

City of Wanneroo Bookable Verge Collections

Terms and Conditions

The City is committed to providing sustainable waste management services to its community and offers a flexible bookable service for bulk junk and green waste verge collections. This service is available to all residential properties that pay a waste service fee to the City.

The following terms and conditions apply to all bookable verge collections within the City of Wanneroo

In these terms and conditions, '**you**' or '**your**' means the person making the booking and '**City**' means the City of Wanneroo.

1. Your booking must be for collection of waste which –
 - (a) falls within one or more of the booking categories identified in the table below;
 - (b) does not exceed the corresponding booking quantity identified in that table; and
 - (c) is from a residential property for which a waste service fee is paid to the City and from which no other collection of the relevant waste category has been undertaken in the current financial year.
 - (d) is generated from a residential property (size or quantity)

Booking Category	Booking Quantity
Bulk junk waste	Up to 3m ³ (3m x 1m x 1m)
Bulk green waste	Up to 3m ³ (3m x 1m x 1m)
Mattresses	Up to 3 items
Whitegoods	Up to 4 items
E-Waste	Up to 6 items

See the attached table of accepted booking category items for what will and will not be accepted in each category.

2. You must book your collection on the City's website or by phone on 9405 5000.
3. Waste will not be collected if –
 - (a) it does not comply with the relevant booking category and quantity;
 - (b) it is not placed adjacent to the property in accordance with the conditions below;
 - (c) it poses a health and or safety risk to collection staff or contractors (for example, food waste, and other hazardous materials); or

- (d) it is generated from non-residential properties or activities (for example, machinery, equipment, or whitegoods used for a commercial or business activity).
- 4. Non-compliant waste will be left where it has been placed, and you will be responsible for arranging its removal within 24 hours of the time for which collection was booked.
- 5. Unless 6 below applies, waste for collection must be placed on the front or side verge of your property or in a rear laneway to your property, in a manner which is consistent with the photographs shown in the Frequently Asked Questions on the Bookable Verge Collections page of the City's website under the heading 'How should I place items on my verge?'
- 6. The City may agree to collect your waste from an alternative location suitable to your property if you contact the City on the telephone number in 2 above and discuss options for such an alternative. The City will only approve an alternative location if it is satisfied the collection can be undertaken safely and conveniently without causing an adverse impact on any other property, resident, or the City's effective management of the collection service.
- 7. If an alternative location is approved, waste for collection must be placed in accordance with the approval.
- 8. In addition to the requirements in 5 and 6 above, waste must be placed –
 - (a) neatly on the location from which it is to be collected without any protrusions or sharp edges which may injure a passerby or any person collecting the waste;
 - (b) in a manner which is not leaning against any structure or thing, and at least one metre away from any obstructions such as sprinklers, water meters and poles;
 - (c) in a manner that does not obstruct the footpath, your normal bin service or the line of sight of motorists;
 - (d) if from more than one booking category, in separate piles according to the booking category; and
 - (e) on the verge no more than 3 days prior to your collection date at the earliest and before 6am on the collection date.
- 9. In making this booking, you agree to indemnify the City against liability for any loss, damage or injury to any person or property which may result from your failure to comply with these terms and conditions.
- 10. If you wish to cancel your booking, you must do so no less than 4 working days prior to the day for which the collection was booked. A cancellation received less than 4 working days prior to that date, will result in your annual entitlement for the booking category or categories in question being forfeited.

Accepted booking category items

Booking Category	Accepted items	Non-Accepted Items
Bulk junk waste Up to 3m ³ (3m x 1m x 1m)	<ul style="list-style-type: none"> Furniture (no glass), including couches, bedframes, bunk beds etc Bicycles Toys Carpet and linoleum Fencing materials (wood and steel only) Wood (excluding garden waste) Wire Gates Barbecues (excluding gas bottles) 	<ul style="list-style-type: none"> Vehicles, car bodies and car parts Tyres Batteries Asbestos products Flammable liquids Building materials Bricks, rubble and concrete Glass panels (table tops, window panes) Gas bottles Super six or fibre cement sheets Hazardous material Anything included as part of a green waste collection <p><i>Please note: Mattresses and bed bases will only be collected as part of a booked mattress collection</i></p>
Bulk green waste Up to 3m ³ (3m x 1m x 1m)	<ul style="list-style-type: none"> Organic garden waste Tree branches Twigs <p><i>Please note that items larger than 1.5m long or 30cm wide will not be collected.</i></p>	<ul style="list-style-type: none"> Chemically treated or painted/stained timber Large tree stumps (unless cut into pieces which do not exceed the size limits in the accepted items column) Rocks, bricks and rubble Dirt, soil and sand Flowerpots and garden hoses Lawn Bagged items Anything which may be included in a bulk junk waste collection
Mattresses Up to 3 items	<ul style="list-style-type: none"> Mattresses Bed bases 	<ul style="list-style-type: none"> Any other items
Whitegoods	<ul style="list-style-type: none"> Fridges and freezers (free of any other waste with doors) 	<ul style="list-style-type: none"> Items containing food or other waste

Booking Category	Accepted items	Non-Accepted Items
Up to 4 items	<p>removed or securely taped closed)</p> <ul style="list-style-type: none"> • Washing machines and dryers (free of any other waste with doors removed or securely taped closed) • Ovens • Free standing cookers • Dishwashers • Heaters • Hot water systems • Microwaves • Rangehoods • Air conditioners 	<ul style="list-style-type: none"> • Non-residential items used for commercial or business activity • Any other items
E-Waste Up to 6 items	<ul style="list-style-type: none"> • Desktop computers • Laptops • Tablets • Monitors • Desktop printer/scanner • Routers • Computer accessories • Televisions • Large electronic exercise equipment • Electronic musical equipment 	<ul style="list-style-type: none"> • Any other items