



Waste & Recycling Bin Terms & Conditions 2018/2019

GARBAGE BIN TERMS AND CONDITIONS

- 1) Additional garbage bins are charged at \$210.00 per 120L increase in capacity.
- 2) The applicant must be the ratepayer or managing agent. Tenants must obtain their landlord's authorisation—applications from tenants will not be processed.
- 3) Real estate agents may also act on behalf of ratepayers upon provision of managing authority to Council. Real estate agents must submit the property's managing authority with each application.
- 4) Fees are applicable for the 2018/19 financial year. Fees are reviewed annually and may be subject to change.
- 5) Payment must not be sent with application forms. The fees will be invoiced to the feepayer.
- 6) Waste service charges are calculated on a pro-rata basis. Pro-rata fees apply to applications received after the start of the financial year (July 1).
- 7) Registration fees and service fees of services already provided are non-refundable.
- 8) Frequent service alterations within a 12 month period may be subject to a bin changeover fee of \$75.00
- 9) Council may contact the ratepayer and/or occupant to organise the exchange or retrieval of bins.
- 10) Bins remain the property of Whitehorse City Council and must not be removed from the property.
- 11) Incorrect bin usage may result in Council withdrawing the service. Bin users agree to follow correct usage procedures. Check Whitehorse Council website for further information.
- 12) Bin users are responsible for maintaining bins in a clean and usable condition.
- 13) Council must be notified of any damaged or stolen bins.
- 14) Bins that need to be retrieved must be left out for emptying and collection as advised by Council.
- 15) Non-payment of fees will result in the optional service being withdrawn and the bin retrieved, and will incur charges for service until date of bin retrieval.
- 16) A standard 80 litre garbage bin will be issued where an optional garbage bin is retrieved due to non-payment of garbage bin fees.
- 17) Cancellations - fees will continue to be charged until such time Council receives cancellation advice from you and the bin is retrieved.

RECYCLE BIN TERMS AND CONDITIONS

- 1) The applicant must be the ratepayer, managing agent or tenant.
- 2) Payment must not be sent with application forms. Recycling bins are included in the rates, no extra fees apply.
- 3) Council may contact the ratepayer and/or occupant to organise the exchange or retrieval of bins.
- 4) Bins remain the property of Whitehorse City Council and must not be removed from the property.
- 5) Incorrect bin usage may result in Council withdrawing the service. Bin users agree to follow correct usage procedures.
- 6) Bin users are responsible for maintaining bins in a clean and usable condition.
- 7) Council must be notified of any damaged or stolen bins.
- 8) Bins that need to be retrieved must be left out for emptying and collection as advised by Council.

GARDEN ORGANICS TERMS AND CONDITONS

- 1) The applicant must be the ratepayer or managing agent. Tenants must obtain their landlord's authorisation. Applications from tenants will not be processed.
- 2) Real estate agents may also act on behalf of ratepayers upon provision of managing authority to Council. Real estate agents must submit the property's managing authority with each application.
- 3) Fees are applicable for the 2018/19 financial year. Fees are reviewed annually and may be subject to change.
- 4) Payment must not be sent with application forms. The fees will be invoiced to the feepayer.
- 5) Waste service charges are calculated on a pro-rata basis. Pro-rata fees apply to applications received after the start of the financial year (July 1).
- 6) Registration fees and service fees of services already provided are non-refundable.
- 7) Council may contact the ratepayer and/or occupant to organise the exchange or retrieval of bins.
- 8) Bins remain the property of Whitehorse City Council and must not be removed from the property.
- 9) Incorrect bin usage may result in Council withdrawing the service. Bin users agree to follow correct usage procedures.
- 10) Bin users are responsible for maintaining bins in a clean and usable condition.
- 11) Council must be notified of any damaged or stolen bins.
- 12) Bins that need to be retrieved must be left out for emptying and collection as advised by Council.
- 13) Non-payment of fees will result in the optional service being withdrawn and the bin retrieved, and will incur charges for service until date of bin retrieval.
- 14) Cancellations- fees will continue to be charged until such time Council receives cancellation advice from you and the bin is retrieved.
- 15) Garden bins cancelled and then re-ordered will be subject to payment of the initial bin registration fee to reinstate the service.