

# CBD - Kerbside Collection Service

## *Frequently Asked Questions*

### Introduction

The kerbside CBD service is 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.

### 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 are as per Council's annual adopted fees and charges - click here to view current rates. [Payments, Fees and Charges - City of Launceston](#)
- A 240ltr recycle is included as part of the application, you may opt to not receive one however the same rate will apply.
- 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.

### 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 providing more options to residents and businesses in the CBD. Alternative options include:

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

## How to Apply?

- Registrations can be completed online [Kerbside Collection Services - City of Launceston](#) or by contacting Customer Service on 6323 3000.
- All registrations will be go to the waste management team for approval, a team member will contact you by email or phone to confirm bin delivery location, kerbside collection points and that storing the bins is not an issue.
- Bins will be delivered once payment has been received
- 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.