# BIN SERVICES

**Bin collection services provided to commercial properties within the Georges River Local Government Area (LGA) are not provided automatically. The services are paid for through a business rates account with Georges River Council. To commence a commercial waste service, the commercial property owner (not the tenant, business owner and/or manager) must apply to Council.**

**The process for requesting waste services provided by Council is detailed as follows:**

| | |
|---|---|
| **If a business owns the commercial property** | • Contact Council's Waste team to enquire about Council's commercial waste service |
| **If a business leases the commercial property** | • If a waste service exists, the property owner may have a chosen waste service provider – enquire with property owner<br>• If no waste service is provided at the property, enquire about Council's waste service with Council's Waste team |

If you are a new owner of a commercial property, it is important to check your rates notice. If a commercial property utilises the Council commercial waste service and the property is then sold, the waste service will continue until advised by the property owner to discontinue the waste service.

## Bin services

Commercial properties within the **Hurstville Ward** can elect to receive up to two collections of waste per week. This means the waste bin (depends on your selected size) will be emptied either once or twice per week as requested by the property owner.
**Note:** twice weekly collections will be double the price of once weekly collections.

Collections of recycling bins are available once per week. A commercial recycling bin is optional – a commercial property can choose to have a recycling bin to accompany the waste bin for a fee.

Commercial properties within the **Kogarah Bay and Blakehurst Wards** do not have a choice regarding collection frequencies. Waste and recycling bins are collected once per week.

To determine the collection frequency and the days of the week that your Council waste collection services will occur, contact the Waste Hotline on 1800 079 390.

Within the Georges River LGA, a commercial property can elect which bins are required, for example, choosing the desired waste bin size and/or whether or not a recycling bin is required.

Council's commercial waste collection service is limited in its offering and will not suit the waste management needs of every commercial property. Each business applying to Council for a commercial waste service will need to determine if the service meets their needs.

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# Bin entitlements and collections

Commercial properties with a Council waste service can choose from the following services:

- 240L waste bin – the standard business waste account
- 240L recycling bin – a separate business waste charge
- 1100L waste – an additional business waste charge

To determine the bin entitlements, the collection frequency and day(s) of the week that bins are emptied at your business, please contact the Waste Hotline on 1800 079 390.

**The following bin sizes are used for commercial services within the Georges River LGA:**

## Yellow Lid

Recycling Bin

**Overflowing or overweight bins will not be collected. Maximum bin weight is 70kgs.**

### YES

Steel, aluminium and aerosol cans, paper and cardboard, glass jars and bottles, milk and juice cartons, lids larger than a 50c coin, plastic bottles, containers and clean pizza boxes.

### NO

Styrofoam/foam, broken glass, broken ceramics, clothes and shoes, soft plastics and plastic bags.

### Don't bag your recyclables

Placing your recycling in a plastic bag will damage the machinery at the recycling facility.

## Recycling bin

The yellow lid recycling bin is for the collection of commingled recyclable materials, such as plastic bottles and containers, paper, cardboard, aluminium and steel cans and glass. Recycling bins are not provided as standard to commercial properties utilising the commercial waste service – this service is optional.

Items accepted within the recycling bin are as follows:

# Red Lid

Garbage Bin

**Overflowing or overweight bins will not be collected. Maximum bin weight is 70kgs.**

**YES**

Soft plastics and plastic bags, food scraps, clothing and shoes, styrofoam/foam, broken glass and light globes, ceramics and nappies.

**NO**

Building waste, recycling products, sharps, syringes and batteries.

**Hazardous Materials**

Hazardous materials including batteries and paints need to be dropped off at Council's Chemical CleanOut event.

## Waste bin

The red lid waste bin is for disposal of items that cannot be placed in the recycling bin. Waste bins are provided as standard to commercial properties utilising Council's waste service.

Items accepted within the waste bin are as follows:

## Contamination

Contamination refers to items being placed in the incorrect bins. Contamination of the recycling bin can diminish recycling efforts and cause safety risks at the Materials Recovery Facility where contents of the yellow lid recycling bin are sorted.

When the Waste Contractor witnesses contaminated bins, the contaminated bin will be stickered with a 'Contaminated Bin' sticker and will not be emptied. Each occurrence of contamination will be recorded with the Waste Hotline against the offending property.

There is a three strike system whereby upon the third occurrence of contamination within a six month period, Council will consider ceasing the recycling collection service at the offending property. If you require assistance to correctly use your bins or require access to waste education resources, please contact Council's Waste Education Officer on 9330 6400 to discuss options available to you.

## Bin presentation

Commercial properties, like residential properties, are required to adhere to bin presentation requirements. Business owners and/or managers are responsible for ensuring bins are presented for servicing no earlier than 12 noon the day before collection occurs. Additionally, business owners and/or managers are responsible for moving empty bins back within the confines of private property as soon as practicable after collection occurs.

Bins must be presented at the kerbside. Council's waste collection contractors are unable to enter private property to collect bins for servicing.

## Missed service(s)

Bin services may from time to time be missed for a variety of reasons, such as restricted access to the bins or bin storage areas (locked or blocked), contamination, excess waste or overweight bins. If you believe a service was missed, please contact the Waste Hotline on 1800 079 390. Repeated missed services will be investigated by Council.

## Lost or stolen bins

If you suspect lost or stolen bins, please record the number of bins currently at the property, noting the number of waste and/or commingled recycling bins (different lid colours). Once the number of bins at the property is known, Council's Waste Team will be able to confirm the correct number of bins allocated for the business and order any replacement bins if required. For additional information, contact Council on 9330 6400.

## Broken or damaged bins

Broken or damaged bins will be replaced free of charge by Georges River Council. However, if bins are frequently and regularly broken or damaged at certain properties, Council will be required to investigate the cause. To report broken or damaged bins and request replacement bins, please contact the Waste Hotline on 1800 079 390.

## Bins not emptied

Council can refuse bin collection if the following rules are not followed. Bins must be:

- Uncontaminated and weigh less than 70kg (for 240 litres) or 500kg (for 1100 litres)
- Council-issued and paid for by the property owner
- Placed kerbside the night before collection day with bin lids opening towards the street
- Placed one metre away from parked cars or trees.

## 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
**Phone:** 9330 6400
**Email:** 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 5pm.

### Waste Hotline

**Phone:** 1800 079 390

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