



Collection limits

- maximum volume: **3 cubic metres in total**
- maximum length: **1.5 metres for any item**
- maximum weight: **20 kg per item or a container or bundle of items**

Collection time

Hard waste must be ready for collection by 6am on your booked day.

Are there other options for managing my hard waste?

The first step is to reduce the amount of waste you generate. So only buy what you need. The next is reusing materials by finding another way to use them. Before booking Council's hard waste service, check with local charities, family members, neighbours or community groups if they can use the items that you no longer need.

The next step is to recycle. For other ways to recycle visit www.sustainability.vic.gov.au or www.recyclingnearyou.com.au

What happens to my hard waste?

Permitted items are compacted in a collection truck before being sent to a local materials recovery centre. Wood, metals, electronic waste components and green organics are separated to be processed. Other materials that cannot be recycled locally are then sent to landfill. Mattresses are collected separately and delivered to a specific recycling facility.

Can I allow other businesses to take my hard waste?

Once you have made a booking and placed your hard waste out for collection by Council, other businesses may contact you to remove some or all of your hard waste or attempt to take the hard waste from your property without your permission.

Removing hard waste including metal and whitegoods, that is booked for collection through Council, is **prohibited** and affects the future of the service. If you witness anything like this, please report to Council with business names and registration numbers of vehicle.



Hobsons Bay City Council

115 Civic Parade, Altona
 PO Box 21, Altona 3018
 Phone 1300 179 944
 Fax (03) 9932 1090
 NRS phone 133 677 and quote 1300 179 944
 Email customerservice@hobsonsbay.vic.gov.au

 www.twitter.com/HobsonsBayCC

 www.facebook.com/HobsonsBayCityCouncil

 www.hobsonsbay.vic.gov.au

HOBSONS BAY LANGUAGE LINE

9932 1212

INTERPRETER SERVICE FOR ALL LANGUAGES

Your Council in your language

Recorded Council information in:

English	العربية	Ελληνικά
Italiano	ကဵုကဵု	Tiếng Việt
粵語	Македонски	普通话



Hobsons Bay City Council operates a booked hard waste collection

All Hobsons Bay properties are able to book one free hard waste collection each financial year (1 July to 30 June). A second collection can also be booked for a fee of \$79.57. Please read this flyer carefully as it contains information on what will and will not be collected, and how to place your hard waste out for collection.

BOOKING

- Visit www.hobsonsbay.vic.gov.au/hardwaste to book your collection through the online portal. Alternatively, call Council's Customer Service team on **1300 179 944** between 8.30am and 5pm Monday to Friday.

INFORM

- Please list the types of hard waste you need collected in the online portal, or while speaking to customer service, to ensure we can plan for efficient and safe collection. It also helps us to recycle where possible.

PLACEMENT

- Place hard waste in a neat group in a clearly identifiable and accessible area towards the front of your property. If it is not neat or accessible it may not be collected. Place it either in your front yard or on your driveway, not more than 10 metres from the property's front boundary. Do not place hard waste on the nature strip or outside your property's front boundary. Fines may be imposed under Council's Local Laws or the *Environmental Protection Act 1970*.
- Ensure vehicles are not obstructing driveways, gates are unlocked, and dogs are not within the area where the hard waste is to be collected from. Do not place for collection under your verandah, carport or in a trailer. Please call Customer Service if your property or hard waste is difficult to access to discuss options.
- Council and its service provider will not accept responsibility for items placed near the hard waste that it subsequently removed.

CONFIRMATION

- When booking online or via customer service, you will be given a booking reference number with details of the scheduled collection day. You will also receive a text reminder the day prior to collection.

Cancellation

Should you need to change or cancel your booking, this must be done via phone on **1300 179 944** no later than 12pm the business day prior to your scheduled collection. Please have your booking number ready to quote. If you do not notify Council by this time, your booking (free or paid) will be forfeited.

THESE HARD WASTE ITEMS WILL NOT BE COLLECTED



NO Building materials or waste arising from renovation or demolition – concrete, plaster, bricks, tiles, soil, rocks, toilets, bathtubs, sinks, roofing iron, guttering, carpet and large pieces or quantities of timber (greater than 1.5 metres)



NO fencing material (hint: ask your fencing contractor to remove fencing waste for you)



NO commercial or business waste or household garbage



NO paint tins, including empty tins



NO engine blocks, tyres or tyre rims



NO chemicals, liquids, paints, oils, automotive fluids, car batteries, garden sprays or fertilisers



NO unbound green waste and branches exceeding 1.5 metres long



NO individual items which cannot be lifted by two people



NO gas bottles, asbestos, ashes or other hazardous material

Unacceptable and excess hard waste will not be collected. It is your responsibility to appropriately dispose of any hard waste left behind.

THESE HARD WASTE ITEMS WILL BE COLLECTED



electronic appliances including: tvs, computers, monitors and stereos



air conditioners and whitegoods (remove fridge/freezer doors)



tree stumps (30cm diameter) roots/branches (bundled and tied, 1.5m long)



mattresses and bed bases



hot water units



wrapped glass, mirrors and windscreens.



small metal car parts (less than 20kgs)



metal tanks and drums (maximum diameter 40cm)



household furniture, bbq's, bicycles and toys



small amounts of timber- Less than 1.5 metres long (bundled and tied)



scrap metal, tools and equipment



pottery, ceramics and chinaware