

# STRATA AND BUILDING MANAGER RESPONSIBILITIES

The following is a summary of the responsibilities held by Strata and Building Managers (and maybe cleaners or site managers, dependent on site arrangements) when maintaining waste services at multi-unit developments:

- Manage the clean up service on behalf of residents
- Remove illegal dumping at the multi-unit developments you manage and report occurrences to Council or the RID Squad
- Keep bin bay / bin storage areas clean, tidy and free from loose waste items. All waste must be contained within the correct bin, with the lids closed
- Ensure access to the bin bay / bin storage area to enable the wheel in wheel out service.

This Information Pack contains all the necessary information to assist you with these responsibilities.

## Maintain the bin storage area

**It is the responsibility of the Strata / Building Manager to maintain a clean and safe bin storage area.** In some instances, these services may be sub-contracted to a cleaning or grounds keeping contractor. If this is the case, the Strata / Building Manager is required to ensure all responsibilities are upheld and fulfilled by any sub-contractors.

The waste contractors are not responsible for collecting litter and excess waste that is:

- Loose in the bin storage area
- On the floor of storage areas
- On the lids of bins, obstructing their collection.

If health or safety risks are observed, bins may not be serviced. If bin storage areas are unsafe for Council's waste contractors to enter, the wheel in wheel out service may be cancelled, requiring a property to present all bins on the kerbside for collection.



To assist with maintaining a clean and safe bin storage area, the following processes are essential minimum requirements:

- Rotate bins regularly within the bin storage area. Move empty bins closest to the bin storage area entrance and take full bins to the rear of the storage area to prevent overfilling. Bin lids must be closed when presented for servicing
- Regularly inspect bin storage areas and pick up any waste spills as necessary
- Clean bins (particularly lids and handles) at least once a month
- Sweep then hose bin storage areas weekly

- Group each bin type together. The waste bins should be closest to the bin storage area entrance as this will assist with reducing contamination
- Maintain education signage ensuring it can be easily seen and read.

## Display of signage

Council can provide free weather-proof signage for use in bin storage areas to assist residents to correctly use each bin. These can be displayed by the Strata / Building Manager. If you would like signage for use at a multi-unit development that you manage, please contact Council's Waste Education Officer on 9330 6400.

## CONTACT DETAILS

For more information, you can visit Council's website or email a question at any time. Alternatively you can call Council 24 hours, 7 days a week.

**Website:** [www.georgesriver.nsw.gov.au](http://www.georgesriver.nsw.gov.au)  
**Phone:** 9330 6400  
**Email:** [mail@georgesriver.nsw.gov.au](mailto:mail@georgesriver.nsw.gov.au)

For enquiries relating to bin entitlements, missed services, or collection schedules, contact the Waste Hotline, Monday to Friday between 8.30am and 5.00pm.

## Waste Hotline

**Phone:** 1800 079 390



Printed on EcoStar uncoated  
100% recycled, FSC®.