

Conditions of Service and Supply for Commercial Properties



1. The standard waste service supplied, by the City of Monash, to each commercial and industrial rateable property, includes one (1) 240 litre Garbage Bin collected weekly (covered within the rates). Variations to the standard service may be requested and are subject to additional fees, added to the rates notice (pro-rata).
 - If your property has a weekly collection, you will be supplied with one (1) 240L Garbage bin with a maroon lid. This bin will be collected on a weekly basis on the nominated collection day for your area.
 - If your property has a twice-weekly collection, you will be supplied with one (1) 240L Garbage bin with a grey lid. This bin is collected on a twice weekly basis on the nominated collection day (Additional charges apply).
 - All Council's bins are clearly marked with the City of Monash logo and will have a unique identification number, which is recorded against the property to which it is supplied.
 - Recycling bins (yellow lid) are available at an additional cost to commercial properties. To request a recycle bin application form, please contact us on 9518 3555 or download a form: www.monash.vic.gov.au/Services/Rubbish-Recycling/Bin-Service-Commercial-Properties.
2. The bin remains the property of the Council. Bins assigned to the property must not be removed. If the property is sold and has additional bin charges, the owner must contact Waste Services and request for additional bins to be removed and the rates notice changed accordingly.
3. If the property undergoes major modification, is being demolished or the site is vacant, the bins will be removed. When the property receives a certificate of occupancy and Council is advised that the property or building is occupied, the bins will then be reinstated. Council does not supply bins to vacant properties.
4. Your Council supplied Garbage Bin(s) will be collected from the kerbside or otherwise nominated collection point on the collection day nominated for your area. If you are unsure of your collection day please refer to our website for more information (www.monash.vic.gov.au/My-Neighbourhood), the Council supplied collection calendar or call us on 9518 3690. Garbage Bins provided from other sources will not be cleared. Bins are to be placed out **no later than 5am** on the day of collection and must be removed **no later than 24 hours** after collection. Bins must be placed close to the kerb with wheels facing away from

roadway, and be 1 metre clear of parked vehicles, overhead power lines, trees or other obstacles.

5. From time to time Council or its contractors may undertake an audit of any Council bins. This may include but is not limited to; making a visual inspection of the contents, checking the unique bin serial number and inspecting the condition of the bin. If Council or its contractors note an issue with any of the bins presented at your premises we will contact you via a note left on the bin or via mail.

Use of Garbage Bin

6. You may place in the Garbage Bin (Maroon or Grey lid) waste produced from the property providing the gross weight of the bin and its contents is not more than 72kg and the lid is properly closed. The following items **are not** to be placed any Council supplied bin:
 - hot and burning materials;
 - nightsoil, sewage or animal faeces;
 - slops and liquid wastes;
 - medical or veterinary wastes including dead animals;
 - waste generated from building work including, without limitation, bricks, concrete, timber and metal objects;
 - waste from the restoration or servicing of motor vehicles;
 - motor vehicle and other machinery parts;
 - trade waste;
 - furniture and like objects;
 - oils, paints, solvents and similar substances;
 - waste that cannot be contained in an approved bin due to its size, shape, nature or volume;
 - Objects that may damage the collection mechanism or a vehicle used for the collection of refuse;
 - Dangerous goods – i.e. Substances that can cause an immediate risk due to their physical or chemical properties and,
 - Hazardous waste, e.g. Asbestos.
 - Any e-waste items (electrical or technology products e.g. computers, items that require batteries, items with a power cord).

Recycling alternatives

7. The City of Monash also has a Waste Transfer Station where recyclable material is accepted free of charge, this includes items such as:
 - Metal
 - Fluorescent tubes
 - Paper, cardboard, bottles and cans
 - Batteries and mobile phones
 - Ee-waste

For more information, please go to:

www.monash.vic.gov.au/Services/Rubbish-Recycling/Monash-Waste-Transfer-and-Recycling-Station.

Bin Maintenance and Replacement

- Maintenance of the Bin(s) is the responsibility of Council, which will service the bin free of charge, or replace it if it is accidentally damaged beyond repair or if it is stolen. If the bin is damaged as a result of misuse or other action on the part of the user or if the bin is lost as a result of an action or failure to act to protect the bin against loss or damage, the Council may charge the ratepayer the cost of repair or for the cost of replacement of the bin.

Other information

- These “Conditions of Service and Supply” shall remain in effect until amended by Council.
- Charges for bins, outside the standard for your rated property, increases annually from the 1st of July. To confirm the current rates/charges please phone 9518 3555.
- For more information phone 9518 3555

Your privacy

The Privacy and Data Protection Act 2014 protects the personal information of individuals. Monash Council takes this responsibility seriously and endeavours to manage and protect personal information in its possession at all times. Council has adopted policies and procedures to protect personal information.

These are available on Council’s web site at: www.monash.vic.gov.au/legal/privacy

Privacy Collection Statement

The personal information you have provided in this form and any other information you provide in relation to your request, is being collected by the Monash City Council for the primary purpose of processing your application for a commercial waste bin(s). If you do not provide the requested information your request will be unable to be processed. Your personal information will not be disclosed to any external party without your consent, unless required or authorised by law. If you wish to gain access to, or alter any personal information you have supplied on this application, please contact Council’s Privacy Officer on 9518 3081.