

## Request to change wheelie bin size

Waste management charges are adjusted against your rates account according to the waste bin size requested. Pro rata charges apply, starting from the month following your request being received. The size of your recycling bin does not impact on the waste management charges included in your rates. New bin/s are normally delivered within 10 working days. Please see page two for the waste management charges.

A bin size change-over fee of \$40.00 per bin applies (plus an applicable pro-rata charge that will be calculated at the time of your application). A credit is applied for the months of July and August only for bin down-size applications. Waste wheelie bins are now available in two sizes 140L and 240L. Recycling wheelie bins are available in 240L size.

Please print

Title  Given Name/s

Surname  Date of Birth  /  /

Property Unit/Street No  Street

Suburb  State  Postcode

Postal Address (if different from street address)

Suburb  State  Postcode

Phone H  B  M

Email

Your current waste bin details			
please (✓) the size and enter the number of current waste bin/s you want to change			
85 L	<input type="text"/>	quantity	<input type="text"/>
140 L	<input type="text"/>	quantity	<input type="text"/>
240 L	<input type="text"/>	quantity	<input type="text"/>

What are your waste bin replacement requirements?			
please (✓) the size and enter the number required			
140 L	<input type="text"/>	quantity	<input type="text"/>
240 L	<input type="text"/>	quantity	<input type="text"/>

As the property owner, I authorise the change to my service and understand that this will alter my annual rates account. I also grant permission for Council's contractors to enter my property to deliver or exchange my wheelie bin/s.

Your Signature \_\_\_\_\_

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Please complete page 2 →

## WASTE MANAGEMENT CHARGES

Below is an indication of 2020/2021 charges, based on a full year, per waste wheelie bin:

140L	\$156.40
240L	\$268.00

The charges include provision of the kerbside recycling service.

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### Your application will be processed once payment is received

Completed forms can be lodged as follows:

- In person - at the Customer Service Centre, Town Hall, 18-28 St John Street, Launceston.
- Email - [CoLCustomerService@launceston.tas.gov.au](mailto:CoLCustomerService@launceston.tas.gov.au) A Customer Service Officer will contact you for payment to be made by credit card over the phone.

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### Personal Information Protection Statement

As required under the *Personal Information Protection Act 2004*

1.	Personal information is managed in accordance with the <i>Personal Information Protection Act 2004</i> and may be accessed by the individual to whom it relates, on request to Launceston City Council.
2.	Information can be used for other purposes permitted by the Local Government Act 1993 and regulations made by or under that Act, and, if necessary, may be disclosed to other public sector bodies, agents or contractors of Launceston City Council, in accordance with Council's Personal Information Protection Policy (17-Plx-005).
3.	Failure to provide this information may result in your application not being able to be accepted or processed.

<b>Office Use (Customer Service)</b>	
<b>TechOne Property No.</b>	
<b>Receipt Number</b>	
<b>Customer Service Officer</b>	
<b>Date Entered for Toxfree</b>	
<b>Checked by</b>	
<b>Send to Rates</b>	<b>Wheelie Bin Rates Folder</b>

**PURPOSE:**

An application form to change the size of an existing waste Mobile Garbage Bin service.

**SCOPE:**

A property owner is the only person that can apply to change a service due to the impact on their rates account.

All details must be completed in full and the form signed for it to be accepted.

Applications are made at the Customer Service Centre. Change over fees must be paid at time of application.

The Customer Service Centre will notify requests to the waste management contractors.

All requests are sent, via DataWorks, to the Rates Department for processing.

**RELATED POLICIES & PROCEDURES:**

- Rates Resolution for the current financial year.

**DOCUMENT INFORMATION:**

<b>Reference number</b>	05-Fmx-010
<b>Version</b>	02/07/2020
<b>Review</b>	01/07/2021
<b>Key function</b>	Waste Management
<b>System</b>	
<b>Document type</b>	High Level or Detail Procedure
<b>Responsible Directorate</b>	Community and Place Network
<b>Approved by</b>	Team Leader Customer Service
<b>Action Officer</b>	Kate Woodland
<b>Text search key words</b>	Waste management, wheelie bins, recycling, MGB, crates, kerbside collection service

<b>To be communicated to</b> (To be identified by Approver) (Insert ✓ in relevant row)	✓	Department/Area only
		Directorate via Director and Managers
	✓	Specific Areas: • Customer Service hard copy folder • Customer Service knowledge base
		Organisation-wide
	✓	Website
		Intranet (via a link)

<b>Hard copy distribution</b>	Customer Service Centre
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