



CITY OF WHITEHORSE

Your Residential Hard Waste Collection Service

您的住宅硬质垃圾回收服务



Hard Waste Bookings

[www.whitehorse.vic.gov.au/
hard-waste-collection](http://www.whitehorse.vic.gov.au/hard-waste-collection)

9721 1915



Residents can book two hard waste collections per financial year.

If you live in a unit or apartment block of six or more dwellings, please get in touch with your property manager to organise your collection.

You must have a booking before placing your hard waste out. To arrange your hard waste collection, please follow the instructions below.

① Book your collection

 www.whitehorse.vic.gov.au/hard-waste-collection

 9721 1915

Inform the contractor of the types of hard waste items for collection. Book by 3pm Wednesday to have your hard waste collected the following week, however at busy times bookings may take up to two weeks.

② Be on time

Bookings will be confirmed by SMS and/or email informing you of your collection day. Place hard waste items neatly on your nature strip by 6am on the Monday starting your collection week.

③ Present your materials correctly

Only place accepted items out for collection. Check the list opposite or visit our website for items not collected.

Materials should not exceed three cubic metres and each item should be easily lifted by two people.

④ Sticker

You may receive an information pack including an orange **'BOOKED'** sticker. Place the sticker on the pile so that it can be clearly seen from the road.



⑤ Remove uncollected materials

Unaccepted items will not be collected. It is your responsibility to remove these materials. Any items left on the nature strip will be considered illegal dumping and may result in a fine.

YES 是



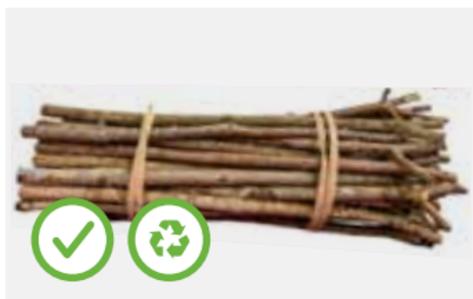
Scrap metal, small car parts and lawn mowers, empty paint tins (lids removed)



Electronic appliances



Timber (No longer than 1.5 metres and no more than 10 pieces)



Branches and prunings (Tied and separated from other materials)



Hot water systems



White goods including washing machines, stoves and fridges with doors removed.



Mattresses and bed bases (Maximum of two)



Furniture

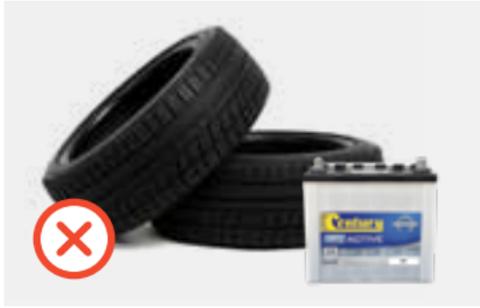


Carpet (rolled and tied, one roll no longer than 1.5m)



Glass and crockery (Securely wrapped and labelled 'glass' or 'crockery')

NO 否



Tyres and car batteries



Engine oil and engine blocks



General garden waste
(Other than branches/prunings), soil or earth



Household waste and recyclables



Building and renovation materials
including rubble, cement sheeting or fences



Asbestos and other hazardous waste



Gas cylinders



Household chemicals, paint and pesticides



Most materials collected through the Hard Waste Collection Service will be recycled.

All material collected (including compacted material) is taken to the Knox Transfer Station for sorting and recycling.

Other disposal options

Asbestos

For information about disposing asbestos, contact the EPA on 1300 372 842.

Bikes 4 Life

Adult bikes in working order or with minor issues can be taken to the Whitehorse Recycling and Waste Centre to be donated to Bikes4Life. Bikes are restored and passed on to those in need. For more information visit www.bikes4life.com.au

Detox Your Home

Residents can dispose of household chemicals for free through Sustainability Victoria's Detox Your Home drop off events or sites. For more information visit www.sustainability.vic.gov.au/detoxyourhome

Whitehorse Recycling and Waste Centre

Tyres, car batteries, engine oil, timber, gas bottles, paint, brick and concrete can be taken to the Whitehorse Recycling and Waste Centre, corner of Burwood Highway and Morack Road, Vermont South. Charges may apply. Visit our website for a list of charges and acceptable items.

Additional Hard Waste Collections

You are entitled to two hard waste collections per financial year. Additional bookings can be made on a 'user' pays basis. For more information phone 9721 1915.

Consider donating or selling reusable items or using other Council services. Head to our website for more information.

More Information and Booking

Phone the contractor WM Waste Management Services on 9721 1915 or visit www.whitehorse.vic.gov.au/hard-waste-collection





ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurundjeri people as the traditional custodians of the land. We pay our respects to their Elders past and present.

CONTACTING COUNCIL

Postal Address: Whitehorse City Council
Locked Bag 2
Nunawading Delivery Centre 3131

Telephone: 9262 6333
Fax: 9262 6490
NRS: 133 677 then quote 9262 6333
(Service for deaf or hearing impaired people)

TIS: 131 450
(Telephone Interpreter Service. Call and ask to be connected to Whitehorse City Council)



Email: customer.service@whitehorse.vic.gov.au
Website: www.whitehorse.vic.gov.au

Service Centres: Whitehorse Civic Centre
379-397 Whitehorse Road,
Nunawading 3131

Box Hill Town Hall Service Centre
Box Hill Town Hall
1022 Whitehorse Road, Box Hill 3128

Forest Hill Service Centre
Shop 275
Forest Hill Chase Shopping Centre
Canterbury Road, Forest Hill 3131

