



## INFORMATION ON GLENORCHY RUBBISH COLLECTION

### FAQ

#### **What day is rubbish collected?**

Glenorchy collection day is Friday. There are three types of trucks operating on collection day: one for rubbish and one for mixed recycling. This might mean that your rubbish bins and recycling are collected at different times. Your rubbish and recycling need to be out at 8am on rubbish day and brought back in the same day once rubbish has been collected.

#### **How many bins is each householder allowed?**

QLDC provides each eligible household in Glenorchy with 1x140L recycle bin and 1x120L refuse bin. It is also currently possible for residents to pay to have a further refuse bin via direct arrangement with All Waste.

#### **Is there any difference between the number of bins allowed for commercial waste and for residential waste and consequently a difference in payment structure?**

QLDC does not provide bins for commercial collection. Businesses need to make their own arrangements for the disposal of commercial waste with a suitable company. There are a number of options provided by companies for commercial collection which have a separate pricing schedule.

#### **Who is responsible for maintaining tidiness in a rural bin collection area given it may be used by multiple households/commercial entities?**

Council's waste contractor is required to collect any rubbish/spillage within 2 meters of a wheelie bin. They are also required to leave bins in an orderly state following collection - bins up the right way up etc. That being said it is also up to individual residents not to abuse the facility.

#### **Who is responsible for maintaining bins in a good condition - ensuring wheels and lids are attached?**

Council accepts that bins will eventually wear out and residents can place a call in to council requesting that their bin be replaced with a new one. Replacement bins are provided as a one off though and a fee will be charged if people lose/damage their new bin.

#### **What is the procedure to replace damaged bins?**

Refer above

#### **What is the procedure to ensure everyone follows the rules regarding rubbish collection and times bins are out?**

Council has had tags made up to put on bins as reminders to residents to do the right thing. Anyone who's concerned about bins being out at the wrong time can put in a request for service to Council and we'll put these out. Abuse of the facility can also result in Council checking illegally dumped waste to identify the owner and taking action against the offending party.