

CBD - Mobile Bin Rollout

Frequently Asked Questions

Introduction

The current Central Business District (CBD) waste bag collection will cease on the week of 30 March 2020 due to work health and safety concerns and the need for a recycling service to be offered. This initiative supports the phase out of single use plastics.

The new service will be opt-in and offers 1x 140ltr or 240ltr waste and 1x 240ltr (W585mm x D740mm x H1080mm) recycling mobile bin for a weekly waste collection and a fortnightly recycling collection. This includes residents, commercial businesses and offices within the CBD collection area.

The last collection day for the prepaid bag service will be Thursday, 2 April 2020 and the first day of the new collection service will be Thursday, 9 April 2020.

Frequently Asked Questions

Storage (I have nowhere to store my bins)

- Speak to a neighbour who may have space available to store your bins.
- Arrange for a private waste contractor.
- Speak to your landlord who may have communal space available for bin storage.
- Manage yourself i.e. take home or go to the Launceston Waste Centre.
- Contact Council's Waste Management Department to discuss options 6323 3000.

Security (I am concerned about my bins being left overnight)

- This service is not the first of its kind and is done successfully across Australia including Hobart CBD with bins put out of an evening and collected early the next morning.
- If there has been a bin tipped over, the contractor will still collect the bin from 4am and Council's City Services team come though from 6am and will clean up any mess leftover before 8am.
- Each bin has a serial number and a RFID tracker that is recorded upon delivery and is registered to the property. If bin is stolen and turns up somewhere else we are able to track it back to you. Damaged or stolen bins will be repaired or replaced.

Day and Time (I am concerned about the day and time of collections)

- Trucks are already servicing the CBD from 4am collecting private waste and recycling collections from businesses and residents. Thursdays are better suited as the contractor is already in servicing the CBD that day which reduces the time/days we have trucks on the road and in the CBD at early hours.
- We don't anticipate any extra vandalism that doesn't already occur with the bag system. If this does become an issue Council will work to resolve the issue.
- By having the bin out no earlier than 5pm and put away by 9am there is little disruption to the CBD during business hours and the bins will not become obstacles.

Price (How much will the service cost?)

- Annual servicing costs for 19/20 financial year are:

140ltr	\$145.70
240ltr	\$249.75

- A 240ltr recycle is included as part of the application.
- A pro-rata charge is calculated on the date of the initial application to the end of June.
- The full billing period will be invoiced in July each year.
- You will agree to pay the fee in advance, irrespective of whether you utilise the service for the whole or part of the billing period.
- If the annual invoice is unpaid after 30 days, the bin/s will be removed and the service will be cancelled.

Quantity (Can I have more than 1 service)

- Yes, you can apply for an additional service, however a new application will need to be created and each service will need to be paid for.

What if I move to a new premises?

- City of Launceston will not refund or issue pro-rata invoices if occupancy changes. Please contact Customer Service to arrange a change of ownership which will need to be signed by both parties.

FOGO (why can't we get FOGO?)

- Once this Kerbside waste/recycling service is established kerbside FOGO will be considered by Council, when you register for the CBD kerbside waste/recycling service there will be a box to select if you would be interested in a FOGO service that way Council can make contact with you when it becomes available.

Options after March 30 2020 (what if I don't want to opt in and don't have transport to manage my own waste?)

This service is not replacing or trying to reduce current private waste contracts or hard waste collections nor is it compulsory to opt in, it is purely improving on the current bag system and providing more options to residents and businesses in the CBD. Options after March are:

- Private contractor (contact for a quote or retain current contract).
- Manage your waste internally.

What's next?

- Registrations open 2nd March 2020 and can be completed online or by contacting Customer Service on 6323 3000.
- Bins will be delivered the week of the 23rd March 2020.
- All registrations will be go to the waste management team for approval, a site visit will be conducted to determine safe kerbside collection points etc.
- First collection will occur on the 9th April waste and recycling (place bins out Wednesday 8th after 5pm) to keep track of your collection schedule download the recycle coach app <https://recyclecoach.com>.
- For more information please contact Customer Service on 6323 3000.