

Question 1. Why is Council changing the way we will be charged for waste?

All residentially rated properties in the Tweed need to be charged a compulsory waste service charge to provide the minimum amount of garbage (waste for landfill) and recycling to be collected per property.

The requirement, stated under Section 496 of the Local Government Act, requires all Councils to charge annual domestic waste management charges for every parcel of rateable land in which waste management services can be provided. **These are the garbage and recycling services that are collected from your property.**

Your property was approved under the Tweed Development Control Plan, Section A15 – Waste Minimisation and Management, which requires minimum amounts of garbage and recycling collection to be supplied per property. The amount varies according to the type of property, as explained in Question 2.

Currently, 30 per cent of multi-unit properties are not being correctly charged this residential garbage and recycling service charge. This is either because the charges have been directed to the property's Body Corporate / Strata who then pass on a waste charge, or the property has no Council waste services and related charges because they are provided by a commercial contractor.

Question 2. What is the minimum amount of garbage and recycling services I should have per week and what should I expect to pay for these services?

Volumes of garbage and recycling:

Under the Tweed Development Control Plan, Section A15 – Waste Minimisation and Management, Tweed Shire Council requires provision for minimum residential garbage and recycling volumes as outlined in Table 1.

Please note these amounts are indicative only of the minimum volume that needs to be collected per week, per townhouse or unit (not actual bin sizes required).

Where properties have space issues, services to collect these volumes will be determined by the Body Corporate / Strata where these exist, and may be in the form of shared bins or bulk bins depending on the space limitations for each complex.

Proposed charges:

Each property is currently paying for garbage and/or recycling services, however there will be a change in the way these fees are charged.

Your current charges would include those that apply to all properties for the provision of communal waste services throughout Tweed Shire, to cover landfill management and public waste services (these should already be coming to you through your rates). For the 2015/16 financial year, these include:

- \$62.40 – Annual waste management fee, and
 - \$50.40 -- Annual Landfill Management Charge
- (Total - \$112.80 per year based on 2015-16 fees and charges)

Multi-unit Waste Management Charges

FAQs - Frequently Asked Questions – Townhouse Multi-units



See Question 3 for further explanation on how these funds are used.

However, charges for your garbage and recycling services (those collected from your property) would currently be passed on from your Body Corporate / Strata (some properties might have also ordered their own additional services).

From 1 July 2016, Council will instead send these service charges directly to each unit owner. If unit owners are currently paying waste charges to the Body Corporate / Strata, they should be offset by the service charges that will be charged directly to each individual owner in their rates.

A standard waste management charge for garbage and recycling per townhouse will be calculated based on the minimum required volumes for garbage and recycling collection, similar to the charge applied to all other residential properties in the Tweed.

If you or your complex requires a higher volume of garbage or recycling services, then you will need to pay for that additional volume accordingly.

This charge is yet to be formally confirmed and approved by Council. However, see below for an indication of what this might be and the options available, based on the 2015/16 fees and charges.

Table 1: Multi Dwelling Housing charges and options:

Definition	WEEKLY Garbage volume required per unit	WEEKLY Recycling volume required per unit
Multi-Dwelling Housing refers to three or more dwellings (attached or detached) on one lot (i.e. townhouses), each with access at ground level. Usually only one to two storey development.	80 litres per week	120 litres per week
	2015/16 cost: \$148.60 per unit per year	2015/16 cost: \$67.80 per unit per year
	TOTAL annual waste services charge based off 2015/16 Fees and Charges if properties do not share: \$216.40 per unit per year	
	OR the option to share: 240 litres per week (shared between every two townhouses) 2015/16 cost: \$158.65 per unit per year (120 litres worth of garbage per unit per week)	OR the option to share: 240 litres per week (shared between every two townhouses) 2015/16 cost: \$67.80 per unit per year
TOTAL annual waste services charge based off 2015/16 Fees and Charges if properties share services: \$226.45 per unit per year		

Question 3. What does the Annual Waste Management Charge and Annual Landfill Management Charge cover?

Waste Management Charge

The Waste Management Charge is applicable to all residential and farmland properties that receive a waste service. The fee for 2015/2016 is \$62.40.

This charge helps meet the cost of:

- Land rehabilitation
- Roadworks relating to garbage collection
- Acquisition of land for future garbage depots
- Financial assurance
- Provision of landfill environmental management
- Waste disposal technology - software and capital equipment
- Planning for future waste strategies - eg. management plans, bin systems, collection strategies, e-waste recycling (computer, electronic equipment)

Landfill Management Fee

All rateable properties in the Tweed pay a Landfill Management Fee of \$50.40 (2015/16 Fees and Charges), in accordance with Section 501A of the Local Government Act.

The Landfill Management Fee helps meet the costs of:

- establishing future landfills
- current landfill operations
- remediating former landfill sites
- minimise their environmental impact

Q4. How do I organise my waste services?

If a complex has a Body Corporate or Strata Manager, Council will continue to organise the garbage and recycling collection services through this managing agent, to ensure the services are provided efficiently and take any space limitations and other factors into consideration.

If your complex isn't managed by either of the above, please contact Council's Waste Management Unit on (02) 6670 2694 to discuss your service options.

Question 5. Can I have more or less recycling / garbage collected per week?

The proposed fee is for the minimum volume of garbage and recycling you are required to have and pay for. Those properties who do not have a managing agent can order larger bin services for both recycling and garbage.

Properties with a managing agent will need to speak with the agent to increase services, because the provision and organisation of services will still be controlled through the Body Corporate / Strata.

Additional services or volumes will incur additional charges depending on what is ordered. Charges for current services can be found under Council's Fees and Charges at www.tweed.nsw.gov.au/feesandcharges

Question 6. I rarely use garbage or recycling services. Can I opt out of receiving the collection services?

Bins can be shared, however, you will still need to pay the minimum garbage and recycling service charge (see Table 1) in line with all residential properties in Tweed Shire.

The Annual Waste Management Fee and Annual Landfill Management Fee (listed in Question 2) are also compulsory for all residentially-rated properties.

Question 7. I don't have space to store bins at my property. What services do I get to cover these minimum requirements?

Where services to properties are restricted by available space, the Body Corporate / Strata will determine the services to collect these volumes. This may be provided by shared bins or bulk bins, depending on the space limitations of each complex.

Question 8. How can I get more information or ask questions?

- visit the website yoursaytweed.com.au/unit-waste-charges. Detailed information including linkages to relevant legislation, State targets for waste diversion and Tweed Development Control Plan requirements, will all be provided
- email waste@tweed.nsw.gov.au to ask questions or provide comments
- phone our dedicated waste and recycling hotline (02) 6670 2260 (the hotline will operate between Monday to Friday, 8.30am-4.30pm from 30 November to 18 December).
- register your interest in attending an information session (dates for sessions in your area will be confirmed soon). To register, please phone (02) 6670 2260 or email waste@tweed.nsw.gov.au.