishing to lodge a complaint regarding the handling of a request for a replacement MGB should phone (02) 6895 1950, or forward a written complaint to:

The General Manager
Lachlan Shire Council
PO Box 216
CONDOBOLIN NSW 2877

All complaints will be handled in accordance with LSCs Complaints Policy.

The complaint will be considered by the Director of Environment and Planning, and LSC will advise the complainant of the decision, in writing as soon as practicable after consideration of the complaint.

In the interim, the complainant will be required to purchase a replacement MBG. Should LSC determine that the MGB will be replaced at Council's cost, full reimbursement will be issued by cheque.

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Appendix 1 – Replacement Bin Request Form

Assessment No _____
Lot and DP: _____

LACHLAN SHIRE COUNCIL MOBILE GARBAGE BIN REPLACEMENTS

NAME: _____

BIN ADDRESS: _____

CIRCUMSTANCES: _____

I hereby certify that the mobile garbage bin located at the above mentioned premises was taken/damaged and can no longer be used for garbage collection.

Print Name _____

Signed _____

Date _____

Office use only

Fee: _____ Rec. Number: _____ Date: _____

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Appendix 2 – Additional Service Request Form

Assessment No. _____
Lot & DP _____

LACHLAN SHIRE COUNCIL

MOBILE GARBAGE BIN – ADDITIONAL SERVICE

NAME: _____

ADDRESS: _____

COLLECTION ADDRESS: _____

I hereby make application to Council for a new/additional garbage bin service/s to the above premises, owned by me. I acknowledge that an additional pro rata waste charge will be levied on my rate assessment.

Name: _____

Signed: _____

Date: _____

Office Use Only

Numbers of services already collected at this address: _____

New number of services to be collected at this address:

Notify Rates Clerk: _____ Notify Garbage Collector: _____

Notify Environment & Planning: _____

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Assessment No. _____
Lot & DP _____

LACHLAN SHIRE COUNCIL

MOBILE GARBAGE BIN – SERVICE REMOVAL

NAME: _____

ADDRESS: _____

COLLECTION ADDRESS: _____

I hereby make application to Council for the removal of _____ garbage bin and _____ services to the above premises, owned by me. I acknowledge that my rates will change and I will no longer be entitled to this service.

Name: _____

Signed: _____

Date: _____

Office Use Only

Numbers of services already collected at this address: _____

New number of services to be collected at this address:

Notify Rates Clerk: _____ Notify Garbage Collector: _____

Notify Environment & Planning: _____

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