

FAQs Your Waste and Recycling Service

Last updated July 2010

If you have further questions please contact Customer Service on 9265 9333



How do I know what waste service I am entitled to?

- If you own a property in the Local Government Area, your domestic waste service is listed on your regular rates instalment.
- The table below shows Domestic Waste Management Charges for the 2010/11 financial year. These charges apply only to your red-lid garbage bin.

Property	Code	Service	Frequency	Bin Size	Price
House	DW0801S	80 litres or carry bin	Once a week	80 litres	\$207.00
House	DW1201S	120 litres	Once a week	120 litres	\$310.00
House	DW2401S	240 litres	Once a week	240 litres	\$620.00
Apartment	DW0801M	80 litres	Once a week	N/A	\$207.00
Apartment	DW0802M	80 litres	Twice a week	N/A	\$230.00
Apartment	DW0803M	80 litres	Three times a week	N/A	\$254.00
Apartment	DW0807M	80 litres	Daily	N/A	\$348.00
Apartment	DW1201M	120 litres	Once a week	N/A	\$310.00
Apartment	DW1202M	120 litres	Twice a week	N/A	\$333.00
Apartment	DW1203M	120 litres	Three times a week	N/A	\$356.00

- If you own a property in an apartment, your notice may state that you receive '80 litres per week over 3 collections.' This means that each week your apartment is allocated 80 litres of garbage and is collected three times a week. Each apartment in your building will receive the same domestic waste service.
- If you are a tenant please contact your body corporate, managing agent or property owner.

Do my rates increase if I use the City's other residential kerbside services? (e.g. household recycling, garden organics, clean-up and white goods collection)

- No. The Domestic Waste Management Charge applies only to your red-lid garbage bin. Other kerbside services provided by the City of Sydney for residents are included in this charge.

How often can I use the other residential kerbside services?

- Garden organics bin collections are scheduled every fortnight, no booking needed. To view a collection calendar call Council or visit the [Garden Organics](#) page on our website.
- Clean up, white goods and extra-large garden organics are collected weekly on Wednesdays. Bookings are essential. For more information call Council or visit the [Services](#) page on our website.

I am a business owner in the Local Government Area. Do I receive the same waste and recycling services as residents?

- No. Council's kerbside services are only available to residential properties.
- All businesses need to engage a waste contractor to collect and dispose of garbage and recyclables.
- For more information about waste contractors for businesses visit [our website](#).

BIN PRESENTATION

Why are my bins coloured differently?

- Your bins have standardised coloured lids in accordance with Australian Standards (AS4123 bins & colours) to make it easier for you to put the right items in each bin:
Red lid – garbage
Yellow lid – mixed recycling
Lime green lid – garden organics

How do I put out my bins for collection?

- On the night before your collection day, put out your bins with handles facing the kerb, in the Council nominated area along your property boundary (this may be at the front, side, in the rear lane of your property or within a common bin bay area).
- On the morning of your collection day, cleansing crews will manoeuvre your bins to the back of the truck for emptying before returning them to your collection point.
- Retrieve your bins as soon as possible after collection to avoid bins being damaged, lost or stolen.
- Store bins on your property (off the street and footpath) between collections.

How often will my bins be collected?

- All houses have weekly collections for garbage and recycling.
- If you live in an apartment, you may receive more than once-a-week collection of garbage depending on your building's waste needs. Ask the representative who looks after your building for your collection schedule.

How do I find out my collection day?

- You can either call Council or if you live in a house you can use the [Collection Day tool](#) on our website.

Can extra bags be left out if the bin is not large enough to hold all my rubbish?

- ❖ No. Under the Local Approvals Policy for [Waste Management in Public Places](#) 2007, all waste must be presented within a bin with a closed lid. Property owners can order a larger bin if the existing bin is too small for their household.

Can I leave my bin out on the footpath all week?

- ❖ No. Under the Local Approvals Policy for Waste Management in Public Places 2007, residents are required to store all bins within their property between collections.

I have storage/access issues. Where can I store my bins between collections?

- ❖ If you have storage issues unique to your property (e.g. steep/narrow steps, bald-faced terrace) please call Council to discuss alternative carry bin options.

Can I apply for a smaller/larger bin?

- ❖ The City offers a variety of bin sizes to suit individual properties needs. If you wish to change the size of your garbage or recycling bin, the property owner will need to complete and sign the [Change in Service](#) form. Alternatively, call Council to speak to a Waste Services officer about waste solutions for your home.

Household size	Recommended size of garbage/ recycling bin
1-2 people	80 litre wheelie bin – low volume
3-4 people	120 litre wheelie bin – standard volume
5+ people	240 litre wheelie bin – high volume

- ❖ If you live in an apartment, please contact the representative who looks after your building to increase or decrease the size of your bin or change the frequency of your service.

I want to downsize my garbage bin. Will my rates decrease?

- ❖ Once you receive a smaller garbage bin, the new Domestic Waste Management Charge will be applied on a pro-rata basis. Contact Council for more information.

What happens if bins are lost or damaged?

- ❖ Call Council to organise a repair or a replacement bin for your property (no fee applies). If you live in an apartment, contact the representative who looks after your building to arrange a replacement.

CONTACT US

If you have further questions please contact us:

Tel: 02 9265 9333 (24 hours, 7 days per week)

Fax: 02 9265 9222

Email: council@cityofsydney.nsw.gov.au

Web: www.cityofsydney.nsw.gov.au

POSTAL ADDRESS

City of Sydney
GPO Box 1591
Sydney NSW 2001
