Key Messages

- Christchurch City Council is changing the Kerbside Collection days for some of the routes in the city.
- In line with the expected growth and evolving demographic landscape of the City following the 2011 earthquake, Christchurch City Council is looking at re-routing some routes to improve the Kerbside Collection Services to all residents of the city.

Kerbside Collection Day Change-over FAQs

Why is the collection day changing for some routes?

In line with the expected growth and evolving demographic landscape of the City, following the 2011 earthquake, Christchurch City Council is looking at re-routing some routes to improve the Kerbside Collection Services to all residents of the city. This will make the collection service more time efficient and ensure an even workflow across the city.

Is my collection day changing? If so Why?

The Collection days are only changing for some routes in Christchurch. Let us know your address and we can let you know. The following routes are changing as follows:

Maps of each affected area available at www.ccc.govt.nz/bincollectionchange

North of Riccarton Road area: (Changing from Thursday Week Two to Wednesday Week 2): This is to evenly balance the number of household collections on a daily basis, across the city. This will make the collection service more time efficient and ensure an even workflow. Also, to restrict further incidents of littering and bins going missing, the Wheelie Bin collection day for Riccarton area will change from a Thursday to a Wednesday. As Wednesdays are less likely to have late night socialising, we feel there will be a reduced occurrence of these incidents.

South of Riccarton Road area: (Changing from Thursday Week One to Wednesday Week One): This is to evenly balance the number of household collections on a daily basis, across the city. This will make the collection service more time efficient and ensure an even workflow. Also, to restrict further incidents of littering and bins going missing, the Wheelie Bin collection day for Riccarton area will change from a Thursday to a Wednesday. As Wednesdays are less likely to have late night socialising, we feel there will be a reduced occurrence of these incidents.
East of Papanui Road / Harewood Road: (Changing from Monday Week Two to Friday Week One): This incorporates the proposed future developments in the area and to evenly balance the number of household collections on a daily basis, across the city. This will make the collection service more time efficient and ensure an even workflow.

East of Cranford Street/ Main North Road: (Changing from Friday Week One to Monday Week Two): This incorporates the proposed future developments in the area and to evenly balance the number of household collections on a daily basis, across the city. This will make the collection service more time efficient and ensure an even workflow.

If you go to the Council’s Kerbside Services web page, you can insert your address and confirm your collection days.

What wards are affected by the change?
- Shirley-Papanui
- Fendalton Wairmairi
- Riccarton-Wigram

Are all properties in the affected wards changing?
No, only those as shown on the change-over maps on the Kerbside website. All residents will be contacted directly via post with a letter outlining the change and will include an easy to follow change-over calendar.

What if I miss my collection during the change over period?
Please contact the Council within 48 hours and we will investigate why the bin was not collected and return to empty if the GPS system shows that the bin was missed. Contact our Customer Call Centre on (03) 941 8999.

I’ve been away (just moved in) and didn’t know about the change over. What can I do about having my bins collected?
Please contact the Council within 48 hours and we will investigate why the bin was not collected and return to empty if the GPS system shows that the bin was missed. Contact our Customer Call Centre on (03) 941 8999.

Where can I get a copy of the change over collection calendar?
You can download and print a copy of the re-routing the change-over collection calendar week below, or contact our Customer Call Centre on (03) 941 8999 for further information.

www.ccc.govt.nz/bincollectionchange

Where can I get a copy of the regular collection calendars?
You can download and print a copy of either week one or week two's calendar below, or contact our Customer Call Centre on (03) 941 8999 if you would like a copy sent to you.

Kerbside Collection Calendars 2013 Part 1
Kerbside Collection Calendars 2013 Part 2
**I am blind or visually impaired, how will I know if I am affected by the change-over?**

The Royal New Zealand foundation for the Blind are working with us to inform any of there members who live in the affected areas. If you haven’t been contact by them, you can do so by calling them on (03) 375 4323. If you require further assistance call us on 0800 800 169 or (03) 941 8999.

**I am not in the affected wards listed in the Press. Am I affected?**

No. Your Kerbside services are You can download and print a copy of either week one or week two's calendar below, or contact our Customer Call Centre on (03) 941 8999 if you would like a copy sent to you.

**The online address search tool has a message telling me collection day info after 15 July 2013 is not up to date? Why?**

Due to the size of the address database, the search function can not distinguish between the current calendar and the new calendar that comes into effect on 15 July 2013. The information for all collections up to that date is correct and at midnight on 14 July 2013 the new search tool will switch over to the new calendar. From 00:00 on 15 July 2013 the online search tool will be fully functional again.

**I’m very confused by the information I’ve received in the post. Can you help me find out what day my bins go out?**

Please contact us at our Customer Call Centre on 0800 800 169 or (03) 941 8999.

**I lost my easy to follow change-over calendar, where can I find another one? Can you send me a new on?**

Yes. If you go online to www.ccc.govt.nz/bincollectionchange you can follow the instructions to find your change-over calendar. If you can’t go online, please contact us at our Customer Call Centre on 0800 800 169 or (03) 941 8999.