

## Has the Booked Waste Service changed?

Yes. From 1 July 2022, Council will be trialling several additional waste and recycling services.

Residents can now choose two services, in any combination of:

- Kerbside Pick Up
- Facility Drop Off
- Kerbside Chipping Service (during August only)

Kerbside Chipping Service will only be available in the month of August 2022. Bookings will open from 1 June 2022 and closes 5pm, on 27 July 2022

## What hasn't changed?

Each residential property still receives two Booked Waste Services of their choice per financial year, at no extra cost.

A Kerbside Pick Up is still a collection of up to four cubic metres (4m<sup>3</sup>) & bagged/bundled waste, including green waste.

The Facility Drop Off and the Kerbside Chipping will also have a limit of four cubic metres and require making a booking.

## How long will the trial last?

The trial for Facility Drop Off will be start from 1 July 2022 and continue for 12 months, ending 30 June 2023.

The trial for Kerbside Chipping Service will only be available in the month of August 2022.

## When will my service allocation be renewed?

Your two free services will renew at the beginning of each financial year (1 July for 12 months to 30 June) Make sure you book your service at least 6 - 8 weeks before the end of the financial year. This allows time for the collection to take place before 30 June and meet your allocation.

Council will let the community know which services will be available for the 2023/24 financial year.

## If I don't use all my services in the year do they carry over?

No. Unused services do not carry over from year to year.

## Can I select my collection date?

Yes, a calendar of available dates for your address will be visible when you have selected your preferred booking option i.e correct zone for Kerbside Pick Up, location/time for Facility Drop Off and Ward for Kerbside Chipping.

## What if available dates do not suit me?

For Kerbside Pick Up and Chipping, dates made available are set based on the location of your property. These have been set to when collection vehicles are in your area to ensure the most efficient and effective delivery of the service to the whole Blue Mountains LGA. For Facility Drop Off you choose your location (Blaxland/ Katoomba Facility) and time (morning/afternoon) that suits you.

## How do I cancel a booked service? How much notice do you need?

Please call Council on 4723 5000 (lower mountains) or 4780 5000 (upper mountains). Cancellation timeframes are as follows:

- Kerbside Pick Up -7 days prior
- Facility Drop Off - 24 hours prior
- Kerbside Chipping- 24 hours prior

## What if I miss booking date?

After booking, if you do not put out items for Kerbside Pick Up or Kerbside Chipping or don't attend your booked Facility Drop Off, it will still be considered that you have used up one of your two Booked Waste Services

## What size branches will be accepted for Chipping?

Branches must be less than 4 weeks old, be between 1 and 3 metres in length and have maximum diameter of 15cm

## How much waste material can I present in Kerbside Pick Up?

For each service, a household may present four cubic metres (4m<sup>3</sup>) of waste material. Try using the following guides to measure four cubic metres:

- Bulky Waste: make a pile 2m long x 2m wide x 1m high (the height of a standard door is two metres), or
- For narrow and confined spaces make a pile 4m long x 1m wide x 1m high.

## For the Facility Drop Off, can I take other items?

Yes, please first check what items can be received at each Resource Recovery and Waste Management Facility (RRWMF).

Any additional waste beyond the four cubic metres, will be charged as per the [RRWMF Fees and Charges](#).

Four cubic metres is similar to a small box trailer or a small ute load approx 2m long x 2m wide x 1m high (the height of a standard door is two metres)

The Facility Drop Off does not apply to business waste, building and construction materials at Katoomba, asbestos and hazardous waste

## For the Facility Drop Off, do I have to unload items myself?

Yes, staff will direct you to the right location and you will need to safely unload and sort what you have brought into the facility.

## For the Facility Drop Off, can someone else take it for me?

Yes, please ensure that evidence of the address the booking has been made under is brought with the alternate person. Examples of evidence can include copy of booking confirmation email, rates notice, copy of drivers licence, utility bill.

## If I have 8m<sup>3</sup> of waste, can I book my two 4m<sup>3</sup> services for the same day?

Yes. You may use your two free services as you need them. You will need to make a second booking for the second service.

## Can I pay for extra services?

Yes for Kerbside Pick Up only.

## What is the cost of booking an extra Kerbside Pick Up?

Please search for 'bulky' in [Council's current fees and charges](#) to find the cost. Service terms & conditions, including size and volume limits, also apply to paid additional services. You will be required to pay the fee before a service date can be allocated. After you book your additional service, a member of staff will contact you to arrange payment. The fee remains the same for less than four cubic metres.

## I have put items out for Kerbside Pick Up but someone has added to it and it looks more than allowed. What can I do?

Only present waste materials the night before your service date. This should reduce the chance of others adding to it. If someone has added to your waste materials, please tell us so we can investigate.

Due to footpath constraints, all our neighbours put items together on the footpath. Is it still possible to make a booking?

You should only combine waste materials with neighbours if you have had approval from us. Please tell us of any space constraints when you make your booking.

I am a tenant – can I use the service? / Do I have to be a ratepayer to use the service?

You must be a resident of a property that pays rates (rates include the domestic waste management charge). Tenants can use the service as occupants of the property. The service is only available to residential properties, not to businesses.

I have just moved to a new house and the previous tenants have used the allocated two bookings. Can these two free bookings be reinstated for me?

No, unfortunately not.

What happens if I cannot bundle or tie my green waste for Kerbside Pick Up as I have mobility issues or a medical condition that doesn't allow me to?

Council will provide assistance, at no charge, to residents with a mobility issue or a medical condition that prevents them from bundling and tying green waste. To access this assistance please complete the ['Application for Assistance with Bundling and Tying Green Waste' form](#). You will be required to provide evidence from a registered service provider, case manager or medical specialist to support your application.

You may also consider using the Kerbside Chipping or the Facility Drop Off that do not require bundling.

With green waste now being able to be collected and removed, as part of the Kerbside Pick Up, what happens to the green waste?

The bundles of green waste are separated and sent to be recycled into compost products. To help make it straightforward to separate, when the truck is unloaded, green waste presented for collection needs to be bundled with natural fibre string by residents. This practice has been successfully diverting green waste from landfill for many years in numerous other local government areas.

Council has made the change to the book waste service to streamline the service and make it more convenient for residents. However, this is only done with the need to "avoid, reuse, recycle" as a priority.

## What if I own a holiday home in the Blue Mountains but live outside the region?

You are entitled to receive two booked waste services per financial year. You will still need to make a booking and comply with the service requirements of each option.