

CHRISTCHURCH CITY COUNCIL - KERBSIDE COLLECTION and WASTE COLLECTION POINTS - TERMS AND CONDITIONS

Kerbside Collection Rules – Wheelie Bin Service Reason for Clause

1) All permanent dwelling and business units that pay a UAGC and the waste minimisation targeted rate are entitled to use the Council funded collection service. (No-one is required to use the collection service just because it is available however charges will still apply).

Rates remitted properties (e.g. non-profit organisations), or permanent dwellings on non-rateable land (e.g. Ministry of education land), or sports organisations on reserve land, may apply to opt-in to the kerbside service, through payment of an annual charge.

Note: An exception has been made since the September 2010 and February 2011 earthquakes to allow Businesses in Recovery Mode, in temporary premises to opt in to the kerbside collection service, through payment of an annual charge. The business need for this service is reviewed annually.

2) The service is a wheelie bin (mobile garbage bin) based service and comprises **a weekly collection of organics** (food and garden waste), **a fortnightly collection of recycling** and **a fortnightly collection of rubbish**. For each property the rubbish will be collected on the week after the recycling collection.

Note: Clauses 19 - 23 refer to the Inner City Bag service, Clauses 24 - 29 refers to Waste Collection Points (Community Collection Points).

3) Only the bins provided by Council's contractor and with Christchurch City Council branding are to be used in the collection system. These bins are owned by Council's contractor and may not be utilised by a commercial collector.

Note: Bags and loose items placed beside, or on top of, wheelie bins, will not be collected.

4) The standard set of bins are:

Organics, 80 litre wheelie bin with green lid

Recycling, 240 litre wheelie bin with yellow lid

Rubbish, 140 litre wheelie bin with red lid

Note: the maximum weight able to be lifted by the trucks' collection arm is 70kg

5) Properties with space constraints and/or that generate small amounts of waste such as single and two person household may select a set of small bins. The small set comprises:

Organics, 80 litre wheelie bin with green lid

Recycling, 80 litre wheelie bin with yellow lid

Rubbish, 80 litre wheelie bin with red lid

6) Premises where the 80 litre Organics bin is unlikely to be used and where space is at a premium may be offered a 2 bin set of:

Recycling, 80 litre wheelie bin with yellow lid

Rubbish, 80 litre wheelie bin with red lid

Note: the targeted waste minimisation rate is the same regardless of the option chosen.

7) Accommodation providers e.g. motels, hotels etc., may request additional recycling and organic wheelie bins. These will be funded application of additional, targeted waste minimisation charges.

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8) In lieu of individual sets of bins, multi occupancy properties (properties with more than 4 rateable units on one land parcel) may be supplied with shared bins, larger shared wheelie bins or shared 4 wheeled mobile bins. Shared bins will comply with the lid colour coding as above.

9) Any other containers nominated by Council's contractor, and approved by Council, may be used where a service using wheelie bins is not feasible. The terms and conditions for the use of the wheelie bin service apply to all containers approved by Council (with any necessary modifications).

10) Where the circumstances of the occupier of the property are such that, due to medical reasons, it is not reasonable to expect that bins be wheeled to kerbside, a rubbish-only service will be provided. Provision of such a service will be at Council's discretion.

11) Bins which are too heavy for the collection truck to lift, over-loaded and/or contain oversized material will not be emptied. If the bin lid is not shut flat the bin is considered to be overfull.

12) Permitted waste in each bin includes any of the following providing the bin does not exceed 70 kg:

i) Recycling – Dry and clean recyclable material which Council lists as acceptable, is able to be mechanically recovered and which is financially viable to recover.

Current recyclable materials includes:

- Paper
- Cardboard (flattened)
- Liquid paperboard cartons (milk and fruit juice cartons/boxes)
- Glass bottles and jars;
- Aluminium rigid and semi-rigid packaging;
- All plastic containers (not including “degradable” or “biodegradable” plastics)
- Bundled plastic (HDPE) “supermarket” bags
- Steel containers & rigid packaging, including “tin cans” and aerosol cans

ii) Organics – Compostable kitchen and garden material, free of inorganic and unsanitary contamination. Acceptable compostable materials includes:

- Fruit and vegetable material;
- Meat, fish, bones, shells, etc.
- Bread, pastries and flours;
- Hair;
- Any of the above wrapped in paper or approved compostable bags.
- Napkins, Paper Towels, Shredded Paper, Food contaminated paper and cardboard.
- Prunings, cuttings and branches able to be contained within the wheelie bin with the lid shut flat
- Weeds
- Lawn clippings, leaves and cut flowers.

iii) Rubbish – All waste originating from domestic activities not suitable for either the Recycling or Organic collection and that is not Prohibited Waste

iv) Prohibited Waste that may not be placed in any bin includes:

- a) sharp objects or material capable of shattering or puncturing the bin or injuring any person (excluding glass bottles or jars suitable for recycling);
- b) any explosives, hot ashes, flammable material, or any other matter, thing or waste of any kind whatsoever that may endanger any person, animal or vehicle prior to, during and after collection or during and after disposal.
- c) any item of excessive size;

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- d) any liquid, whether in a container or otherwise, or any viscous fluid including used oil;
- e) any radioactive wastes, but excluding domestic smoke detectors;
- d) any lead-acid batteries (car/boat/truck batteries);
- e) any freezers or fridges;
- f) any hazardous or toxic waste;

For information on how to dispose of hazardous and prohibited and special waste contact:

- Council Call Centre on 03 941 8999 or 0800 800 169 **or**
- Go to: <http://www.ccc.govt.nz/homeliving/rubbish/hazardouswaste/index.aspx> **or**
- <http://www.ccc.govt.nz/homeliving/rubbish/kerbsidecollection/index.aspx>

13) Placement of Wheelie Bins for collection

Bins are to be placed for collection in a manner which facilitates the safe and efficient collection by the waste collectors. Rules for placement are as follows:

- i) On the kerb in front of the boundary of the serviced property with Council logo facing the road, or in the case of roads without formed kerbs, on the nominal edge of the road closest to where the collection vehicle passes. NOTE: Bins must not be placed on the Road.
- ii) Close to the driveway/ footpath crossing for the serviceable property.
- iii) Where possible the space between bins should be at least 50 cm (to accommodate wheelie bin lifter arms)
- iv) Bins should be placed at least 50 cm clear of fixed obstructions such as trees, lamp posts and sign posts to enable tipping of bins.
- v) Where possible bins should be placed clear of movable obstructions such as parked cars and temporary road signage

Or alternatively when placement above is not possible, bins are to be placed as directed by the Council to facilitate the contractor's operations. Instances where alternative arrangements may be directed include where service lanes exist, on one way streets and private lanes. (See clause 17 of these terms and conditions for the rules relating to private lanes and gated communities)

14) Time for placement and removal of bins – a standard collection day is 6:00 am to 6.00 pm.

Note: an extension until 7.30 pm has been granted to service the Banks Peninsula area over December and January annually.

i) Bins are to be placed for collection in accordance with clause 13 of these terms and conditions prior to the collection starting in that area. To ensure collection put bins at kerbside on the day of collection before 6.00 am and no earlier than 5:00 pm on the day before collection.

ii) Bins, whether emptied or not, must be removed from the kerbside by 11:00 pm on the day of collection unless otherwise directed by Council

iii) The Council may direct that any other times will apply to the placement or removal of bins. This may be for the purposes of facilitating collection operations in areas where an out-of-hours collection is preferred for reasons of public safety and convenience. Instances where alternative times may be applied by the Council include on streets where parking during the day is an issue, and streets that have high traffic counts during the day

Note: Leaving bins in a public place outside of the collection hours above listed in 14 i) and ii) may be a breach of, and be an offence under clause 7 of the Christchurch City Council Public Places Bylaw 2008.

15) Protection and Use of Bins

Every owner or occupier must:

- i) Reasonably protect the wheelie bins allocated to their property from damage and theft.

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ii) Separate and prepare all waste so as to comply with the permitted waste criteria for organics, recycling and rubbish (see clause 12 of these terms and conditions).

iii) Maintain wheelie bins in a sanitary manner so as not to cause offence or nuisance.

v) Notify the Council of any loss of or damage to the wheelie bin within 24 hours of collection day

vi) Wheelie bins allocated to a property must remain at the property the bins are allocated to.

Note: Council maintains a record of serial numbers of bins allocated to properties rated for the kerbside collection service. A bin outside a different property from the property to which it is allocated may be removed from that property by Council or Council's contractor.

viii) Must pay any fees and charges (set annually) to have any bin allocated to that property redelivered to the allocated address (unless the bin was reported stolen or other arrangements were made for the bins)

ix) Make the wheelie bins allocated to the property available to Council, its contractors or agents, for audit and inspection purposes. If repair is required make the bin available at the kerbside on the next collection day for that bin.

x) Make payment to replace a wheelie bin if:

- through negligence, damage, and or destruction of the bin has occurred;

or

- the bin has gone missing after collection from being left out at the kerbside for more than 24 hours and/or is not reported to council within 24 hours of collection day or if stolen from private property.

or

- any other instance where a court orders compensation to the contractor for damage or loss attributed to the occupiers of that property.

Note: The contractor will refund any payment on recovery of a bin if found in usable condition, less administration expenses, namely cleaning, relabeling & redelivery.

16) These terms and conditions will be enforced as follows:

i) When the contents of the bins emptied into the truck do not comply with the permitted waste criteria for that bin, a notice will be attached to the bin. The notice will provide information as to reason for the notice being issued, provide guidance on the correct use of the bin and will include a statement that the warning has been logged against the address listed on the bin

ii) When the placement or contents of the bin is known to be non-compliant the bin will not be emptied and a notice will be attached to the bin. The notice will provide information as to the reason for the notice being issued, provide guidance on the correct use of the bin and will include a statement that the warning has been logged against the address listed on the bin.

iii) On issue of a 2nd notice the contractor will inform the Council who may write to the occupiers of the address listed on the bin setting out the actions that Council may follow if non-compliant use of the wheelie bin continues. The letter will include instructional literature to assist the property occupier in the correct use of the wheelie bins.

v) Abuse of the service may lead to Council removing the service entitlement to that property in accordance with the Waste Management Bylaw 2009.

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vi) Reinstatement of the service entitlement will be at the discretion of the Council in consultation with the Council's Contractor and will require:

- a fee to be paid to Council (as per fees and charges set annually);
- a statement completed by the owner outlining the steps the owner will take to prevent the issue occurring again.

vii) Enforcement of the terms and conditions may also be through the options provided for in the Waste Management Bylaw 2009.

Note: the three strike process outlined above relates to contamination only. Bins presented at an address different to that allocated to may be uplifted immediately

17) Private Lanes & Gated Communities

(a) Private Lanes

The extension of the collection service down private rights of way (lanes) may be approved by the Council in accordance with the criteria set out below:

(i) The relevant lane must service a minimum of five residential dwellings or units.

(ii) A majority of the landowners whose properties are serviced by the lane must request the service before an application for extension of the collection service can be considered by Council.

(iii) Applications must satisfy the Council that either all of the required landowners have consented to the service, or that the Applicant has the authority to act on behalf of all the required landowners.

Note: The legal arrangements underlying private lanes can vary, so the purpose of this clause is not to necessarily require that ALL landowners must consent but is to ensure that all the consents legally required to be obtained are obtained.

(iv) The collection contractor's small vehicles used for collecting from "difficult access streets" (as defined in the collection contract) must be able to safely negotiate the lane, and turnaround within the lane. This is to be determined at the discretion of the Council in consultation with the Contractor.

(v) The Landowners of affected lanes must acknowledge in writing that in providing the requested Council services, neither the Council nor any of the Council's contractors will be liable for wear and tear that may occur as a consequence of providing the requested Council services.

(vi) Applications will be administered by the Council's City Water and Waste unit.

(vii) Any approved service may be withdrawn at the discretion of the Council if safe access along the lane by the collection vehicle is consistently impeded e.g. by parked vehicles.

(b) Gated Communities and Multiple Units:

Organisations responsible for the administration of multiple unit or gated developments (e.g. the Body Corporate or any owners' committee) may apply for collection services to be extended to within their properties on behalf of the owners provided that such organisation satisfies the Council that it has the authority to act on behalf of all the required owners.

The extension of collection services to within such properties will be provided subject to the same conditions as for private rights of way (lanes) subject to:

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(i) Driver-activated access, by means of a remote control and card key or access code as back-ups being provided to the Council and/or the Council's contractor. Where access cannot be gained by the contractor due to a failure in the access system, collection will only occur outside the secured perimeter of the facility. Where access codes are used, the Council/contractor will be notified of any changes in such codes

(ii) The Council may, at its discretion, discontinue the provision of collection services within such properties at any time

(iii) Neither the Council, nor the Council's contractor, will be liable for wear and tear that may occur as a consequence of providing the requested Council services or missing collections due to inability to access.

(c) That should the criteria not be met or a gated community choose not to apply for collection services within the community, that community must provide a collection point for Council rubbish and recycling and organic containers outside the security perimeter which is safe and accessible to the Council's contractor.

18) Assistance

A wheel-out wheel-back service for the rubbish service only may be provided by Council to households unable to take the bin to the kerbside due to disability, impairment and frailty.

Applications for assistance may be approved by Council in accordance with the criteria set out below where:

- Disability, impairment or frailty which prevents the applicant from using the service, in the particular circumstances of the applicant's property;
- Household or community support is not available.

Properties provided with this service will be required to keep the bin in a fixed location readily accessible from the street and to provide unencumbered access to the property to the contractor for the purpose of collecting and returning the bin.

Approval of eligibility for the service will be administered by the Solid Waste Contracts Manager, City Water & Waste.

19) The Inner City collection area, as defined on the Inner City collection route map (attachment 2), will have the following services provided by Council

- i) a 7 days per week evening user pays rubbish bag collection;
- ii) a weekly, evening, user pays recycling bag collection.

Note: Properties within the Inner City collection area are not rated for a Waste Minimisation Charge. Collection days and times will be as notified by Council. Cardboard may not be placed on the street for collection by private commercial operators.

20) User Pay Bags:

Only Official Council Bags may be used. Colour and labelling and price of bags will be as notified by Council.

21) Rubbish Bags Contents:

The bag and contents is not to exceed 12 kgs.

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- i) Any normal household waste may be placed into the bag for collection, but not unwrapped sharp objects, hot ashes, liquids or dangerous objects.
- ii) Anything that may come through the side of the Rubbish Bag and injure the collectors should be wrapped in many layers of paper, to protect the collector, then placed inside the rubbish bag for collection.
- iii) Prohibited waste as described in clause 12 (iv) is not to be disposed of in the rubbish bag.

22) Recycling Bags Contents

The bag and contents is not to exceed 12 kgs.

- i) Any dry and clean recyclable material able to be mechanically recovered and for which it is financially viable for Council to recover may be placed in the recycling bag.
- ii) Current Recoverable Materials includes:
 - Paper;
 - Cardboard (flattened);
 - Liquid paperboard cartons (milk and fruit juice cartons/boxes);
 - Glass bottles and jars;
 - Aluminium rigid and semi-rigid packaging;
 - All plastic containers (not including “degradable” or “biodegradable” plastics);
 - Bundled plastic (HDPE) “supermarket” bags;
 - Steel containers & rigid packaging, including “tin cans” and aerosol cans;
- iii) Anything that may come through the side of the Recycling Bag and injure the collectors may not be placed in the bag.
- iv) Prohibited waste as described in clause 12 (iv) is not to be disposed of in the recycling bag.

For more information, go to:

<http://www.ccc.govt.nz/homeliving/rubbish/innercitycollection/index.aspx>

23) Placement of bags

Bags are to be placed for collection on the footpath in manner and time which minimises the disruption and nuisance to other users of the footpath.

Bags are to be placed on the footpath by 5:30 pm on the day of collection or such other times as notified by Council

Bags, not collected, are to be removed from the footpath/street by 8:00 am on the following day.

24) Waste Collection Points are provided in locations on **Banks Peninsula** to provide a disposal point for the recycling and rubbish generated in communities which are not on a kerbside collection route. Residents on kerbside collection routes are not permitted to use the Waste Collection Points.

The skips provided at these sites are intended for receipt of material that would otherwise go in a wheelie bin. Refer to Clause 12. Large items that do not meet the permitted waste criteria (clause 12) should not be deposited at Waste Collection Points.

For more information, go to:

<http://resources.ccc.govt.nz/files/homeliving/rubbish/kerbsidea5collectionpointbrochure.pdf>

25) Locations of Waste Collection Points and the services at each location will be determined and notified by Council from time to time.

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26) Facilities will be provided at each location for the disposal of recycling (as defined in the kerbside collection terms and conditions) and rubbish. The Council may determine and notify that any Waste Collection Points may be restricted to accepting only recycling or only rubbish.

27) Acceptable Waste

- i) All recycling as defined in the permitted waste criteria in the kerbside collection terms and conditions (see clause 12) is accepted in the Waste Collection Point recycling containers;
- ii) All rubbish as defined in the permitted waste criteria in the kerbside collection terms and conditions (see clause 12) is accepted in Waste Collection Point rubbish containers.

28) Unacceptable Waste

- i) Waste generated by businesses in the course of their business activities is not to be deposited in the containers at Waste Collection Points;
- ii) Prohibited waste as defined in the kerbside collection terms and conditions (see clause 12 (iv)) is not to be deposited at Waste Collection Points.

29) Use of Waste Collection Points

- i) Users of Waste Collection Points are to sort their waste and place in the appropriate container provided (recycling and rubbish).
- ii) Users of Waste Collection Points are to not place rubbish in the recycling bin.
- iii) Users of Waste Collection Points are to not place recycling in the rubbish containers.
- iv) Containers provided are not to be overfilled.
- v) Odorous rubbish is to be wrapped to contain the odour.
- vi) Users of the Waste Collection Points are to be considerate of other users of the facility:
 - Pick up any spilt rubbish or recycling;
 - Only deposit waste in the containers provided;
 - Rubbish should be contained in a suitable bag.
- vii) The amount of rubbish and/or recycling dropped off by a resident **should not exceed the amount that can be placed in the kerbside wheelie bins** - this amount is equivalent to two rubbish bags per week and three recycling bags per week.