

Terms & Conditions - Waste Wagon Trial (T&Cs) (updated August 2024)

1 Introduction

Tamworth Regional Council (TRC) determined at its meeting on 13 August 2024 to continue providing the book-in Waste Wagon Service during 2024/2025 and review its continued provision in 2025/2026 towards the end of the 24-25 financial year. This is a RESIDENT ONLY, fee for collection service arrangement, and requires applicants to utilise a current waste voucher as part of the booking process.

Residents can access the service by making a booking and payment online or by attending one of Council's branch offices. Council resolved to provide residents with a government issued pension or disability card a 50% discount on the service. Pensioners who wish to receive this discount will be required to show their government issued pension or disability card to staff at one of Council's branch offices prior to booking to be eligible for the discount.

All payment must be made at the time of booking. Bookings will not be processed without payment in full.

The following are the T&Cs for the Waste Wagon Service and are subject to change without notice. An up-to-date T&Cs can be obtained via Council's website.

2 Objectives & Governance

- 2.1 Waste Wagon aims to assist residents with the collection of up to 2 cubic meters (2m³) of acceptable general bulky household waste items that do not fit in to their kerbside red lid bin. The service is only available to residents with a current waste voucher which allows up to four (4) opportunities per household per financial year to make a booking (subject to availability).
- 2.2 The Waste Wagon service is generally eligible to properties that receive a TRC kerbside bin collection service, with the exception of properties that have an outside of collection area service that take their bins to an agreed location to be serviced or are classified as Regional Remote Unserviced (base rate property).
- 2.3 Owners of rental properties and their authorised agents are not eligible to book the Waste Wagon service, as they are not eligible for Waste Vouchers. The service must be booked by the tenants as they have access to the waste vouchers required. Any applications received by the owners of rental properties or authorised agents will be declined. Social Housing tenants will need to come to Council's Customer Service Office to book the waste wagon as we are unable to connect them directly to the property and this prevents online bookings unfortunately.
- 2.4 Collection will be undertaken by Council staff and your booking date must be paid for and confirmed before placing anything out on the kerbside for collection. It is advisable to place waste out the morning of your scheduled collection (best practice) by 8am or the night before your collection to prevent any potential issues and to ensure that your collection meets the conditions of service in terms of presentation volumes and items suitable for collection, but no more than 7 days before.
- 2.5 Services are provided on Wednesdays and Thursdays each week (excluding public holidays) and will be subject to availability at the time of your booking. Council staff will call or email to confirm service dates once a booking and payment process has been completed.
- 2.6 Residents with a government issued pension or disability card will be given priority of the next available booking subject to the schedule. There is a 50% discount applicable on the service charge. Waste voucher availability is still required.
- 2.7 This is a Resident Only, fee for service arrangement and charges including GST are as follows for the 2024/2025 financial year and subject to review and increase for any subsequent year:

Zone	Areas	Charge	Government Issued Pension or Disability Card (50% discount applied)	No. Available per year
Urban	Tamworth, Kootingal & Moonbi	\$25 per collection + Waste Voucher	\$12.50 per collection + Waste Voucher	Up to 4
Regional Centre	Barraba, Manilla & Nundle	\$25 per collection + Waste Voucher	\$12.50 per collection + Waste Voucher	Up to 4

Regional Remote (serviced)	All other areas receiving a kerbside collection service*	\$25 per collection + Waste Voucher	\$12.50 per collection + Waste Voucher	Up to 4
Regional Remote (base rate properties)	No kerbside collection therefore Ineligible for the service	Not applicable	Not applicable	Nil

****Except for those Outside of Collection Area services that bring their bins to an agreed location***

- 2.8 Only one booking per application form is allowed. If you require another booking, a separate application form, payment of fee and waste voucher will be required. It is noted that the additional application forms may not be processed or allocated on the same day as any other booking and by proceeding with multiple applications you acknowledge and accept this condition.
- 2.9 If any issue arises during the booking process or service delivery, that is not covered under any of the other terms and conditions listed in this document, then the final decision will be Council's and no further correspondence will be entered into.
- 2.10 All bookings must be paid for prior to receiving a confirmation of booking date. The date your service is scheduled and confirmed, is influenced by when your payment is finalised, service availability and your location.
- 2.11 At the time of the booking, staff will check for available waste vouchers to redeem as part of the booking process, as the waste voucher covers the disposal costs of items collected. A waste voucher must be available to finalise a booking.
- 2.12 If Council is unable to complete your confirmed booking date due to unforeseen circumstances (ie weather or breakdowns), you will be contacted to reschedule your booking at a mutually convenient date and time based on availability in the service schedule. If a phone number is not provided at the time of booking, correspondence will be via email only.
- 2.13 While this service is intended to be primarily a collection for bulky waste that would end up in landfill, if staff deem an item suitable for recovery for recycling, repurposing or, of a condition that could be suitable for sale through a buy back centre facility, then this will occur solely at Council's discretion.

3 Volume & Types of Materials Allowed

- 3.1 A maximum load size/volume that will be collected per service, is up to 2m³ (approx. a small box trailer load).
- 3.2 **Items that can be taken: -**
- Items MUST NOT weigh greater than >30kg (2-person lift, no mechanical aid)
 - Furniture & bedding (1 x mattress per collection)
 - 1 x small fridge, freezer &/or air-conditioner (items that are less than 30kg)
 - Small electrical appliances
 - E-waste – e.g., computer, TV
 - Maximum 2 x car/4wd/motorcycle tyres per collection
 - Metal waste (individual items less than 30kg)
 - Items must be UNDER 2m in length and height.
- 3.3 **SORRY, we can't take: -**
- Bags of household rubbish
 - Large fridges, freezer & air-conditioner (items that are more than 30kg)
 - Garden waste, rocks or soil, etc
 - Asbestos, concrete, bricks, etc (demolition materials)
 - Motor vehicle parts, transmission fluid or oil
 - Plate glass (i.e., window, door or fish tank)
 - Chemicals, paint, gas bottle, fire extinguisher
 - Partially/full container of liquid
 - Commercial waste or items from businesses

4 Conditions of Service

Access to Property

- 4.1 The following considerations are: -
- a The Waste Wagon service is generally eligible for properties that receive a TRC kerbside bin collection service, with the exception of properties who have an outside of collection area service that take their bins to an agreed location to be serviced or are classified as Regional Remote Unserviced (base rate properties). Applications will be individually assessed for service eligibility and may be declined depending upon these criteria.
 - b the service can be safely serviced – e.g., the verge to the resident's property should be easily accessible;
 - c the Council collection vehicle does not impede the flow of traffic and can safely and legally park out the front of the property to perform the service, staff will not park in the drive way off the roadway;
 - d items can be safely loaded;
 - e staff performing the collection will determine if it is safe to do so or if it is considered unsafe to service, due to the location of the property and/or access issues, Council will contact you to advise and you will be refunded your payment and waste voucher.
 - f items will not be collected from inside the fence line of the property.
- 4.2 To assist with Waste Wagon servicing logistics, the following is a guide to areas that have been grouped together for servicing efficiencies during the trial:

WEEK DAY	Availability
Wednesday	4 Service Spots
Thursday	4 Service Spots

Multiple Service Requests at the Same Property

- 4.3 Residents may only book one service per booking and additional bookings. If you have more than 2m³ of waste you will require a separate application to be submitted and payment to be processed.

However, it is should be **noted** that multiple service requests are subject to availability and may not be able to be provided on the same day as another booking and you acknowledge that by proceeding with submitting multiple booking forms, that this could be the case and that you may receive multiple booking dates subject to availability.

5. Rejected Items, Excessive Volume & Removal of Items left behind

- 5.1 Council staff will photograph items presented for collection upon arriving, and they will photograph the site once collection has been completed.
- 5.2 If excessive materials (above 2m³) are presented for collection, staff will service 2m³ worth of items and the excess will be left for removal by the resident in the property. Removal, including lawful disposal or returning to the property (inside the fence line of the property), must occur within 48 hours, or illegal dumping fines may apply. By booking this service you agree that other people's things added to your collection, even if they are not able to be collected, are not Council's responsibility to monitor, police or remove but your responsibility. Any expenses incurred to remove waste not collected will be the responsibility of the person booking the service.
- 5.3 Photos of items that were left will be sent to Council Rangers, who will inspect the site approximately 48 hours after the scheduled pick-up time to ensure that material has been removed. Failure to do so could result in [illegal dumping fines](#) being issued of \$7,500 on-the-spot fine for individuals, if issued by the EPA (\$4,000 otherwise).

6. Refunds for Cancellation, Rescheduling & Failure to Present

- 6.1 You must call Council on 6767 5555 or attend one of Council's branch offices, 48 hours prior to your scheduled collection, to either cancel or reschedule your booking.
- 6.2 If you cancel a service prior to 48 hours of your scheduled collection, Council will issue a refund of your payment as per Councils Work Practice and reinstate your waste voucher.
- 6.3 A refund will not be issued if you fail to notify Council in an approved manner, prior to 48 hours of the scheduled collection. Email notification of your desire to cancel the booked service will not be accepted, due to the scheduling and refund process.
- 6.4 If a resident fails to present their material for collection on their scheduled collection day, Council will not refund the collection fee, the waste voucher or reschedule your collection.