



**POLICY NAME:**      **Recycling Contamination**

**POLICY No: 1.9**

## **PURPOSE OF POLICY:**

To define options for providing a second garbage service to properties. This includes when a service is requested and if a service is required to replace a recycling service that receives repeated contamination.

## **SCOPE:**

This policy applies to ratepayers that require a second garbage service.

## **OBJECTIVE:**

To clearly state when a second garbage service may be requested or required.

To define the process of providing a second garbage service.

To define how Council will deal with repeated recycling contamination issues.

## **POLICY:**

A second garbage service may be requested by any rate paying property that currently receives a garbage service. If requested the property may either receive extra garbage and recycling bins for the prescribed additional rate.

A second garbage service may be provided to properties by Council where there are repeated instances of contamination of the recycling service. In this case the recycling service will be removed from the property and a second garbage service provided for the prescribed additional rate ie 100% garbage rate.

The steps that must be fulfilled before Council replaces the service are:

1. Council must receive a complaint from the service provider regarding contamination of the recycling service of a property.
2. Council must investigate the contamination. This can either be by physical examination on a recycling day or by examining the footage of the occurrence.
3. Council must send the residents and the ratepayer a letter describing the problem and clearly stating what steps will be taken if contamination continues.
4. Contamination must occur again within 3 services of the letter being sent out. This must be documented by the recycling service provider.
5. A second letter to be sent out warning that the service will be removed and replaced with a garbage service and an extra garbage rate will be charged. This must be sent to the ratepayer and resident.
6. Contamination must occur again within two (2) Services of the letter being sent out. This must be documented by the recycling service provider.

7. If no consistent change in behaviour is observed then the lid of the recycling bin will be replaced with a garbage bin lid and the residents and ratepayers notified of the change in service including the new charge. If requested this situation may be reviewed annually or at a change in owner.

**ADMINISTRATIVE DETAILS:**

Policy Developed: December 2014

Policy Adopted: 9/12/14 (Waste) 16/12/14 (OCM)

Policy to be reviewed:



GENERAL MANAGER