

Waste Collection Service - Commercial

This factsheet provides information about Council's waste collection services through a waste collection contractor, currently JJ's Waste and Recycling.

What is a waste collection service mandatory?

A waste collection service is mandatory for all properties within the defined refuse area that meet Council's requirements. Properties outside of the defined refuse area may be eligible for a waste collection service subject to requirements.

Can I receive a commercial waste collection service?

If your business is within the defined refuse area then you are eligible for a waste collection service if:

- there is an appropriately classed building on the property;
- the property has a recognised street address or a rural addressing number; and
- there are no issues that would obstruct access to the waste collection vehicle to service the property.

If your business is outside of the defined refuse area, then you may still apply for a waste collection service and your application will be assessed by Council and the waste collection contractor in consideration of the following:

- proximity to the nearest property with a waste collection service; and
- ability of a waste collection vehicle to access your property.

What to do on collection Day?

- leave your bins out for collection on the evening before collection day, or prior to 6:00am on collection day. Wheelie bins may be serviced at any time between 6:00am to 6:00pm on your service day;
- do not place rubbish on top of or beside the bin;
- place the bins on clear ground at the road verge next to your driveway and a minimum of two (2) metres away from any vehicles;

- bins should be placed on the footpath close to the edge of the kerb so as not to obstruct the footpath for users or if there is no kerb, on the side of your driveway or on the gravel/grass road verge close to the road;
- the handle should face your property, and the Council logo should face the road;
- where a group of bins are to be collected i.e., commercial precincts with multiple businesses with wheelie bins, the bins should be placed at least one (1) metre apart.

Housekeeping tips for your wheelie bin?

- vacuum dust, polystyrene etc should be contained before being placed in the bin so these materials don't disperse when the bin is emptied;
- do not overfill the bin as it may not be emptied. Additionally, bins weighing over 70kg will not be emptied;
- jamming plastic wrapping, cardboard boxes and so forth, into the base of the bin may result in waste being lodged within the bin which may result in a partially emptied bin.

The following contaminants which should not be placed in your wheelie bin:

- heavy materials, such as concrete, building materials, soil;
- industrial waste, waste oil, tyres, wire;
- batteries or engine parts;
- tree pruning's;
- hot ashes.

Please refer to Council's waste disposal and recycling options fact sheets for information on how to dispose of these materials.

Non-Collection?

In instances where an issue has been identified that has led to non-collection, a brightly coloured sticker

detailing the nature of the issue will be attached to the uncollected bin.

Instances where this may occur are:

- **Overfull bins** – overfull bins expose the driver to an increased risk of rubbish falling onto the road or footpath as they complete the service, and the contractor is not obligated to collect any bin that is overfull. Excess waste will need to be disposed of at one of Council's Waste Facilities or kept aside to be placed in the bin once emptied.
- **Overweight bins** – bins that are too heavy are unable to be lifted by the waste collection vehicle. The maximum weight for a wheelie bin is 70kg. The hydraulic lifter on the waste collection vehicle does not have the power to lift a bin over the maximum weight.
- **Contaminated bins** – a commercial waste collection service is for general waste only. Any contaminants in the wheelie bins will result in the bin not being serviced. Examples of contamination are listed above.
- **Non-Council bins** – only red-lidded wheelie bins with the Council's logo are eligible to be serviced. In areas where there are existing wheelie bins from prior to amalgamation still in use, these wheelie bins will continue to be serviced but will be replaced with a red-lidded Council wheelie bin when they require replacement.
- **Excess bins** – a commercial waste collection service on a property's rates entitles that property to one (1) service of one (1) wheelie bin per week. Premises requiring additional capacity may apply for additional services which are then applied to the property's rates. If wheelie bins presented for servicing are above the quantity of commercial waste collection services identified for that property, the excess bin/s will not be serviced.

My bin hasn't been serviced and the above doesn't apply?

On occasion, there may be genuine reasons as to why wheelie bins may not be serviced. This could be because of roadworks being conducted, cars parked in front of the bin, or the bin may have simply been missed. In these instances, please contact Council for further information.

Council will contact the contractor and examine camera footage from the truck to identify why your bin was missed. Council's waste collection contractor will return and service a wheelie bin if the contractor is deemed to have been at fault. In this case you will be advised to leave your wheelie bin out for servicing.

Please note: If your wheelie bin was missed because it was put out after the waste collection vehicle had already serviced the area then you may request for a special service for an applicable fee. Alternatively,

you may dispose of your waste at the nearest Council waste facility.

What if my bin is damaged/stolen?

If you require a replacement bin, please contact Council.

In genuine cases, the contractor will replace lost or stolen bins at no charge to the ratepayer. The replacement may be a new or used bin.

Within the Kingaroy and Nanango town areas, this should take place within two (2) business days. Outside of these areas, this will take place on the next service day.

How do I apply for a wheelie bin?

Complete Council's refuse service application form (signed by the property owner or authorised agent for the property). Council will action your application within seven (7) business days.

How do I request an additional service?

If a request for an additional service is made by completing Council's refuse service application form (signed by the property owner or authorised agent for the property).

Requesting an additional service will increase the rates for the property as per Council's Rates and Charges Schedule.

Council will action your application within seven (7) business days.

How do I cancel an existing service?

Commercial properties within the defined refuse area **must** retain at least one (1) Council waste collection service unless they have an alternative waste collection arrangement with a commercial waste contractor and are able to provide evidence of this arrangement to Council.

Commercial properties outside of the defined refuse area may cancel a Council waste collection service.

A request for cancellation of a commercial waste collection service is made by completing Council's refuse service application form.

Requesting a cancellation of service will decrease the rates for the property as per Council's Rates and Charges Schedule.

Further Information?

To find out further information about your waste collection service such as determining whether a property is within the defined refuse area, please contact Council via one (1) of the following methods:

- ✉ South Burnett Regional Council
PO Box 336
KINGAROY QLD 4610
- ☎ (07) 4189 9100
- @ info@sbrc.qld.gov.au
- 👤 Visiting a Customer Service Centre