

## **FAQ's Bulky Waste collection**

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## Answers to Frequently Asked Questions

Q1. How can I book a Bulky Waste Pick up?

If you are a resident of the ACT and have an eligible Concession card you can call 6249 7974 to speak to someone helpful who will assist you to make a booking. The concession card include: Pensioner Concession Card, DVA Gold Card, Seniors Myway card and you are over 70 years of age.

Q2. How many collections can I have each year?

Households are entitled to have one pickup every 12 months. If you have previously had a pickup you will need to wait until 12 months has lapsed before you can have another pickup.

Q3. Do I have to book a service or can I just place out items for collection any time?

Before placing any items out for collection you will need to contact the Bulky Waste Pick up service and book a service. Items placed out the front of your home will not be collected without a booking.

If you are moving, plan for your collection to take place ***before*** you leave the property.

Q4. What can I put out for collection?

This is a Bulky Goods Service, items to be collected must be bulky and be quick and easy to take away, they must be able to be safely lifted by two people, generally less than 2 metres in length, and weigh no more than 46kg per item.

We can pick up a maximum of 2 cubic metres (2x x 1m x 1m) of material and a maximum of 10 items **within** the 2 cubic metre limit.

Items that are suitable to be put out for collection are varied in their nature and can include but are not limited to the following:

- Televisions
- Computers and associated material
- Electrical items & small appliances eg heaters, fan, lamps, toaster ovens etc
- White goods
- Mattresses (max 1 per collection)
- Pieces of furniture such as bedside tables, chairs, baby change table etc
- Larger pieces of furniture must be able to be lifted by two people and be no longer than 2 cubic metres in length. (Max 1 three seat couch per collection)
- Wood products eg sheet wood, doors, window frames
- Metal sheeting or roof guttering (lengths up to 2 metres), scrap metal
- Rolls of carpet, linoleum, rugs etc. Rolls no longer than 2 metres in length and must be able to be lifted by 2 people. (Generally whole rooms of carpet exceed the limit of 2 cubic metres).
- Items from the garden such as hoses, containers, bins, plant pots (must be empty), etc
- Items from the shed such as tools, lawnmowers, shelving etc
- BBQs
- Blankets, linen and Manchester

- Camping and outdoor equipment
- Sporting equipment such as skis, fishing rods, bicycles, exercise equipment etc
- Car accessories such as seats, louvers, child restraints etc. (not car tyres)

Q5. What can't I put out for collection?

- This service is not a rubbish removal service. We cannot take away garden waste, building rubble or general household rubbish. Please do not place out any items that cannot be reasonably removed by two people and / or items over two metres in length. Items which are NOT suitable for collection include the following:
  - Oversized items larger than 2 metres in length and 46kg in weight.
  - General household rubbish. Please place in your rubbish bin or take to landfill (fees apply).
  - Garden waste, prunings, clippings, etc - please place in your compost bin or utilise the services of a rubbish removal company. Garden waste can be delivered free of charge to the Mugga Lane Resource Management Centre.
  - Compostable waste including foods scraps – please place in your compost bin or worm farm.
  - Sheet glass or mirrors. Needs to be taken to landfill (fees apply).
  - Hazardous chemicals including pesticides, paints, cleaning agents, solvents oil etc. Disposal information can be found at [http://www.tams.act.gov.au/recycling-and-waste/a-z\\_waste\\_and\\_recycling\\_guide/h#Hazardous](http://www.tams.act.gov.au/recycling-and-waste/a-z_waste_and_recycling_guide/h#Hazardous)
  - Gas bottles and fire extinguishers – these items can be dropped off at the Resource Management Centres at Mitchell or Mugga Lane. Further information can be found at [http://www.tams.act.gov.au/recycling-and-waste/a-z\\_waste\\_and\\_recycling\\_guide/g#Gas](http://www.tams.act.gov.au/recycling-and-waste/a-z_waste_and_recycling_guide/g#Gas)
  - Concrete, plaster, building rubble. Can be dropped off at the Resource Management Centres at Mugga Lane (fees apply). Further information can be found at [http://www.tams.act.gov.au/recycling-and-waste/a-z\\_waste\\_and\\_recycling\\_guide/c#Concrete](http://www.tams.act.gov.au/recycling-and-waste/a-z_waste_and_recycling_guide/c#Concrete)
- Sand or soil. Needs to be taken to landfill (fees apply). Further information can be found at [http://www.tams.act.gov.au/recycling-and-waste/a-z\\_waste\\_and\\_recycling\\_guide/s#Sand](http://www.tams.act.gov.au/recycling-and-waste/a-z_waste_and_recycling_guide/s#Sand)
- Asbestos and fibro sheets. Please consult the Territory and Municipal Services website for further information about the appropriate disposal of this material [http://www.tams.act.gov.au/recycling-and-waste/a-z\\_waste\\_and\\_recycling\\_guide/a/asbestos](http://www.tams.act.gov.au/recycling-and-waste/a-z_waste_and_recycling_guide/a/asbestos)
- Sharps. Syringes and needles can be dropped off for free at the Mugga Lane and Mitchell Resource Management Centres. Further information can be found at [http://www.tams.act.gov.au/recycling-and-waste/a-z\\_waste\\_and\\_recycling\\_guide/n-o#Needles](http://www.tams.act.gov.au/recycling-and-waste/a-z_waste_and_recycling_guide/n-o#Needles)
- Fireworks and explosives. Please contact the Australian Federal Police regarding the appropriate disposal of these items.
- Car tyres. Tyres and wheels can be dropped off at the Mugga Lane and Mitchell Resource

Management Centres (fees apply). Further information can be found at [http://www.tams.act.gov.au/recycling-and-waste/a-z\\_waste\\_and\\_recycling\\_guide/t#Tyres](http://www.tams.act.gov.au/recycling-and-waste/a-z_waste_and_recycling_guide/t#Tyres)

Further information about disposal and recycling in Canberra can be found at [http://www.tams.act.gov.au/recycling-and-waste/a-z\\_waste\\_and\\_recycling\\_guide](http://www.tams.act.gov.au/recycling-and-waste/a-z_waste_and_recycling_guide)

Q6. Why doesn't the ACT government accept all materials through this service?

Materials identified as not suitable for collection under the Bulky Waste Service are excluded for a number of reasons including:

- Safety considerations – items must be within a specified weight and length requirements to ensure safe work practices for staff handling this material. These materials can also cause fire or explosions if not handled appropriately.
- Hazardous materials – it is important poisons, chemicals and other hazardous materials are handled and stored in the proper manner to safe guard us and our environment.

Q.7 What are recyclable materials and what should I do with these items?

Recyclable material refers to the standard household recyclable items which are placed in your yellow top recycle bin for collection each fortnight. These items include glass jars and bottles, rigid plastic bottles and containers, flattened cardboard, magazines and paper products, aluminium and steel cans. If you have larger quantities of these items you can drop them off at either of the resource Management Centres in Canberra or one of the four drop off Centres located at

- Jolly Street, Belconnen
- Botany Street, Phillip
- Baillieu Court, Mitchell
- Scollay Street, Tuggeranong

Further information about can be found at <http://www.tams.act.gov.au/recycling-waste>

Q8. Where do I place Items for collection?

Items will need to be placed out the front area of your property, somewhere that is easily accessible by our drivers. Please keep your items within your property boundary.

If you live in a multi-unit development you must contact your body corporate or managing agent to identify a suitable location for placement of your goods.

Please note our drivers are unable to enter your home or garage to retrieve items.

Q9. How much material can I place out?

The maximum amount of bulky waste to be collected per dwelling is two cubic metres. Each item must weigh no more than 46Kgs, and be no more than 2 metres in length.

2 cubic metres is equal to 2metres in length x 1 metre width x 1 metre high.



Q10. How do I present my items for collection?

Please stack your items together in a neat and tidy manner in the front area of your property where they can be easily accessible by our drivers for example, on your driveway, front lawn etc. Please ensure your items remain within the boundaries of your property and consult your body corporate about an appropriate place to leave your items if you live in a multi-unit dwelling. Make sure you do not place your items where they will interfere with the emptying of your garbage bins.

Q11. Can I access additional services after my one entitlement for the year?

Eligible recipients are entitled to one free pick up every 12 months which must not exceed 2m<sup>3</sup>. If you have additional items that you no longer require you can consider the following options:

- If the items are in good condition you could consider dropping them off at one of the Green Sheds located at the Resource Management Centres at Mugga Lane or Mitchell.
- Hold a garage sale
- Donate your items to a local charity
- White goods or other items made from metal can be dropped off at either of the Resource Management Centres at Mugga Lane or Mitchell
- General household waste which is unable to be reused or recycled, can be taken to landfill (fees apply)
- Call the Bulky Waste collection service on 6249 7974 and enquire about a second pickup. (fees apply)

Q12. When will my items be collected?

To arrange a collection please call the Bulky Waste Collection Service on 6249 7974, to book a date. Place your items out either the night before or early in the morning of your allocated pick up day. Your items will be collected sometime between 8am and 2pm on that day. You must be present on the day to show your concession card to the driver and to sign the booking form.

If the driver cannot sight your card, your pick up will not occur.

Q13. What if I forget to place out the items in time for my booked collection?

If you have booked a service, and have not put out your items, the contractor will still claim the service as a provided service and will result in your annual entitlement being used.

Q14. Most of my items were collected but some were not. What do I need to do?

Some items are not suitable for collection in the bulky waste pick up or you may have exceeded your limit. Please refer to question 4 *What can I put out for collection?*, question 5 *What can't I put out for collection?* and question 9 *How much material can I place out?*

You will be required to remove unsuitable items from the front of your property after the collection has occurred.

Q15. Where does the bulky waste material go?

The items collected through the bulky waste pick up service will be taken to the Resource Management Centres at either Mugga Lane or Mitchell, where they are sorted into various waste types. Any items with a resale value are taken to the reuse shops, recyclable materials are recycled appropriately and residual items are taken to landfill.

Q16. Will my items be recycled?

The ACT is one of the leading jurisdictions in waste management in Australia with over 70% of waste generated in the ACT reused or recycled. The Government remains committed to doing more and progressing towards its goal of zero recoverable waste sent to landfill.

The Bulky Waste collection Service has procedures in place to ensure as much material as possible which has been collected will be recycled. This is done by either dropping off at the re-use shops or at the appropriate recycling areas within the Resource Management Centres.

Q17. I live in a unit complex or townhouse, will this affect me?

There are no special requirements if you live in a multi-unit development except if there is a Body corporate in place you will need to consult them about the most appropriate place to put your items for collection.

You might like to consult with other residents and book a pick up at the same time.

Q18. I live in a battle axe block, will that affect me?

There are no special requirements if you live in a battle axe block. You just need to place your items somewhere in your front yard where they are easily accessible by the driver. Please let us know when making your booking if you live in a battle axe block to assist the driver to find you.

Q19. What does the service cost?

The service is free to eligible concession card holders. Eligible concession card holders are those who possess any of the following cards:

- A current Centrelink Pension Concession Card
- A Veterans Affairs card
- An Action Gold Card valid for residents over the age of 70 years.
- A Seniors My Way card valid for residents over the age of 70 years.

Q20. How can I make a complaint about the service?

If you are unhappy with the service, in most cases it is likely the matter can be sorted out on the spot by speaking to us directly. Please call our office on 6249 7974 to speak to someone helpful. If you are still not happy you may email us with your specific concerns to [bulkygoods@gmail.com](mailto:bulkygoods@gmail.com).