

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

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Officer:	Group Coordinator Waste Operations - David Brake		
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Related Document Information, Standards & References

Related Legislation:	(Legislation) NA	(Relationship/Context) NA
Related Policies (Council & Internal):	(Policy Name & TRIM Document No.) NA	(Relationship/Context) NA
Related Procedures, Guidelines, Forms, WHS Modules/PCD's, Risk Assessments, Work Method Statements:	(Document Name & TRIM Document No.)	(Relationship/Context)
Standards COP's & Other References	(Standard, COP or Other References)	(Relationship/Context)

Definitions

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

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.

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