

	<p style="text-align: center;"><b>Council Policy</b></p> <p style="text-align: center;"><b>Repair or Replacement of Damaged Mobile Garbage Bins</b></p>	
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**Table of Contents**

**Policy ..... 2**

    Policy Objectives..... 2

    Policy Statement..... 2

**Controlled Document Information ..... 3**

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# Policy

## Policy Objectives

To establish the circumstances and level of response to customer requests to repair or replace a damaged mobile garbage bin (MGB) caused by Council's waste collection staff.

This policy does not relate to recycling or green waste bins that are the responsibility of Council's contractor.

## 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 Ph 49210333. The CSC 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 waste collection staff.

1. Council will repair or replace a MGB that is less than ten years old and 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 ten 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 ten 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 Group Coordinator Waste Operations or Manager Waste Environment & Rangers.

## Controlled Document Information

### Authorisation Details

<b>Folder No:</b>	F2005/02174	<b>TRIM Record No:</b>	D09251482
<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>	Group Coordinator - David Brake		
<b>Review Timeframe:</b> Max < 4 years	4 Years	<b>Next Scheduled Review Date:</b>	19 March 2023
<b>Authorisation:</b>	Adopted by Council - 27 April 2015		
<b>Authorisation - Council Adoption Date:</b>	27 April 2015		

### Related Document Information, Standards & References

<b>Related Legislation:</b>	(Legislation Name) N/A	(Relationship/Context) N/A
<b>Related Policies (Council &amp; Internal):</b>	(Policy Name) N/A	(Relationship/Context) N/A
<b>Related Procedures, Guidelines, Forms, WHS Modules/PCD's, Risk Assessments, Work Method Statements:</b>	(Document Name) Nil	(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, David Brake 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.
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 MGB's.
4	April 2019	David Brake	General scheduled review

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