3.10.6 Lost or stolen mobile garbage bin

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<tr>
<th>Directorate</th>
<th>Assets and Operations</th>
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<tbody>
<tr>
<td>Responsible Officer</td>
<td>Manager</td>
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Introduction

Each year hundreds of mobile garbage bins (MGBs) go missing due to theft. This loss is financially significant and in order to establish appropriate audit trails, Council has introduced a system requiring the loss or theft of a MGB to be reported via a form incorporating a statutory declaration.

Principles

This procedure applies to all Council supplied MGBs irrespective of whether the service is Domestic or Commercial, mandatory or optional, garbage, recycling or garden organics.

MGBs are distributed by the Council’s waste collection contractor, but the bins remain the property of Council at all times.

Waste management charges are not contingent on the supply of MGBs, and it is incumbent on the property owner or authorised agent/manager to supply evidence of lost/stolen MGBs in the appropriate form at the earliest opportunity after becoming aware of missing MGBs.

MGB allocation is recorded in the Bin Register, which is maintained and updated by the waste collection contractor. Bins are labelled with serial numbers and are allocated to individual assessments. Bins must not be moved from one property to another by anyone other than the waste collection contractor.

Definitions

<table>
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<th>Term</th>
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<tr>
<td>Lost or Stolen bin</td>
<td>A bin supplied as part of Council’s waste collection contract which is missing for any reason.</td>
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<tr>
<td>Statutory Declaration</td>
<td>A written statement that allows a person to declare something to be true.</td>
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<tr>
<td>Trim</td>
<td>Council’s record management system</td>
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Procedure

Where a ratepayer contacts Council or the waste collection contractor claiming an MGB has been lost or stolen:

1. Request the ratepayer complete a bin replacement request form (statutory declaration) and return the completed form to Council’s waste collection contractor.
2. Council’s waste collection contractor is responsible for delivering the replacement bins within four business days of receiving the bin replacement request form.
3. Council’s waste collection contractor returns the completed bin replacement request forms to Council on a monthly basis, and these forms are registered in Trim.