

ALL WARDS

8.5 REVIEW OF AT CALL HARD WASTE SERVICE

SUMMARY: *Coordinator Waste Management (Geoff McMeeken)*

This report has been prepared in response to a Call Up Item raised at Council's meeting of 24 March 2015 requesting that a report be prepared for the June 2015 Ordinary Meeting of Council that assesses the effectiveness of the at call hard waste service introduced by Council in July 2014, makes comparison with similar services in other Councils, and recommends service enhancements in-line with external and internal feedback received regarding the service.

RECOMMENDATION

That Council:

1. receives and notes this Call Up Item report as resolved by Council on 24 March 2015 in relation to Council's hard waste service; and
2. implement service and process improvements identified in this report in relation to the management of hard waste that does not comply with Council requirements.

1. INTRODUCTION

A Call Up motion was endorsed by Council at the 24 March 2015 Council Meeting requesting that a report be prepared for the June 2015 Ordinary Meeting of Council, that assesses the effectiveness of the at call hard waste service introduced in July 2014. The assessment includes a quantitative analysis of resident feedback, comparison to the previous biannual scheduled hard waste service and potential service enhancements.

As a part of undertaking the work required for this Call Up Item, officers have had regard to Council's Call Up Items at Council Meetings Policy, and in particular, Item 6.5 which states:

'Where preparing a report responding to a Call Up Item which will require more than 3 person days or \$5,000 in costs, then the matter which is subject to the Call Up Item should be referred by Council to the next budget considerations with a supporting business case for consideration along with other competing priorities.'

2. DISCUSSION**2.1 Overview of the at call hard waste service**

At its meeting of 22 October 2013, Council resolved to adopt the Waste Management Plan 2014-2021 (WMP), which identified potential service changes from 1 July 2014 for the non-bin based waste collection service.

8.5 Review of at Call Hard Waste Service (cont'd)

The development of the WMP involved extensive community and stakeholder consultation, including resident surveys, internal and external focus groups and workshops, direct feedback via online and paper-based submissions, discussions within Council, and liaison with government and non-government waste industry groups and waste service providers.

As part of this process it was identified that approximately 73.72% of Knox residents were supportive of a change from the biannual scheduled hard waste collection service to an at call system which included strong support from 57.6% of residents. Whilst it was recognised that there may be issues with the introduction of the new service, on balance it was considered that the at call hard waste service was seen to provide a much more convenient, flexible and cost effective service overall.

On the basis of the service changes identified in the WMP, a tender for the non bin based services was advertised and Council, at its meeting on 25 March 2014, resolved to accept the Schedule of Rates tender submitted by WM Waste Management Pty Ltd for Contract No.2000 - Waste Collection Services – Non Bin Based Hard and Green Waste Service from 1 July 2014 to 30 June 2018 with the option of 3 x 12 month extensions at Council's discretion.

This contract included changing the current bi-annual area based scheduled hard waste service of unlimited quantity per household to an "at call" booked hard waste collection service of up to two collections per financial year per household, also of unlimited quantity of material. As at 30 April 2015, the at call service had successfully actioned 16,374 bookings for hard waste. Appendix A provides a monthly history of bookings actioned.

The service allows for bookings to be received either by phone, in person at the Customer Service Centre, electronically through "Online Services" or directly to Council's generic email address. As at 30 April 2015, 56% of bookings were received by telephone and 40% were booked online.

The administrative task of registering the bookings in Council's Pathways Customer Request System (Pathways CRS) and sending out the confirmation of the bookings, including the blue "booked" sticker, along with general enquiries is handled through Council's Customer Service Department.

The service provider generates a weekly list of bookings received through the exportation of data from the Pathways CRS on Thursday mornings. The contractor then programs the collections from the list which must be completed between Monday to Friday of the following week.

This results in bookings received on a Monday, Tuesday or Wednesday being cleared in the following week and bookings received on a Thursday, Friday, Saturday or Sunday being cleared in the week after.

Under this system a booked hard waste pile, if placed out on the weekend before collection as is stipulated, would be on the naturestrip for between three to seven days.

8.5 Review of at Call Hard Waste Service (cont'd)

Some residents have placed their hard waste out before making the booking, which has resulted in the material being on the naturestrip for a longer period, sometimes for a few weeks.

The at call service was introduced in July 2014 and extensive promotion was undertaken to advise of the change to the hard waste service. This included;

- The annual waste calendar/guide that was delivered to every household in June 2014. The guide included two pages dedicated to the new at call service along with a covering letter that highlighted the change.
- Newspaper advertisements in the Leader Newspaper in June 2014 advertising the change to the hard waste service.
- A main feature article in all Council's Ward Newsletters in the Winter 2014 edition
- Council's website which highlighted the change in the hard waste service on the Home Page.

The cost to provide the hard waste service for the ten months to 30 April 2015 is \$794,202 (including \$213,577 landfill levy). This equates to an estimated annual expenditure of \$1,128,388, including \$258,000 for the landfill levy.

The quantity of hard waste collected to 30 April 2015 is 3,558 tonnes and 4,941 mattresses which corresponds to an annual projected quantity of 4,270 tonnes and 5,930 mattresses.

The number of complaints and compliments received relating to the at call service to 30 April 2015 is provided in Appendix B. This includes data from the peak booking period in late December 2014 – mid January 2015, which equates to the highest period of service usage since the new system was introduced.

The complaints are broken down into various categories including "Waste - Hard Waste out not booked" which relates to a resident complaint that hard waste has been placed on the naturestrip without being booked. Investigation subsequently has found that in many instances the hard waste was booked after it was placed out for collection or that the identifying blue booked sticker had not yet been received in the mail so not placed on the pile.

2.2 Overview of scheduled hard waste service

The previous twice yearly scheduled hard waste service had been in operation since October 2004, with a four times a year scheduled service operating before this.

The service was provided annually over two periods each of thirteen weeks, with the municipality divided into thirteen areas. The collection contractor was given one week to clear each area. The collections were scheduled between April-June and September-December.

8.5 Review of at Call Hard Waste Service (cont'd)

The administrative task for this service related to responding to general inquiries and complaints which was provided through Council's Customer Service Department.

Under this service a hard waste pile, if placed out on the weekend before collection, as was stipulated, would normally be on the naturestrip for between three to seven days.

Residents were in some instances placing hard waste out on the weekends leading up to the collection week which resulted in the material being on the naturestrip for periods of four to five weeks. This was very difficult to control, as residents would often 'copy' their neighbours and place their hard waste out.

The cost to provide the hard waste service in 2013/14 was \$1,265,740 (including \$312,227 landfill levy). The quantity of hard waste collected in 2013/14 was 6,135 tonnes and 9,414 mattresses.

The number of complaints received relating to the scheduled service from 1 July 2013 to 30 June 2014 is provided in Appendix B.

2.3 Comparison of at call service with scheduled service

The following comparison is provided between the at call and scheduled service in relation to the key criteria for the service.

- **Scavenging.** Decrease in extent with at call service as the quantity of suitable material is not as abundant or predictable as to its location. This has been reflected in the number of reports received which are now zero officially recorded from the community since 1 July 2014.
- **Cost to provide the service.** Significant reduction in disposal costs (including landfill levy) for at call service due to less material being placed out for collection and improved collection methodology resulting in more being recycled.
- **OH&S considerations of service.** Reduced risk of injury to service provider's work crews with at call service as there are not continuous repetitive pick-ups from house to house as with the scheduled service. Also the ability to be more flexible with the placement location of material on-site for multi-unit developments, retirement villages, difficult access locations and properties with little or no naturestrip as can be individually identified when the booking is lodged.
- **Time that hard waste is out on the naturestrip.** In general terms hard waste that is placed out at the time of booking should be on the naturestrip for a maximum of 12-16 days (depending on collection day). Hard waste placed out under the scheduled service was often experienced to be out for up to four to five weeks before collection as residents prepare for the scheduled collection.

8.5 Review of at Call Hard Waste Service (cont'd)

- **Hard waste being added to existing piles.** It was predicted that this could be higher for at call service as a street may have one or two piles at any time compared to the majority of premises participating in a scheduled collection. As Customer Service complaints are rolled up into a single category for 'waste out too early or too late', it is difficult to determine whether this activity represents an ongoing concern for residents. Anecdotally, direct complaints relating to this specific activity have reduced by approximately 50%.
- **Hard waste missed service reports/claims.** Could be from a resident not placing material out on time. Has decreased with at call service due to individual and specific communications provided when booking.
- **Hard waste out at all times in the street.** There is an increased awareness of this with at call service as a neighbourhood may have small numbers of hard waste piles at any time compared with substantial quantities of hard waste with the scheduled service twice a year across the municipality.
- **Hard waste placed out that is not collected.** Applies to both services ie. hard waste placed outside scheduled collection time frame and hard waste placed out without a booking under the at call service. The at call service has the advantage that the collection contractor is available 52 weeks of the year to clear hard waste if required, rather than utilising Council resources (Operations Centre staff & fleet) to do so. Collection contractor is only available for 26 weeks of the year under the scheduled service.
- **Level of contamination/items not collected.** This is less for the at call service as residents are provided with advice on what can/cannot be placed out when booking the service. With scheduled collections the resident can refer to the calendar delivered on an annual basis for advice but this is at the residents' discretion.
- **Collection of hard waste within required timeframe.** The scheduled service had the municipality divided into thirteen areas with one week intended for each area. In some of the hard waste areas, the collection contractor completed collections on a Saturday to complete these areas, and on occasions collections continued into the following week. At call collections have been completed within the allocated week, with the exception of the December-January period (where number of bookings was unexpectedly very high) and where errors were made in bookings.
- **Increase in resource recovery (due to new methodology).** There is higher re-use and recycling of items and decrease in tonnage to landfill with at call service. This can be attributed to the recovery methods used by the collection contractor whose methods include greater collection of separate recyclable items combined with on-site sorting of materials via Council's Transfer Station.

8.5 Review of at Call Hard Waste Service (cont'd)

- **Complaints received.** The number of complaints relating to the at call service in its first year, if projected for the twelve months, is approximately 16% higher than for the equivalent period under the scheduled service. The increase is attributed to both residents contacting Council to advise of hard waste that they believe has not been booked and recent media attention.
- **Compliments received.** Number of compliments relating to the at call service in its first year, if projected for the twelve months, is approximately 300% higher than for the equivalent period under the scheduled service (ie. from 6 to 19). Some of this may be attributed to the service type being new and therefore front of mind.

2.4 Comments from Stakeholders

Advice was sought from the following stakeholders on the effectiveness of the at call hard waste service;

- Waste Management, Customer Service, Local Laws and Operations Departments at Knox City Council.
- WM Waste Management Services Pty Ltd as the collection contractor.

Advice was also sought from Casey, Maroondah and Whitehorse City Councils as they have all changed from a scheduled to an at call hard waste service in the last five years. Detailed comments are provided in the attached Confidential Report. A summary of the comments is provided below.

- The Knox at call service has been in place for ten months and the processes implemented for taking bookings and arranging collections is operating well.
- The service offered by Council is consistent with that offered by other Councils with the exception of the unlimited quantity allowed to be placed out. All other Councils impose a quantity limit of 2-3 cubic metres.
- Improvements are required in the management of hard waste that is put out without a booking as this is negatively impacting on the community perception of the service. Initiatives such as having the collection contractor pick-up this material immediately and/or Local Law Officers issuing a formal 'Notice to Comply' are being considered.
- Other Councils that have changed from a scheduled to an at call hard waste service have experienced resident reaction in the first one to two years with the main criticism being the perception that now hard waste is out all the time compared to a short time under the scheduled service.
- Councils have, in association with the collection contractor, introduced improvements to their at call services post-tendering, many of which Knox is already providing through incorporation into the contract specification.

8.5 Review of at Call Hard Waste Service (cont'd)

- Complaints received by Knox in relation to the at call service have increased in comparison with the scheduled service. This was anticipated and based on the experience of other Councils, and is expected to decrease as the service settles in and becomes accepted as a normal part of Council's Waste Service.

2.5 Leading Practice for Hard Waste Collecting in Metropolitan Melbourne

The Metropolitan Waste and Resource Recovery Group (MWRRG) are developing a leading practice guideline for hard waste collection and processing for Metropolitan Melbourne Councils.

As part of this a survey of the thirty one Melbourne Councils was commissioned in December 2014. The following was found from the survey;

- 65% of Councils provide an at call service, 26% provide a schedule service and 9% provide a combination.
- 68% of Councils collect hard waste from the naturestrip, 19% collect from inside the property and 13% allow either location.
- 81% of Councils engage contractors to undertake the collection whilst 19% utilise in house services.
- Most Councils have a hard waste quantity limit of between 2-3 cubic metres per property per collection, whether scheduled or at call service
- Most Councils collect white goods, green waste, timber, furniture, mattresses, metals, glass, e-waste and general household goods but generally do not collect building waste, gas bottles, paints and car parts/tyres.
- There is variability in the extent of material that is recycled with most Councils recycling white goods, furniture, mattresses, metals and e-waste.
- The most common difficulties experienced relate to;
 - Coping with demand at peak times.
 - Compliance with quantity limits and acceptance criteria.
 - The change from an area wide to an at call service results in initial reduced satisfaction.
 - Other residents adding to booked collections.
 - Recovery from collected material limited by the available processing facilities ability to separate the product and also by available markets.
 - Compliance monitoring and enforcement where material has been put out inappropriately.
 - Scheduled collections create a culture of putting anything out.
 - Scavenging/pile tampering.
 - Dumped rubbish or inappropriately placed hard rubbish.

8.5 Review of at Call Hard Waste Service (cont'd)

2.6 Other Councils' experience – non-metropolitan municipalities

Feedback was also sought from Latrobe City Council in response to a Knox resident's request for further information regarding their hard waste service. Advice received is that there are two components to their service, being:

- Two booked collections undertaken in May and December each year at a fee of \$20 per collection (\$10 for pensioners). The take-up for this service is approximately 400-500 bookings, allowing one to two weeks to collect.
- Two drop-off weekends at the Council-operated transfer station in March and October each year. This service is provided at no additional fee or rates cost and attracts approximately 2,000 patrons per weekend.

Research of other non-metropolitan Councils' hard waste services indicates a diverse range of models, including;

- No hard waste collection service, ie residents responsible for disposal of their own hard waste
- Provision of transfer station vouchers, included with the annual rates notice
- Area-wide scheduled hard waste service, either once or twice a year
- Booked services (at call), with the servicing cost either included in the General Residential Rate or at an additional user-pays fee, or both
- Combination of the above services

The non-provision of a dedicated hard waste service can lead to an increase in the illegal dumping of household items on Council land, and may also result in unwanted material being stored, buried or burned on private property. This model would constitute a withdrawal of service for Knox residents if pursued.

The issuing of transfer station vouchers for the disposal of hard waste involves additional administrative tasks not currently resourced within Council. Free drop-off weekends at the transfer station would require significant additional staff resources of the facility operator, and both services create access difficulties for elderly, frail and mobility-impaired residents and those without access to private transport, trailers or utility vehicles for larger items.

Booked hard waste services provided on a fee for service basis (user-pays) also requires additional resourcing currently not within Council. This model may also create a perception that Council is charging its residents additional costs for a previously included part of the waste service, even if the General Residential Rate was reduced as a result.

The experience of other municipalities is generally that single-method uncomplicated hard waste services provide residents with a more user-friendly service, with fewer issues experienced by the Council collection crew or service provider. Some of the Councils indicated that they were aiming to transition to a more simplified model for their hard waste service in the next few years.

8.5 Review of at Call Hard Waste Service (cont'd)

2.7 Possible improvements to the at call hard waste service

Based on stakeholder feedback and in an effort to continually improve Council's waste services in line with the intent of the contract, the following enhancements are proposed for the hard waste service:

- Maintain collection for 52 weeks of the year in lieu of stopping for two weeks between Christmas and New Year, as was done in 2014/15.
- Collection contractor to note properties that have hard waste out. Council to generate booking for that property and if not already booked will be added to the bookings list. Letter to be sent to property advising that the hard waste will be cleared and will count as a booking against that property. For unit developments the booking may count against all properties unless the offending unit is identified.
- Council to generate booking against property if complaint received of hard waste being out for longer than two weeks and no booking has been made. Letter to be sent to property as listed above.
- Refine procedure for dealing with residents who place hard waste out without a booking, or leave non acceptable material out.
- Booking confirmation letter to be amended to advise resident; if this is the first or second hard waste booking for the property for the financial year; confirm the booking week begins on a Monday and that material must not be placed out more than two days prior to that date; and indicate that booked collections cannot be cancelled.

3. CONSULTATION

Consultation was undertaken with the Waste Management, Customer Service, Local Laws and Operations Departments at Knox City Council, Waste Officers at Casey, Latrobe, Maroondah and Whitehorse City Councils and WM Waste Management Pty Ltd, who are contracted to provide the hard waste service at Knox Council.

4. ENVIRONMENTAL/AMENITY ISSUES

The collection, transport, recycling and/or disposal of hard waste from within the municipality has significant environmental and amenity issues, particularly in relation to the disposal of residual waste to landfill. Under the current contract the contractor pays for the disposal of waste when managing both the hard and green waste collections so there exists great incentives for the contractor to recover/recycle waste stream materials due to the fact that they will be obliged to pay residual disposal costs. This will result in an overall reduction in waste material going to landfill.

8.5 Review of at Call Hard Waste Service (cont'd)

5. FINANCIAL & ECONOMIC IMPLICATIONS

The hard waste service expenditure from 1 July 2014 to 30 April 2015 is \$794,202. (This consists of \$580,625 for the collection and disposal component and \$213,577 for the landfill levy component).

This equates to an estimated annual expenditure of \$1,128,388, including \$258,000 for the landfill levy. The 2014/15 budget for the hard waste service (including the landfill levy component) is \$1,417,120.

The budget allowed for in 2015/16 is \$1,287,000, which includes the landfill levy component of \$337,000. The proposed amendments to the service are not expected to have a financial impact.

The cost of the hard waste service (scheduled) in 2013/14 was \$1,256,740 including the \$312,227 landfill levy. It is expected that the cost of reintroducing a scheduled hard waste service would be substantially higher than the previous contract and the current contract for the at call hard waste collection.

6. SOCIAL IMPLICATIONS

The waste management service, including the hard waste collections provided by Council to the Knox community is viewed as very positive as is evidenced by the high community satisfaction levels achieved in the Local Government Community Satisfaction Survey prepared by the Department of Planning and Community Development and in the survey of residents conducted in the development of the Knox Waste Management Plan 2014-2021.

7. RELEVANCE TO CITY PLAN 2013-17 (INCORPORATING THE COUNCIL PLAN)

The relevant City Plan objective falls within the theme of Vibrant and Sustainable Built and Natural Environments with the objective being *'The changing needs of a diverse community are supported through planned growth and change in housing and infrastructure that respects both built form and natural systems, as well as resource availability'*.

The indicators for this objective relate to household waste management, in particular household waste generation and household waste recycling.

The provision of Council's hard waste service, has the objective of reducing waste being disposed to landfill through the recovery and re-use of waste items.

8.5 Review of at Call Hard Waste Service (cont'd)

8. CONCLUSION

Council adopted the current Waste Management Plan 2014-2021 in October 2013, which identified service changes to the non-bin based waste collection service including the change to an at call hard waste service.

A tender was subsequently awarded by Council in March 2014 to WM Waste Management Services Pty Ltd for the Non Bin Based Hard (at call) and Green Waste Service from 1 July 2014 to 30 June 2015 with the option of 3 x 12 month extensions at Council's discretion.

An assessment has been undertaken of the effectiveness of the at call hard waste service through consultation with the stakeholders involved in provision of the service, other Councils that have changed from a scheduled to at call service and from the feedback received through Council's Pathways CRS.

The booking and collection service has been in operation for ten months and is performing very well based on advice from the various Council Departments involved in providing the service and Council's hard waste collection contractor.

An extensive education campaign was undertaken to inform residents of the change. Despite this, Council is experiencing occurrences of hard waste being placed out without a booking being made and improvements to the service in dealing with such occurrences are proposed.

The experience of other Councils that have changed from a scheduled to an at call service is that there was an increase in complaints within the first twelve to twenty four months mainly relating to the perception that hard waste is out all the time.

Both the previous scheduled service and the at call service have issues. With the scheduled service there was inflexibility with collections to suit residents and this resulted in frequent instances of early placed material sitting on naturestrips for more than the 26 weeks the service was operating.

Commercial scavengers knew the schedule and operated in concentrated areas picking-up metals for profit to the detriment of the service provider and the community who were often disturbed at night and on weekends when they took materials. This also had the effect of messing-up neat piles, making whole neighbourhoods look unattractive.

As a contrast, the at call service provides Knox residents an opportunity to dispose of their hard waste when it suits them, however this means that at any given time there may be hard waste legitimately placed out awaiting collection.

Various service and process enhancements have been identified to assist in the management of unbooked hard waste and appropriate use of the new service by residents, and it is anticipated that these can be incorporated into normal business without additional Council expenditure.

8.5 Review of at Call Hard Waste Service (cont'd)**9. CONFIDENTIALITY**

There are no confidential issues associated with this report.

COUNCIL RESOLUTION

MOVED: CR. ORPEN

SECONDED: CR. MORTIMORE

That Council:

1. Receives and notes this Call Up Item report as resolved by Council on 24 March 2015 in relation to Council's Hard Waste Service;
2. Implement the service changes and process improvements identified in this report in relation to the management of hard waste;
3. Continue to promote Council's Hard Waste Collection Service to new property owners and occupiers by providing information in the Council's New Resident's Kit and to provide relevant information to new tenants through the provision of information to local real estate agents;
4. Provide the option of providing for a group booking and collection service for retirement villages and multi-unit developments where a Centre Management, Body Corporate or Owners Corporation is in place; and
5. Receive a further report in August 2016 that assesses the effectiveness of the At Call Hard Waste Collection Service introduced in July 2014, including any recommendations for further service enhancement.

CARRIED

Hard Waste Bookings

2014 - 2015

As of the 1st July 2014, Council adopted a 'Booked Hard Waste Service'.

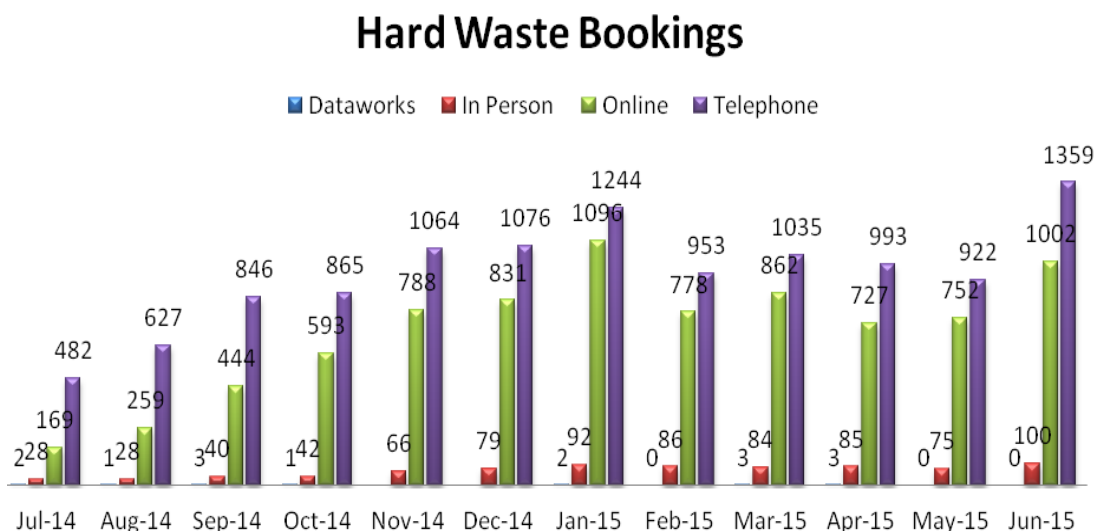
Customers can now request a 'Booked Hard Waste Service', either by phone into our 'Contact Centre', in person at our 'Service Centres', electronically through our 'Online Services' or emailed directly to our generic email address.

During 1st July 2014 – 30th June 15, Customer Service has actioned **20,584** Hard Waste Booking Requests.

How are we receiving these Requests?

Customers are choosing to proceed with their bookings in the following ways:

- Phone into our Contact Centre: 56%
- Lodge a request online – 40%
- In Person at our Service Centres: 3.9%
- Email or write in: 0.1%



Hard Waste Bookings

2014 - 2015

Which Suburbs have utilised the Service?

Bookings have been lodged across all Suburbs in Knox. The top 3 suburbs are:

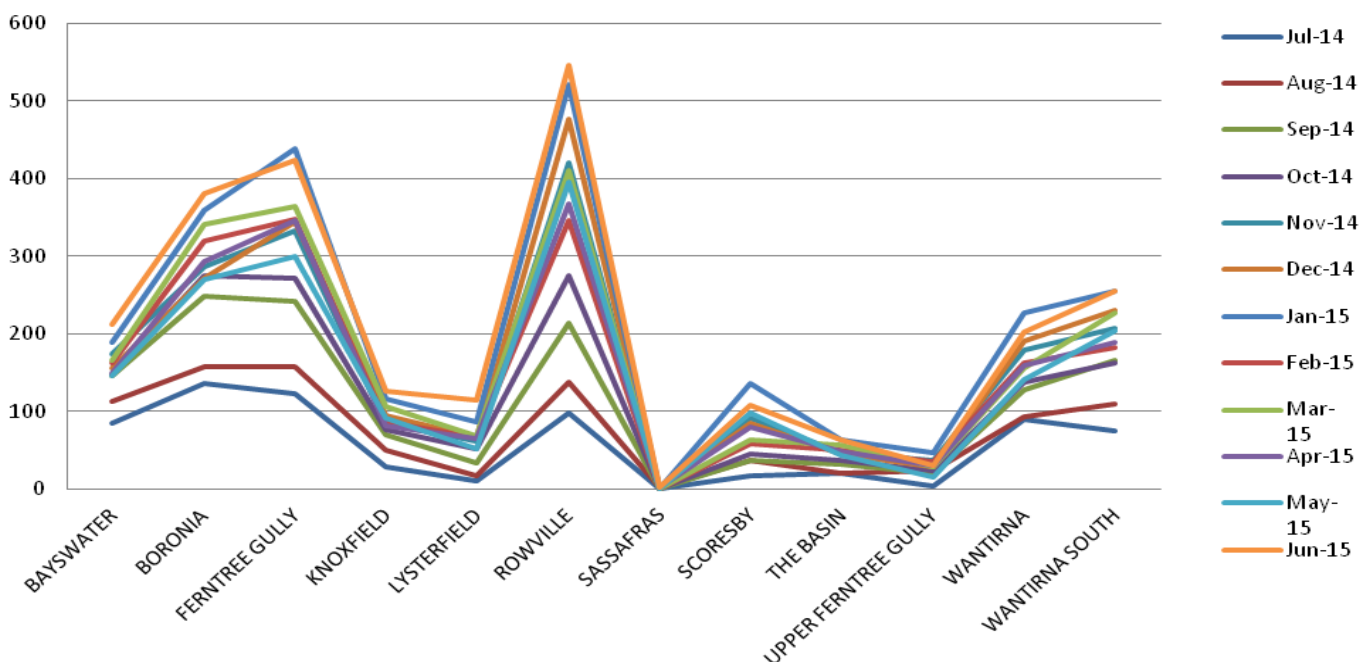
- Rowville – 20.4%
- Ferntree Gully – 17.9%
- Boronia – 16.2%

The Suburbs that have lodged the least amount of bookings are:

- Sassafras – 00.1%*
- Upper Ferntree Gully – 1.5%
- The Basin – 2.5%
- Lysterfield – 3.4%

**This may be proportional to the size of the Suburb.*

Hard Waste Bookings By Suburb



Hard Waste Bookings

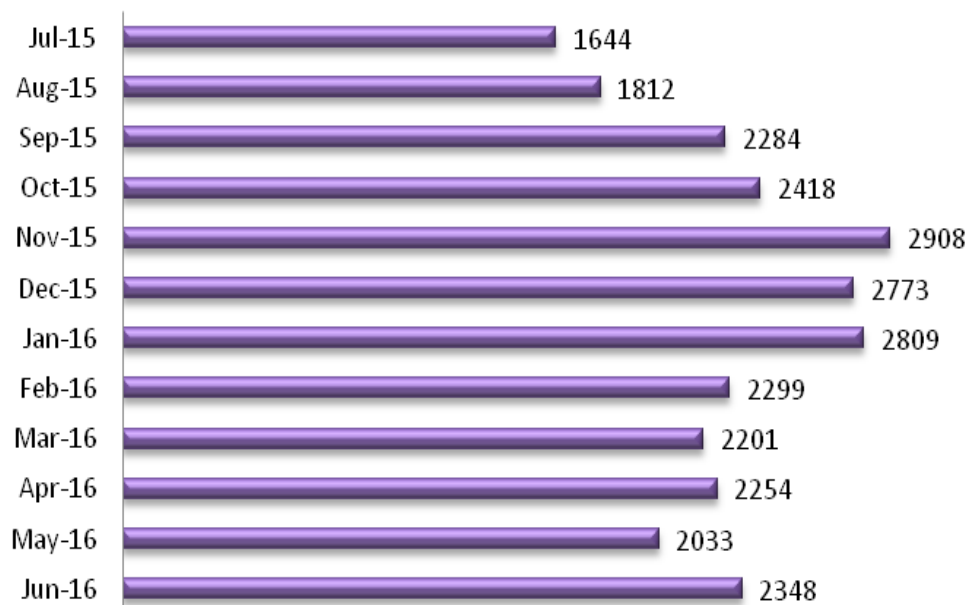
2015 - 2016

As of the 1st July 2014, Council adopted an 'At Call - Booked Hard Waste Service'.

Customers can now request a 'Hard Waste Service', either by phone into our 'Contact Centre', in person at our 'Service Centre', electronically through our 'Online Services' or emailed directly to our generic email address.

In the 2015 – 2016 Financial Year, Customer Service has actioned **27,783** Hard Waste Booking Requests. November, December and January were the peak times for Hard Waste Bookings.

Hard Waste Bookings By Month 2015 - 2016



Hard Waste Bookings

2015 - 2016

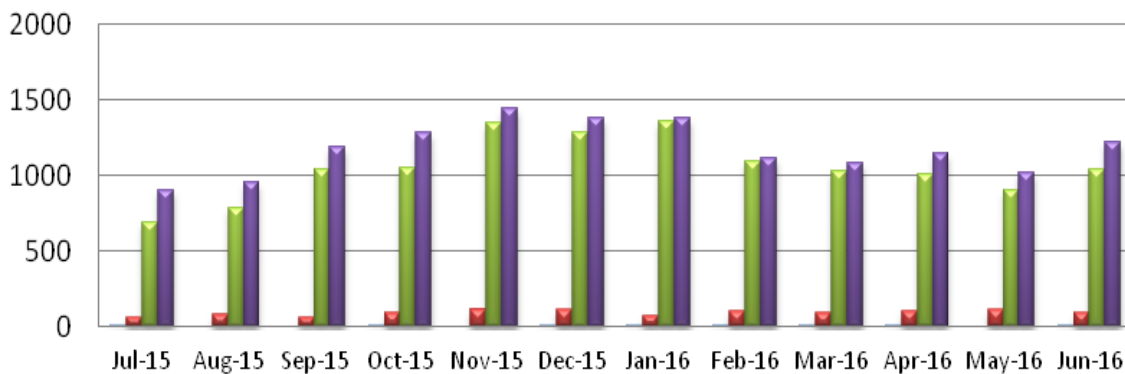
How are we receiving these Requests?

Customers are choosing to proceed with their bookings in the following ways:

- Phone into our Contact Centre: 51%
- Lodge a request online – 45%
- In Person at our Service Centres: 4%
- Email or write in: 0.1%

We are pleased with the up-take of the online booking option. These requests are processed by the Customer Service Team.

Hard Waste Bookings By Contact



	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Dataworks	1			1		1	2	1	1	3	0	4
In Person	65	77	63	90	118	112	72	102	89	103	113	96
Online	683	785	1034	1049	1347	1281	1362	1086	1026	1006	903	1034
Telephone	895	950	1187	1278	1443	1379	1373	1110	1085	1142	1017	1214

Hard Waste Bookings

2015 - 2016

Which Suburbs have utilised the Service?

Bookings have been lodged across all Suburbs in Knox. The top 3 suburbs are:

- Rowville – 21%
- Ferntree Gully – 18%
- Boronia – 15%

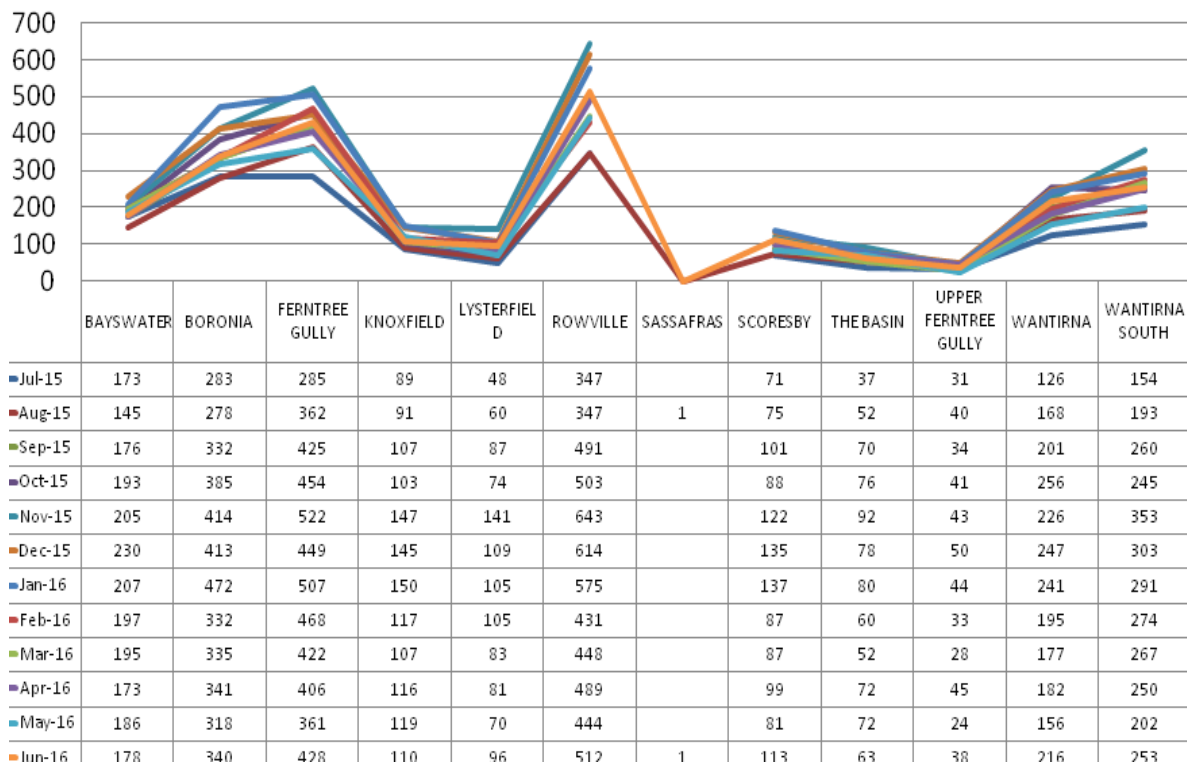
The Suburbs that have lodged the least amount of bookings are:

- Sassafras – 00.1%*
- Upper Ferntree Gully – 2%
- The Basin – 3%
- Lysterfield –4%

**This may be proportional to the size of the Suburb.*

These figures show very minimal percentage change within the same suburbs as the 14/15 Financial Year.

Hard Waste Bookings By Suburb



APPENDIX C

Review Of At Call Hard Waste Service

CUSTOMER RESPONSE REQUESTS FOR HARD WASTE SERVICE

2014/2015														
Request Type Code	Request Type Description	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
COM004	Waste - Complaints Hard Waste	2	2	4	3	2	16	13	13	8	18	17	7	105
COM010	Waste - Hard Waste out too early or too late	18	24	36	49	34	48	34	48	48	54	62	35	490
MSS005	Missed Hard Waste	1	1	4	7	16	14	35	35	55	18	17	2	205
COM016	Waste Compliments - WM Waste Management	2	1	1	1	3	1	4	2	1	3	4	5	28

2015/2016														
Request Type Code	Request Type Description	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
COM004	Waste - Complaints Hard Waste	3	1	13	3	5	3	1	2	3	8	5	4	51
COM010	Waste - Hard Waste out too early or too late	43	36	28	53	29	40	43	43	35	30	38	46	464
MSS005	Missed Hard Waste	6	2	5	6	3	6	3	5	1	2	1	7	47
COM016	Waste Compliments - WM Waste Management	5	3	1	2	3	2	0	2	0	0	1	2	21



Residential Hard Waste Collection Booking Confirmation

Your collection week begins Monday:

Booking reference number:

- This is the first second hard waste booking for this property in the current financial year, (max 2 bookings per financial year)
- Hard waste **MUST NOT** be placed out more than 2 days prior to the above date and will be collected within 5 days, possibly using different collection trucks
- Please place the enclosed sticker in a prominent position on your pile facing the street to identify it is booked
- Missed collections must be reported to Council by the Friday following your collection week
- If items are not out in time the booking will be forfeited
- Booked collections cannot be cancelled



YES ITEMS ✓



Household furniture



Carpet (rolled up)



Metal tools and equipment



Washing machines, stoves and fridges with doors removed



Scrap iron, other waste metals and old empty tins with lids removed



Mattresses (base counts as a mattress) – **limit of 2**

- Timber (max 10 pieces)
- Tree stumps (max 1.5 metres long and 30kg in weight)
- Pottery and ceramics
- Sheet glass and mirrors (securely wrapped and labelled as glass)

- All household appliances
- Empty paint tins, drums and metal tanks with lids removed
- Roofing iron and guttering (max 1.5 metres long)

NO ITEMS ✗



NO asbestos, oil, paint, batteries, liquid waste, chemical or hazardous waste



NO car, truck, tractor or motorbike tyres, batteries or parts



NO green waste, except tree stumps (max 1.5 metres long and 30kg in weight)



NO building, renovation or demolition material

- **NO** household garbage or recyclables
- **NO** gates, fencing or pallets
- **NO** bricks, concrete, sand, rubble, excavation material, roof or ceramic tiles
- **NO** gas bottles, fuel containers, gyprock, plaster or cement sheets

Items must not exceed 30kg each and must not be longer than 1.5 metres (except for mattresses and whitegoods). Items must be able to be lifted to shoulder height by two people and must fit into the collection truck. **NO industrial, business or commercial quantities accepted.**

For further information, please call Council on 9298 8000 and quote your booking reference number.