



## Council Policy

# Repair or Replacement of Damaged Mobile Garbage Bins

Version 5 - 28 August 2023

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## Policy - external Repair or Replacement of Damaged Mobile Garbage Bins

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### Introduction

#### Purpose

This policy is designed to establish circumstances and levels of response to customer requests, with set guidelines for the repair or replacement of a Mobile Garbage Bin (MGB) damaged by Council's waste collection staff.

#### Scope

This policy only relates to MGBs owned by residents of Lake Macquarie. It does not relate to recycling or green waste bins that are the responsibility of Council's contractor/s.

#### Policy statement

Council's waste collection staff are to report any known damage caused to MGBs during collection to the Waste Operations Coordinator, as soon as possible after the damage is caused.

At times, garbage collection staff will be unaware of damage caused to a MGB. In such cases, the householder is to contact Council's Customer Service Centre (CSC) on phone number 4921 0333. Council's Customer Service Centre will create a service request and refer it to the Bin Replacement Officer to inspect, and repair or replace the damaged MGB in accordance with this policy.

The following criteria will be applied when requests are received to repair or replace a MGB damaged by Council's waste collection staff:

1. Council will repair or replace a MGB that is less than 10 years old at no cost to the resident where Council's waste collection staff have caused the damage.
2. Council will not replace a MGB that is older than 10 years or does not comply with AS 4123 – Mobile Waste Containers, regardless of the cause of the damage. The resident is responsible for the full cost of repairing or replacing the garbage bin.
3. A MGB in excess of 10 years of age or an MGB that does not comply with AS 4123 - Mobile Waste Containers may be repaired or replaced only at the discretion of the Waste Operations Coordinator, Group Coordinator Waste Operations or Manager Waste Services.

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### Controlled Document Information

#### Authorisation Details

<b>Folder No:</b>	F2005/02174	<b>TRIM Record No:</b>	D10945447
<b>Audience:</b>	External - This document applies to Waste Operations staff when implementing repairs or replacement of privately owned damaged mobile garbage bins		
<b>Department:</b>	Waste Services	<b>Officer:</b>	Business Assistant - Ruth Conroy
<b>Key focus area(s):</b>	Unique Landscape		
<b>Review Timeframe:</b> Max < 4 years	4 years	<b>Next Scheduled Review Date:</b>	28 August 2027
<b>Authorisation:</b>	Adopted by Council - 28 August 2023		
<b>Authorisation - Council Adoption Date:</b>	28 August 2023		

#### Related Document Information, Standards & References

<b>Related Legislation:</b>	(Legislation Name) N/A	(Relationship/Context)
<b>Related Policies (Council &amp; Internal):</b>	(Policy Name) N/A	(Relationship/Context)
<b>Related Procedures, Guidelines, Forms, WHS Modules/PCD's, Risk Assessments, Work Method Statements:</b>	(Document Name) N/A	(Relationship/Context)
<b>Standards COP's &amp; Other References</b>	(Standard, COP or Other References)	(Relationship/Context)

#### Definitions

Term / Abbreviation	Definition
MGB	Mobile Garbage Bin
CSC	Customer Service Centre

#### Consultation (update for each version created)

<b>Key Departments, Teams, Positions, Meetings:</b>	Waste Operations Team, Ben Fairfull Waste Operations Group Coordinator
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#### Version History

Version No	Date Changed	Modified By	Details and Comments
2	November 2010	David Brake	New template. Deleted reference to 240 litre recognising that some properties may / will have a different size MGB.

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3	October 2014	David Brake	General scheduled review. Defined differences between garbage, recycling and green waste bin responsibilities. Defined damaged garbage bin reporting responsibilities. Simplified timeframes for repairs / replacement. Noted unbranded MGBs.
4	April 2019	David Brake	General scheduled review
5	July 2023	Ben Fairfull	New template. General scheduled review. Waste Operations Coordinator designated to approve MGB replacement.