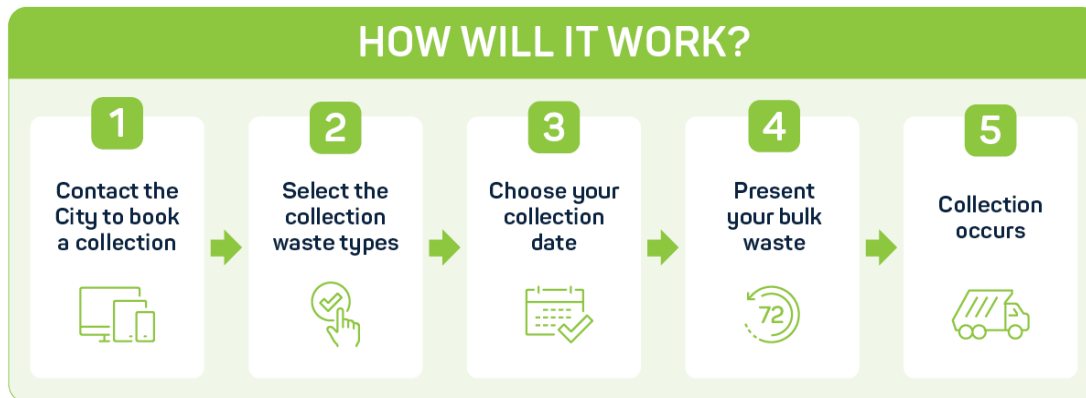


[UPDATED February 24 2023] FAQs - Pre-booked bulk collection service

1. How will it work?

Residents will receive the same service at a time more convenient for them. This means one bulk junk and one bulk greens collection from the verge each year. Extra collections will be available for a fee.



2. How do I book my collections?

Pre-booked collections are not yet available. Scheduled bulk collections will continue until July 2024. The pre-booked collection service will commence after this date. Please see the website for the 2023 Bulk Greens and Bulk Junk collection schedules.

When the new system launches, bookings will be available online. Accessibility support will also be available for those who require assistance with digital systems.

When booking, residents will be provided with a list of possible dates to book a collection, with dates available City-wide, year round. Availability will be influenced by operational capacity and seasonal demand.

3. When will the service change take place?

The target start date for the pre-booked service is July 2024. Scheduled collections will continue to be delivered as usual.

4. When will the current scheduled bulk waste verge collections end?

Scheduled verge collections will continue until July 2024.

The dates for the 2023 Bulk Greens and Bulk Junk collections are now available on the City's website.

The bulk greens collection dates for January to May 2024 will be published on the City's website at least two months prior to the first collection date.

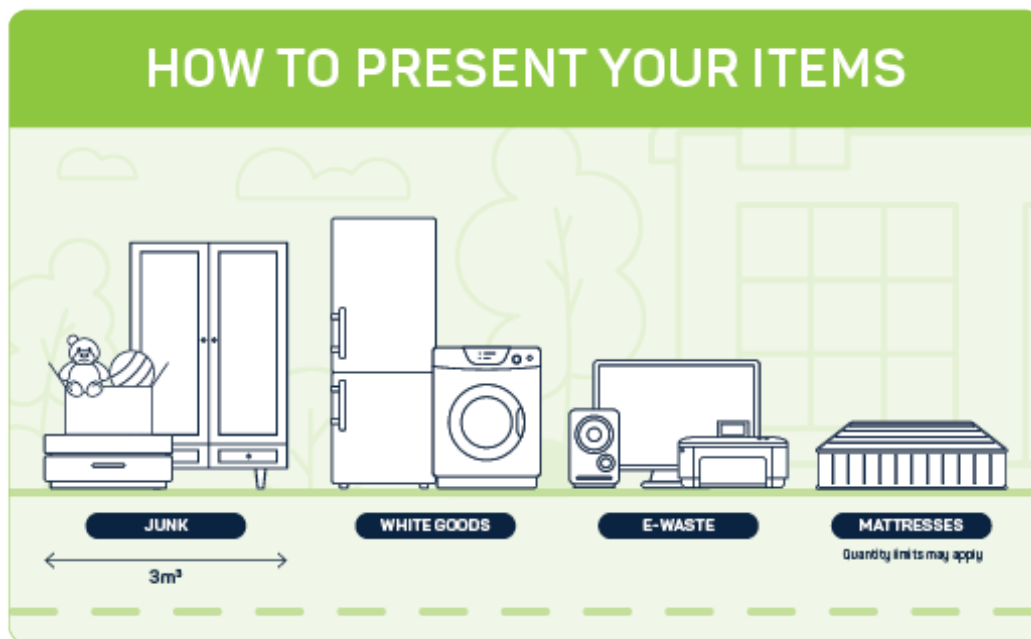
5. Can all of the same type of waste be placed out as the current service?

Yes. When you book, you will get a guide on how to present your items for collection so that we can collect items separately for more effective recycling.

6. What is the 3m³ limit?

The 3m³ quantity will assist the City to achieve the targets of the State's Waste Strategy and ensure operational efficiency as well keeping our streets tidy.

Items that can be recycled such as mattresses, whitegoods, electronics and scrap metal are not included in the size limits and are to be kept separate, although quantity limits for these items may apply.



7. Why is City changing to a pre-booked verge collection service?

Pre-booked bulk collection provides many benefits including:

- Residents book bulk junk and green waste collections at a time more convenient to them, increasing customer satisfaction
- Better looking streets as residents can only present bulk waste for up to three days on their verge
- Supports the City's Waste Strategy objectives by reducing waste generation per capita, increasing resource recovery, sending less to landfill and managing our waste through better practice facilities
- Safer than alternative methods as no need to lift large or bulky items into skips
- Reduce instances of illegal dumping and scavenging, as waste is not presented throughout an entire suburb for a long time
- Ability to collect reliable data about waste tonnages and types, providing opportunities for better planning and more accurate regulatory reporting;

8. How many bulk waste verge collections will I be able to book?

Like our current service, residents will be entitled to two bulk collections per property, per year. That is one junk waste collection and one greens waste collection. Extra collections will be available for a fee, still to be determined.

9. Did the community ask for this service?

In 2018, we conducted a Community Waste Survey in 2018, which featured questions about our Bulk Waste Services.

This survey informed the Waste Services Service Delivery Review 2018 and the endorsed Transition Plan.

The survey found majority of residents requested a service that is more convenient than the current scheduled bulk waste collection service.

We have taken that feedback on board and are proposing a solution that meets community and City needs.

Prior to Council endorsement at the February 2023 Council Meeting, the City sought the community's views on the proposed pre-booked verge-side bulk collection service in September and October 2022.

10. Why did the City undertake a review of bulk services?

The purpose of the review was to identify the best way to collect bulk waste for the community. We found pre-booked bulk verge collection was safe and operationally practical, and is a financial and environmentally sustainable approach long-term.

11. Does the extra savings mean we will pay less on our rates?

Any savings realised from the implementation of the pre-booked bulk service will be used to further progress the City's Transition Plan.

12. Is the City introducing a skip-bin service?

No. The City will collect waste directly from the verge, but residents will book a verge collection date that better suits them.

Availability will be influenced by operational capacity and seasonal demand.

Residents will be able to present their bulk waste on their verge for up to three days prior to the pre-booked collection date.

More information about the new system will be delivered to residents closer to the implementation date.

13. Why can't we do a skip-bin service?

As part of the City's Bulk Waste Review, a pre-booked bulk verge collection was identified as the most financially and environmentally sustainable approach for the City long-term.

14. Will a pre-booked bulk service affect my Wangara Greens tip passes?

No. The City will continue to provide four green waste tipping vouchers with the annual rates notices, for use at the Wangara Greens Recycling Facility.

Each voucher allows the disposal of a standard 6x4 trailer-load of clean greens at no charge. If you are renting, please contact your landlord or property manager to obtain the vouchers.