

## Repairs and Replacement

If your wheelie bin is either stolen, removed, damaged, vandalised or is damaged by the collection vehicle, please contact RRWR.

Council is responsible for the repair or replacement of your bin within four (4) working days upon notification. However, if there has been deliberate misuse of the wheelie bin, it will not be replaced until the resident meets the reasonable cost of replacement or repairs.

## Care and Cleaning

It is the responsibility of the property owner/tenant to ensure the wheelie bin is kept in good condition and sanitised. It is recommended to regularly hose out your wheelie bins after collection. To avoid smells, flies and maggots, scrub and disinfect wheelie bins using a hard bristle broom. A number of private companies provide a wheelie bin sanitation service if required.

Flies are attracted to odours and will lay eggs in moist or decomposing material. The following tips will help reduce smells and help prevent flies being attracted to your waste:

- If possible, store all wheelie bins out of direct sunlight
- Make sure your bin lid is closed to avoid flies entering the bin and laying eggs
- Avoid disposing of liquids or very sloppy food waste in your general waste wheelie bin
- Contain or securely wrap particularly smelly items such as fish and meat before putting in your general waste wheelie bin.



**Got a question about your waste?**

**Want to find out how to recycle right?**

**Need to find a Waste Management Facility?**

**Check out our pages on the website or contact us!**

**Rockhampton Regional Waste and Recycling**

PO Box 1860, Rockhampton Q 4700

**Ph:** 07 4932 9000 or 1300 22 55 77

**Fax:** 07 4936 8862 or 1300 22 55 79

**Email:** [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au)

**Web:** [www.rockhamptonregionalwaste.com.au](http://www.rockhamptonregionalwaste.com.au)



# Wheelie Bin Collection Service

*Advice to  
New and Existing Customers*

**Rockhampton Regional  
Waste and Recycling**



## Wheelie Bin Collection Service

Rockhampton Regional Waste and Recycling (RRWR) provides waste collection services to commercial and domestic premises within the declared collection area. RRWR's collection services are cost effective and innovative, incorporating strategic and environmentally responsible waste management practices that continue to meet the needs of the community both now and into the future.

RRWR provides designated residents and businesses with a 240L general waste wheelie bin and a 240L recycling wheelie bin collection service. The general waste wheelie bin is collected on the same day every week. The recycling wheelie bin is collected fortnightly on the same day as the general waste collection day. Commercial operators may require additional collection services from RRWR.

### Is your bin ready for collection?

The correct placement of your wheelie bin is essential for RRWR to provide an efficient kerbside collection service to residents and business owners.



Ensure your bin is at least 30cm away from other bins and obstacles.



Place the bin as close to the road as possible where there is no kerbside.

### Follow these simple guidelines to ensure your wheelie bin is collected:

- ✓ Place bins at least 30cm apart on the kerbside
- ✓ Make sure the wheels are facing your property in two way streets
- ✓ Place bins at least 1m away from parked vehicles and other obstacles
- ✓ Place bins away from low hanging trees
- ✓ Place all bins out the night before the day of collection.

*Place your bin out the night before collection, and bring it back in after 6pm on the day of collection. Storage of wheelie bins permanently on the street is not permitted.*

### Your wheelie bin will not be collected if it is:

- ✗ Overfull (the lid cannot be closed or the waste is not wholly contained)
- ✗ Unable to be accessed due to incorrect positioning or obstacles
- ✗ Heavier than 85kg and unable to be lifted
- ✗ Not presented for collection at the time of service
- ✗ Contaminated with hazardous waste
- ✗ Missing the appropriate identification sticker.

### Servicing of Missed Collections

If your bin does not get collected, a notice will be left on your bin advising why. The wheelie bin will be serviced in the following week's collection service providing the problem has been rectified. Cameras are installed on trucks to keep record of bins that are presented incorrectly or not at all.

If your bin does not get collected and you do not have a note advising why, please contact us within one working day to arrange a missed service collection.

A missed service collection will be provided within two working days from notification, permitting the bin was presented correctly.

### Fees and Charges

Fees and charges for waste and recycling collection services are levied in accordance with Rockhampton Regional Council's Annual Revenue Statement.

Fees and charges can be viewed at [www.rockhamptonregionalwaste.com.au](http://www.rockhamptonregionalwaste.com.au)

### Removal of a Recycling Wheelie Bin

If your yellow lidded recycling wheelie bin is not being used correctly it will be removed from the premise after three warning notices have been issued in a 12 month period.

If this service is part of a combined waste and recycling service, the combined charge will continue to be levied. If the wheelie bin is a stand-alone or additional recycling wheelie bin or service, the charge will be discontinued after the bin is removed.

The property owner/tenant will need to make a satisfactory written request to RRWR to justify the return of the bin and the collection service.

### Assisted Service

RRWR provides an Assisted Service for residents who, through a medical condition or disability, are unable to place their wheelie bin on the kerb for collection. The service includes the retrieval and return of the wheelie bin from an agreed location within the property boundary. Please contact us for more information.