3.10.3 Rural Bin Bank Services

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

Bin banks are a non-mandatory domestic waste management service, which allows access to a waste collection service for rural residents. Where the domestic waste management service is unavailable (properties not on the waste collection truck route), the bin banks provide an opportunity for residents to access the DWM service (garbage and recycling) at a secure bin storage area.

Rural bin banks are located at:

- Davidson Street and Burragate Road, Burragate
- Khandallah Road and Princes Highway, Kiah
- Kiah Store Road, Kiah
- The Snake Track (at the pump station), Kiah
- Upper Kiah Road and Princes Highway, Kiah
- Orchard Road and Big Jack Mountain Road, New Buildings
- Mitchells Creek / The Snake Track, Towamba
- Towamba School, Towamba
- Pericoe Road, Towamba (two)
- Edrom Road and Green Cape Road, Wonboyn
- Wonboyn Lake Road and Princes Highway, Wonboyn
- Old Landfill Site, Wonboyn Lake Road, Wonboyn
- Devils Hole Road and Myrtle Mountain Road, Wyndham
- New Buildings Road and Mt Darragh Road, Wyndham
- Nethercote Road and Ruggs Road, Nethercote

The number of places at each bin bank is limited. Once all bins at a facility have been allocated, new applicants must wait until a current holder elects to cease using the service.

A bin bank service is not available to business rated assessments.
Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>Bin Bank</td>
<td>A secure storage system for general waste and recycling bins, located in an area which is serviced by Council’s waste collection contractor.</td>
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<tr>
<td>Available</td>
<td>The DWM service is deemed to be available to any residential or farmland rated assessment, if that assessment includes land adjoining a road boundary which is on the waste collection truck route.</td>
</tr>
<tr>
<td>Unavailable</td>
<td>The DWM service is deemed to be unavailable to any residential or farmland rated assessment if that assessment does not include land adjoining a road boundary which is on the waste collection truck route.</td>
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<tr>
<td>Non-Mandatory Waste Service</td>
<td>A DWM service provided at a bin bank or at the nearest serviced road at the request of the ratepayer, in the event that the DWM service is unavailable.</td>
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<tr>
<td>CRM</td>
<td>Council’s Customer Request Management System.</td>
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<tr>
<td>Trim</td>
<td>Council’s Electronic Records Management System.</td>
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Procedure

1. The property owner or their authorised agent / manager (not the tenant) must apply to Council in writing, requesting the service.
2. The written application must state the rates assessment number, the applicant’s name, address and contact phone number. The application must be signed by the property owner or their authorised agent/manager.
3. Applicants must acknowledge that the domestic waste management charge will be applied to the rates assessment and be payable on the rates and charges notice.
4. Where the number of bin bank requests exceeds the number of places available in the bin bank, the applicant must be advised and their name placed on a waiting list. The waiting list is managed by Waste Services Administration.
5. Upon receipt of an application for bin bank services, the application shall be recorded in Trim. Once the availability of a bin bank place is determined, Waste Services staff will complete a CRM requesting an update of rating information. Delivery of bins is not required.
6. Waste Services staff issue bin lid and padlock keys to the applicant and update the bin bank register.
7. Requests for withdrawal of a bin bank service must be in writing and must be accompanied by the relevant bin bank access keys.