

WASTE SERVICE

Q. When is my garbage day?

A. Phone the Resource Recovery Hotline on 4868-0555 for this information.

Q. My garbage bin has not been collected. Why?

A. There are a number of reasons for why Resource Recovery may not be collected. The most likely are listed below:

1. I am the only house in the street not collected!

- Bin put out too late (bins are collected from 6.00am in residential areas, earlier outside main residential areas or on major public holidays).
- Bin is too heavy, contractor will leave a notice on the bin.
- Driver did not see the bin because of an obstruction.

If a notice has been left on the bin, there should be an explanation of the reason for this. On these occasions the truck would not return until the next scheduled collection day.

If there is no notice, contact Resource Recovery Hotline on Ph. 4868-0555, or e-mail resource@wsc.nsw.gov.au

2. Only one side of the street has been collected. What should I do?

The driver has probably gone to empty the truck and should be back. If not done by 4:00pm on the collection day, advise the Resource Recovery Hotline on Ph. 4868-0555, or e-mail resource@wsc.nsw.gov.au as the bins may have been forgotten and a return service will need to be arranged.

3. The whole street was missed. Will the truck come back to collect our bins?

Driver error. If not done by 4:00pm on the collection day, advise the Resource Recovery Hotline on Ph. 4868-0555, or e-mail resource@wsc.nsw.gov.au as the bins may have been forgotten and a return service will need to be arranged.

4. My bin was only partially emptied. Will they come back to empty the remaining material?

Waste can compact in the bottom of the bin and may not come out when the bin is upturned. The remaining material will need to be loosened prior to the next collection.

On these occasions the truck would be sent back once the resident has loosened the bin contents.

If there is no notice, contact Resource Recovery Hotline on Ph. 4868-0555, or e-mail resource@wsc.nsw.gov.au

5. I put out a different bin, how can I get it emptied?

Council only collects bins labelled with the resource recovery logo. To empty the bin you will need to bring it to the Resource Recovery Centre, Berrima Road, Moss Vale.

Q. My bin is damaged (split/lost the lid, pin/s come out of the handle), what do I do?

A. Phone the Resource Recovery Hotline on 4868-0555, who will organise for the contractor to repair or replace the bin. You will need to provide the serial number of the bin when you call.

Q. My garbage bin has been stolen, what do I do?

- A. If any of your bins are lost/stolen or damaged, phone the Resource Recovery Hotline on 4868-0555.

Properties (irrespective of owner) are allowed 2 bins, either recycling or waste, to be stolen before the owner of the property may be required for replacement.

If you rent out a property it is recommended that bins be considered as fixtures. Bin serial numbers should be recorded and included in the inspection when tenants move out. Tenants should not take the bins with them when they leave.

Q. The service does not meet my needs. What do I do?

- A. This Shire has the options of:
1. A fortnightly waste collection (green lid)
 2. A weekly collection (red lid)
 3. A multiwaste collection (2 bins with purple lids)

As these changes affect the rates charged to the property, a Change Request Form needs to be completed. Phone the Resource Recovery Hotline on 4868-0555.

These forms are also available on this website, at the customer service counter of Council or at the Resource Recovery Centre in Moss Vale. NB The serial number of your bin needs to be included on the form.